

Organizational Design

Tutorial

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Week 6



Read the article *The Zappos Way of Managing* by Max Chafkin, Inc Magazine

bit.ly/orgdesign-w6

Question 1

Which characteristics of managerial work, among those noted by Mintzberg 1989, show up in the text?

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Question 3

How would you describe Tony Hsieh's approach to power, leadership, and decision-making?

See you on Friday!