

<<绩效顾问操作手册>>

图书基本信息

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内容概要

Since it was first published in 1998, The Performance Consultant's Fieldbook has become required reading for all serious workplace learning and performance consultants. This completely revised and updated second edition offers you more proven and practical advice; fresh, real-world examples and stories; and dozens more tools and templates. The Performance Consultant's Fieldbook will help trainers, training managers, and internal and external consultants working in partnership with clients to identify barriers to performance, explore a suite of solutions, and work collaboratively to get new procedures, technology, behaviors, and ideas adopted. Step-by-step, the book details the techniques you need to conduct performance interventions and offers a customizable collection of worksheets, flowcharts, planning guides, and job aids. It provides practical guidance and proven tools to help analyze an organizational environment, diagnose performance problems, identify barriers to performance, select appropriate interventions, and measure intervention success. 作者简介： Judith Hale, Ph.D., has been a consultant to management in the public and private sectors for over twenty-five years. She specializes in needs assessments, certification programs, evaluation protocols, training outsourcing, and the implementation of major interventions. She is a past president of ISPI and is on the faculty of ISPI's HPT Institute and Boise State's School of Engineering.

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书籍目录

Figures. CD-ROM Contents. Preface. Introduction. Part One: Making the Transition. 1. Performance Consulting. 2. The Transition. 3. Costs. 4. Credibility and Influence. 5. Sustaining Change. Part Two: Performance Consulting. 6. Environment and Norms. 7. Needs Assessment and Cause Analysis. 8. Interventions. 9. Measuring Results. 10. Measuring People Performance. Index. About the Author. How to Use the CD-ROM.

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