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<<培训者外包手册>>

图书基本信息

书名：<<培训者外包手册>>

13位ISBN编号：9780787979416

10位ISBN编号：0787979414

出版时间：2006-12

出版时间：John Wiley & Sons Inc

作者：Friedman, Debbie

页数：319

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内容概要

Demystifying Outsourcing emphasizes the importance of building partnerships with consultants and vendors to achieve results. Training managers who utilize this resource will build their confidence and strengthen their outsourcing capabilities as they navigate complex outsourced projects. As a comprehensive toolkit, the book takes the reader step by step through an outsourced initiative. Numerous stories bring the challenges of outsourcing to light. Practical tips and tools, and worksheets on the accompanying CD can be tailored easily to any project. Topics include: Current trends and guiding principles in outsourcing A strategic sourcing decision model to help managers make wise choices about what to outsource and what to retain Identifying and selecting outsourcing partners The RFP process and contract negotiations Positioning consultants and vendors in the organization Design, delivery and program evaluation of outsourced initiatives Special situations such as dealing with conflict, inheriting a consultant and working with multiple consultants and vendors

Debbie Friedman is Operating Vice President at Federated Department Stores, where she heads up the Federated Leadership Institute, a training function whose mission is to strengthen the leadership capabilities of the top 1,800 executives.

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