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Autore	Earl Sarah <1971->
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Pubbl/distr/stampa	Ottawa, : International Development Research Centre, c2001
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Altri autori (Persone)	CardenF (Fred) PattonMichael Quinn SmutyloTerry
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## Sommario/riassunto

Outcome Mapping recognizes that development is essentially about people relating to each other and their environment. The originality of this approach lies in its shift away from assessing the products of a program to focus on changes in behaviour, relationships, actions, and activities in the people, groups, and organizations it works with directly. In doing so, Outcome Mapping debunks many of the myths about measuring impact. It will help a program be specific about the actors it targets, the changes it expects to see, and the strategies it employs and, as a result, be more effective in term

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Cameron Deborah <1958->

Good to talk? [[electronic resource]] : living and working in a communication culture / / Deborah Cameron

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Oral communication

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Cover; Contents; Prologue; Acknowledgements; Chapter 1 - Introduction: good to talk?; Chapter 2 - Codifying 'communication': knowledge, authority and standards; Chapter 3 - Talk as enterprise: communication and culture change at work; Chapter 4 - Communication factories: inside the call centre; Chapter 5 - Schooling spoken discourse; Chapter 6 - Communication and the pursuit of happiness; Epilogue; Appendix: Research methods and research ethics;

**Sommario/riassunto**

In this thought-provoking study, Deborah Cameron deconstructs the 'good to talk' myth, and looks at what lies behind the current upsurge of concern about talk in our workplaces classrooms and private lives.