



Management in Networks: On multi-actor decision making

By Hans de Bruijn, Ernst Ten Heuvelhof

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Getting what you want – even if you are the boss – isn't always easy. Almost every organization, big or small, works among a network of competing interests. Whether it's governments pushing through policies, companies trying to increase profits, or even families deciding where to move house, rarely can decisions be made in isolation from competing interests both within the organization and outside it.

In this accessible and straightforward account, Hans de Bruijn and Ernst ten Heuvelhof cast light on multi-stakeholder decision-making. Shunning simplistic model talk, they reveal the nuts and bolts of decision-making within the numerous dilemmas and tensions at work. Using a diverse range of illustrative examples throughout, their perceptive analysis examines how different interests can either support or block change, and the strategies available in managing a variety of stakeholders

This insightful text provides both depth of understanding and a wealth of advice. It is invaluable reading to students working in business and management, public administration and organizational studies, plus practitioners – or actors – operating in a range of contexts.

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About the Author

Hans de Bruijn is Professor in Organization and Management at Delft University of Technology. He has a broad research portfolio with a recent focus on decision making in networks, performance management, enforcement and decision making on large infrastructure projects.

Ernst ten Heuvelhof is Professor in Public Policy at Delft University of Technology and Erasmus University Rotterdam. He has performed extensive research into environmental and planning issues in the utility sector.

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