

图书基本信息

书名：<<90个世界级培训者的90个经典活动指南 90 World-Class Activities>>

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内容概要

90 World-Class Activities by 90 World-Class Trainers gathers classic activities from ninety master trainers in one convenient place. The stellar list of trainers includes Bellman, Blanchard, Booher, Crum, de Bono, Kouzes, Masie, Pike, Robinson, Scannell, Silberman, Thiagi, Zenger, and 77 other names you'll know. Elaine Biech (editor of the Pfeiffer Annuals and author of Training for Dummies) has gathered a powerful and exciting collection of activities from around the globe. The sixteen topics include change management, coaching, diversity, leadership, and teamwork. This invaluable resource presents the favorite activities of some of the most talented trainers in the world—all seven continents are represented. All of these activities have stood the test of time and are presented here for your use to engage teams and groups in collaborative learning. The contributors provide helpful suggestions for adapting the activities to a particular setting or audience and present ideas for adding zest to their favorite activities to ensure that you are as successful with them as they have been. The book is filled with experience and expertise. Combined, the contributors have written and edited almost 800 books and over 3,700 articles and have received hundreds of awards. Many are members of the HRD Hall of Fame and they advise some of the largest organizations in the world. Draw on their expertise and implement several of the activities. Your success is guaranteed. 作者简介： Elaine Biech is the author and editor of more than three dozen books, including The Business of Consulting, Marketing Your Consulting Services, and The Consultant's Quick Start Guide, all published by Pfeiffer. She is president of ebb associates inc, an organizational development firm that helps organizations work through large-scale change. She has been in the training and consulting field for twenty-six years and conducts strategic planning sessions, facilitates team building, and implements corporate-wide systems.

书籍目录

PresentingSection 1:Training and Consulting Topics. Chapter 1: Change Management. Choosing Structure to Fit Intentions (Phil Grosnick). Benefits and Risks (Peggy G. Hutcheson, Ph.D.). Change—But Don ’ t Drop the Customer (Muralidhar Rao,B.Tech,PGDM,with Max Rodrigues, M.Sc., LL.B,Dip Ind ’ I Mgt.). Hot Buttons (Joanne G. Sujansky, Ph.D.,CSP). Chapter 2: Coaching,Mentoring, and Feedback. How to Be Impressive When Meeting Someone New (Kevin Daley). Admiration/Fantasy Exercise (Beverly Kaye, Ed.D.). 360 Feedback (Stephen K.Merman,Ed.D.,PCC,CPCC). The Last Time You Were Appreciated (Bob Nelson, Ph.D.). Chapter 3: Communication. The Truth Be Known (Dianna Booher,CSP,CPAE). Learn to Drive a Motorcycle—with Style (Marjorie Brody,CSP,CMC,PCC). Hello! Hello! Can You Hear Me Now?!(Debra A.Dinnocenzo, M.A.). Picture That (Deborah Dumaine). Mute Instructions (Jaime Galvez). Domination Identification (Kristina Gow). Metaphorically Speaking (Ann Herrmann-Nehdi). Open Their Fists (Elliott Masie). Line Up! (Agnieszka Niziol-Kaplucha). Four Facts (Bob Pike,CSP,CPAE). The Shape of Things to Come (Suzanne Adele Schmidt,Ph.D.). Chapter 4: Conflict and Collaboration. Force Follows Force Blindly (Thomas Crum). The Cost of Conflict (Herb Kindler,Ph.D.). Resolving Conflict: Easy as ABCD (Darryl L. Sink, Ed.D.). Magic Matters (Richard T.Whelan, M.A.). Cross the Line (Joe Willmore). Chapter 5: Creativity. Creativity and Collaboration Eggsperiment (Mimi Banta). Doubling Up on Creativity (M.K.Key, Ph.D.). What ’ s in the Box? (Lenn Millbower,B.M., M.A.). Scavenger Bingo (Steve Sugar,M.B.A.). Tell Me Why (Arthur B.VanGundy, Ph.D.). Chapter 6: Customer Service. Special Delivery (Chip R. Bell, Ph.D.). A Customer Service Dream (William J. Rothwell, Ph.D., SPHR,FLMT,CTDP, with Dennis E. Gilbert). Chapter 7: Diversity and Differences. Building Cross-Cultural Awareness (Carol J. Friday, M.A.). Animal Magnetism (Phil Green,B.Ed.,Adv. Dipl. in Primary Ed.,Cert. Ed.). Diversity Crossword Puzzle (Julie O ’ Mara). Inspirational Parables in the Multiethnic Swirl (Edwina Pio, Ph.D.). Chapter 8: Leadership Chapter 9: Organizations and Process Improvement Chapter 10: Self-Management:Time,Meetings, and Values Chapter 11: Solving Problems and Making Decisions Chapter 12:Teamwork. Section 2:Training Tools and Skill Development. Chapter 13:Trainer and Speaker Skills. Chapter 14:Tools for Trainers. Chapter 15: Icebreakers and Energizers. Chapter 16: Closure: Reviewing Content and Transferring Knowledge. About the Editor.

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