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Nota di contenuto	Contents; Foreword; Preface and Acknowledgments; 1 The Case Against Us; 2 Taking the Case; 3 The Foundation of Our Defense; 4 Step 1. Pledge to Work Together; 5 Step 2. Address Important Jury Issues; 6 Step 3. Refine Expectations to Define Outcomes; 7 Step 4. Target Critical Behaviors and Required Drivers; 8 Step 5. Identify Necessities for Success; 9 Step 6. Execute the Initiative; 10 Step 7. ROE[sup(SM)], or Return on Expectations[sup(SM)]; 11 Examples from Our Stars; 12 Call to Action; Index
Sommario/riassunto	The defendants-corporate training programs-are hereby charged with failing to deliver results. Is yours guilty?