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Nota di contenuto	Title; Copyright; The Black Box of Governmental Learning Outline; Table of Contents; Foreword; Preface; Executive Summary; 1 Introduction; 1.1 Why Learning in Governments?; 1.2 A Concept to Organize Learning in Governments; 1.3 Outline of the Book; Part I Analytical and Theoretical Considerations; 2 Analytical Concepts of Governmental Learning; 3 Theoretical Concepts of Governmental Learning; 4 A New Concept of Governmental Learning- The Learning Spiral; Part II Practical Application; 5 Inthernational Conference; 6 Multiyear Global Program Roundtables; 7 Study Tour 8 Evaluation-Based Workshop9 Multimedia Training and E-Learning Initiative; 10 Conclusions and Outlook; Bibliography; List of Boxes, Figures, Tables, and Photographs; Author Biographies
Sommario/riassunto	Little is known about how governments learn best or what exactly makes them change their behavior in a targeted way. Governments consist of thousands of state officials and numerous institutional units- the executive branch, parliaments, the judiciary, and the civil service-

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which function under unique political conditions and environments. Experience has shown that they learn differently than individuals and/or organizations do. Governmental learning is considered a complex and hard-to-conceptualize matter; it must address many cultural, political, religious, and social particularities; psychol