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WHOLE FOODS CASE DISCUSSION QUESTIONS

Chapter 1

1. Describe how Whole Foods uses human capital as a source of competitive advantage.
2. Identify the aspects of high-involvement management contained in Whole Foods' approach to managing its associates.

Chapter 2

1. Compared to other companies in the service sector, is Whole Foods more or less likely to experience discrimination problems? Explain your answer.

2. How could Whole Foods' democratic model of selection interfere with the development or continuance of a diverse workforce? What should it do to prevent difficulties?

Chapter 3

1. How do you think that globalization will affect Whole Foods over time? Please explain several ways it could affect the company operations.
2. In what ways can national culture affect the management of human capital? Will Whole Foods have to adapt its democratic approach to selecting new team members?