

	University of East London					
10 min(s) to complete	This research project is aiming to study the managerial decision-making process. You will be asked to imagine that you are the					
Sincere Gratitude	manager of an airline company that is in the process of dealing with some customer complaints. The full scenario will be provided to you in a short text, which will be					
Experiment	followed by an email from one of your employees suggesting certain changes to your new strategy. The following step will b to react to the employee's message, based					
Online	on a few measuring scales.					

Find out more online
Poster printed on 03/05/2024 Study expires on 14/08/2020

## More info by scanning the QR code or visiting the URL

## www.cfp.cc/U5M9C3

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