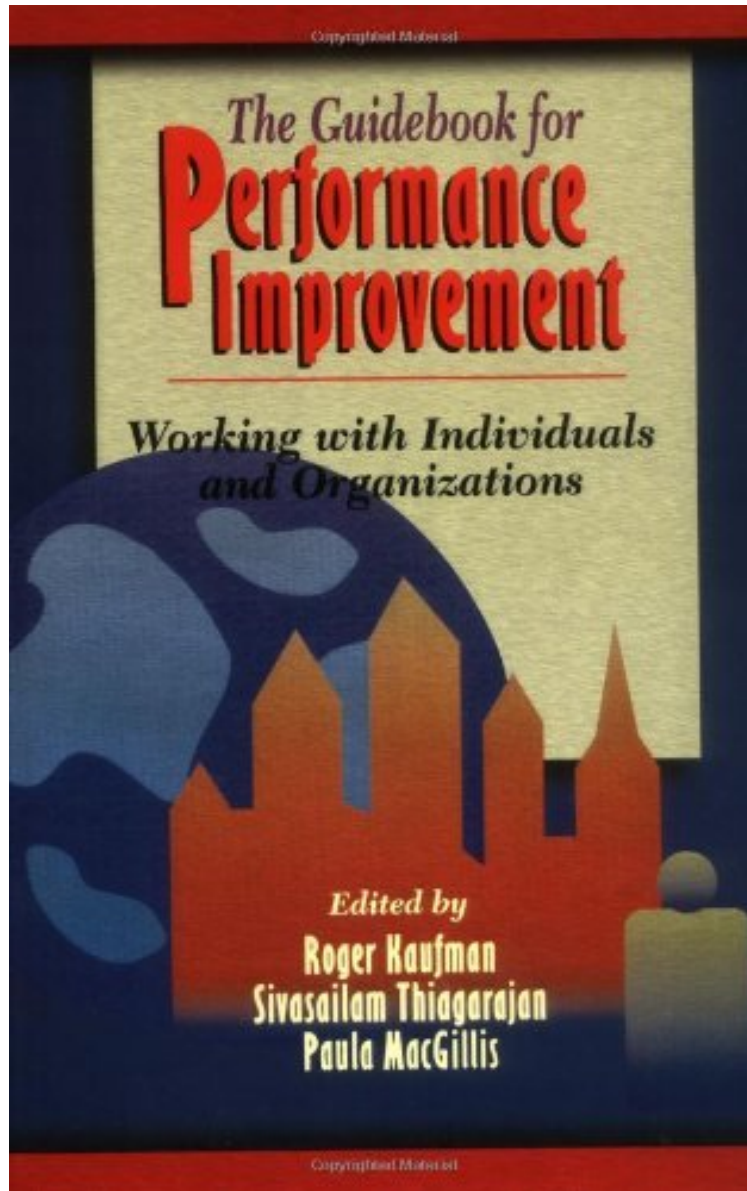


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The Guidebook for Performance Improvement: Working with Individuals and Organizations

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Great Tools and Tales
By A Customer
As a compendium of insider knowledge in the field of human performance technology (HPT), this book has it all. The first section briefly reviews the history and body of knowledge which comprises HPT and gives insight to its breadth and complexity. Acknowledged leaders in the field share their time-proven and refreshingly wholistic tools for diagnosis and resolution of issues in a continuously changing environment. While the book has a decidedly theoretical bent, it doesn't fail to provide wonderfully practical tools, supported by examples, you can use right away to get results. Plus, I found out I'm a "brown suit"? Are you? I highly recommend this book. It's a "must have" reference for the library of every self-respecting performance technology (HPT) or organizational development (OD) person out there. Just make sure you read it and use it!

The ultimate resource for improvement and planning!
This treasure trove of information gives you expert direction for helping your organization and its employees improve performance. Unlike most resources on organizational improvement that consider only the micro- (individual) and macro- (organization) levels, this guide incorporates the mega- (customer/client) level in planning success. Among the many leading contributors to this volume are: * Dale M. Brethower * Diane Dormant * Judith Hale * Roger Kaufman * Danny G. Langdon * Bette Madson * Ann W. Parkman * Sivasailam "Thiagi" Thiagarajan * Odin Westgaard * Jack Zigon . . . and many more! You'll learn vital performance improvement steps including: * Defining objectives and ensuring that they are useful * Determining what results to achieve * Designing and implementing interventions, programs, and activities that will achieve results * Planning appropriate evaluation efforts . . . and much more! The Guidebook for Performance Improvement draws on all the current improvement approaches--quality, reengineering, job-task analysis, reward programs, and others--synthesizes those ideas, and offers you a wide range of success strategies to maximize workplace performance. A desk reference like no other, this book gives you cutting-edge tips and techniques for achieving organizational breakthroughs.
Selected Contents:--The Origins and Critical Attributes of Human Performance Technology * Research and Development Origins of Performance Systems * Social Responsibility * --A Strategic-Planning Framework: Mega Planning * Preparing Performance Indicators and Objectives * Needs-Assessment Basics * Business-Unit Performance Analysis and Development * Organizational Mapping * Job-Task Analysis * --The Hierarchy of Interventions * Applications of Total Quality Concepts to Organizational Effectiveness * Developing Front-line Employees: A New Challenge for Achieving Organizational Effectiveness * Job Aids * Recruitment and Turnover * Accountability for Staff Turnover * Performance Management * Program Management: Its Relationship to the Project * Rewards and Performance Incentives * Developing Test and Assessment Items * Quality Management/Continuous Improvement * Performance Appraisal

From the Inside Flap
The only practical guide to performance improvement that regards customer satisfaction as the ultimate goal! This book combines all the current improvement approaches into one comprehensive, holistic approach that can be successfully applied to individuals and organizations alike.
From the Back Cover
The only practical guide to performance improvement that regards customer satisfaction as the ultimate goal! This book combines all the current improvement approaches into one comprehensive, holistic approach that can be successfully applied to individuals and organizations alike.