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Nota di contenuto	Contents; Preface; Chapter 1 General Introduction and Overview of the Book Ronald R. Sims; Part I The Process and People of Change; Chapter 2 Unleashing the Power of Self- Directed Learning Richard E. Boyatzis; Chapter 3 Employee Involvement Is Still the Key to Successfully Managing Change Serbrenia J. Sims and Ronald R. Sims; Chapter 4 Holistic Model for Change Agent Excellence: Core Roles and Competencies for Successful Change Agency Scott A. Quatro, Erik Hoekstra, and Jerry W. Gilley; Chapter 5 The Changing Roles and Responsibilities of Change Agents Ronald R. Sims Part II Global Views and Experiences of ChangeChapter 6 Why The Bridge Hasn't Been Built and Other Profound Questions in Multicultural Organizational Development Terry R. Armstrong; Chapter 7 Reconciling the Dynamic of Symbols and Symptoms in Bringing about International Change Edgar J. Ridley; Part III Change Cases; Chapter 8 Change Management Methods in an Exciting New World of Business- to- Business Commerce Ronald R. Sims and William J. Mea; Chapter 9 Privatization of Public Utilities Drives Change in Consulting Firms Kathi Mestayer Chapter 10 Data Processing toKnowledge Management: Are Information Technology Professionals Still Addressing the Same Change Management Issues? Gigi G. KellyChapter 11 The Balanced Scorecard:

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