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Titolo	Improving personal and organisational performance in social work // Jane Holroyd
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Nota di contenuto	Cover; Contents; List of figures; List of tables; List of activities; Foreword; About the author; Acknowledgements; Introduction; Part 1 - Understanding thoughts and behaviours; Section 1 Starting with self; Section 2 How to understand our thoughts; Section 3 The process of behaviour; Section 4 Creating positive mind solutions; Section 5 Representational systems and words; Section 6 Anchoring; Part 2 Becoming an exquisite communicator; Section 7 Understanding communication; Section 8 Advanced questioning skills model; Part 3 Effective influencing and motivating others Section 9 Persuasive language Section 10 Motivational language; Part 4 Leading self; Section 11 Understanding and enhancing thought processes; Section 12 Reframing; Section 13 Setting well-formed outcomes; Appendix; References; Suggested further reading; Index
Sommario/riassunto	An introduction to performance management for social workers