Fundamentals of Performance Improvement. Optimizing Results through People, Process, and Organizations. 3rd Edition

Description: Fundamentals of Performance Improvement is a substantially new version of the down-to-earth, how-to guide designed to help business leaders, practitioners, and students understand the science and art of performance technology and successfully implement organizational and societal change. Using the Performance Improvement / Human Performance Technology (HPT) model, the expert authors explain step-by-step how to spot performance indicators, analyze problems, identify underlying causes, describe desired results, and create workable solutions.

"It does not matter what function you align yourself to in your organization, this book allows you to tap into the secrets that drive organizational success. Several books work to define what is performance improvement and performance technology. This one also provides insights into the Why? And How?"
—Cedric T. Coco, CPT, SVP, Learning and Organizational Effectiveness, Lowe's Companies

"Fundamentals of Performance Improvement is full of practical models and tools for improving the world by partnering with customers, clients, constituents, and colleagues. It provides a path forward for successful transformation and performance improvement at personal, group and collective levels. It is a must read for leaders and consultants seeking to advance opportunities in new and emerging situations."
—Diana Whitney, PhD, president, Corporation for Positive Change

"If you have an interest in performance improvement, this is simply the best available book on the topic. It addresses the science and craft as well as the intricacies of how to improve workplace performance. Van Tiem, Moseley, and Dessinger have incorporated into this work the best available research on the Certified Performance Technology (CPT) standards and process."
—James A. Pershing, Ph.D., CPT, professor emeritus, Workplace Learning and Performance Improvement, Indiana University

"Its international flavor, with practitioner comments and examples drawn from across the world, enhances its appeal as more and more professionals operate in an increasingly global context."
—Daljit Singh, Asia Pacific Director of Talent Management, Baker & McKenzie, Sydney, Australia

This book includes premium content that can be accessed from our Web site when you register using the password professional.

Contents:
LIST OF FIGURES xv
LIST OF TABLES xvii
LIST OF EXHIBITS xix
LIST OF CASE STUDIES xxi
LIST OF PERFORMANCE SUPPORT TOOLS xxiii
ACKNOWLEDGMENTS xxv
FOREWORD—THE PRACTICE OF PERFORMANCE IMPROVEMENT, BY JUDITH A. HALE xxvii
FOREWORD—FUNDAMENTALS OF PERFORMANCE TECHNOLOGY, BY DALE BRETHOWER xxix
FOREWORD—PERFORMANCE IMPROVEMENT INTERVENTIONS, BY WILLIAM W. LEE xxxiii
INTRODUCTION xxxv
Ordering:

Order Online - [http://www.researchandmarkets.com/reports/2212824/](http://www.researchandmarkets.com/reports/2212824/)

Order by Fax - using the form below

Order by Post - print the order form below and send to

Research and Markets,
Guinness Centre,
Taylors Lane,
Dublin 8,
Ireland.
Fax Order Form
To place an order via fax simply print this form, fill in the information below and fax the completed form to 646-607-1907 (from USA) or +353-1-481-1716 (from Rest of World). If you have any questions please visit http://www.researchandmarkets.com/contact/

Order Information
Please verify that the product information is correct.

Product Name: Fundamentals of Performance Improvement. Optimizing Results through People, Process, and Organizations. 3rd Edition
Web Address: http://www.researchandmarkets.com/reports/2212824/
Office Code: SCA8FLP

Product Format
Please select the product format and quantity you require:

| Quantity | Hard Copy (Paper back): | USD 109 + USD 28 Shipping/Handling |

* Shipping/Handling is only charged once per order.

Contact Information
Please enter all the information below in BLOCK CAPITALS

Title: [ ] Mr  [ ] Mrs  [ ] Dr  [ ] Miss  [ ] Ms  [ ] Prof
First Name: __________________________  Last Name: __________________________
Email Address: * __________________________
Job Title: __________________________
Organisation: __________________________
Address: __________________________
City: __________________________
Postal / Zip Code: __________________________
Country: __________________________
Phone Number: __________________________
Fax Number: __________________________

* Please refrain from using free email accounts when ordering (e.g. Yahoo, Hotmail, AOL)
Payment Information

Please indicate the payment method you would like to use by selecting the appropriate box.

☐ Pay by credit card: You will receive an email with a link to a secure webpage to enter your credit card details.

☐ Pay by check: Please post the check, accompanied by this form, to:
Research and Markets,
Guinness Center,
Taylors Lane,
Dublin 8,
Ireland.

☐ Pay by wire transfer: Please transfer funds to:
Account number 833 130 83
Sort code 98-53-30
Swift code ULSBIE2D
IBAN number IE78ULSB98533083313083
Bank Address Ulster Bank,
27-35 Main Street,
Blackrock,
Co. Dublin,
Ireland.

If you have a Marketing Code please enter it below:

Marketing Code: ____________________________

Please note that by ordering from Research and Markets you are agreeing to our Terms and Conditions at http://www.researchandmarkets.com/info/terms.asp

Please fax this form to:
(646) 607-1907 or (646) 964-6609 - From USA
+353-1-481-1716 or +353-1-653-1571 - From Rest of World