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Nota di contenuto	Fundamentals of Performance Improvement: Optimizing Results Through People, Process, and Organizations; Contents; List of Figures; List of Tables; List of Exhibits; List of Case Studies; List of Performance Support Tools; Acknowledgments; Foreword-The Practice of Performance Improvement, by Judith A. Hale; Foreword-Fundamentals of Performance Technology, by Dale Brethower; Foreword-Performance Improvement Interventions, by William W. Lee; Introduction; Section 1: Performance Improvement and the Performance Improvement/HPT Model; Chapter 1: Overview of Performance Improvement Chapter 2: Performance Improvement/HPT Model-An Overview Chapter 3: Change Management; Case Study 1.1: Boutique Marketing Company;

Case Study 1.2: Strategic Performance Management in Georgia Education; Case Study 1.3: Reducing Municipal Strife Through Engagement; Case Study 1.4: Amway Corporation: Driving Consistent, Strategic Performance of Distributors Globally; Case Study 1.5: Using Human Performance Technology (HPT) to Select Projects That Yield Results; Section 2: Performance Analysis; Chapter 4: Overview of Performance Analysis; Chapter 5: Organizational Analysis Chapter 6: Environmental Analysis Chapter 7: Gap Analysis; Chapter 8: Cause Analysis; Case Study 2.1: The Blake Company/Mutschler Kitchens; Case Study 2.2: Physician Performance Report Accuracy and Timeliness; Section 3: Intervention Selection, Design, and Development; Chapter 9: Intervention Selection; Chapter 10: Learning Interventions; Chapter 11: Performance Support Interventions; Chapter 12: Job Analysis/Work Design Interventions; Chapter 13: Personal Development Interventions; Chapter 14: HRD Interventions; Chapter 15: Organizational Communication Interventions Chapter 16: Organization Design and Development Chapter 17: Financial Systems Interventions; Chapter 18: Intervention Design; Chapter 19: Making the Business Case; Chapter 20: Intervention Development; Case Study 3.1: No Room for Error; Case Study 3.2: Acquisition of Westford Bank by Spring Harbor Bank; Exhibit 3.1: Information Technology Company Aligns Workforce to Business Strategy and Direction; Section 4: Intervention Implementation and Maintenance; Chapter 21: Intervention Implementation and Maintenance; Chapter 22: Techniques for Implementation and Maintenance Case Study 4.1: Church Pension Fund: The GREAT Model Case Study 4.2: St. Luke Lutheran Church and School; Section 5: Intervention Evaluation; Chapter 23: Overview of Evaluation; Chapter 24: Planning and Conducting Evaluation; Case Study 5.1: ABC Automotive Company-Dealership Sales and Marketing Academy; Case Study 5.2: Community Healthcare Association of the Dakotas; Appendices; Appendix A: ISPI's Performance Technology Standards; Appendix B: Certified School Improvement Specialist Standards; Appendix C: ISPI's Code of Ethics; Glossary; About the Authors; Name Index; Subject Index

Sommario/riassunto

"Fundamentals of Performance Improvement is a practical how-to guide designed to help practitioners and students understand the science of performance technology and successfully implement organizational change. Using the Human Performance Technology (HTP) model, the authors explain step-by-step how to spot performance indicators, analyze problems, identify their underlying causes, and create workable solutions, and perspective on change management. The completely updated and revised third edition will also feature expanded sections on intervention design and development, tips for sustaining change over time, and all new case studies contributed by top practitioners and academics in the field"--
