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Autore	Holroyd Jane
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Sommario/riassunto	Within health and social care settings, high levels of sustained performance from individuals, teams, organisations and multi-agency collaborations are required. In order to achieve this, both management and leadership have to take a clear and defined role. This book looks at the 'how to' of performance coaching - from establishing objectives, determining frameworks, processes and systems, to monitoring and taking corrective action as necessary. Coaching in its various forms offers a means by which those involved in public service can be supported and challenged to perform.