

1. Record Nr.	UNINA9910808891003321
Autore	Cardy Robert L. <1955-, >
Titolo	Performance management : concepts, skills, and exercises // Robert L. Cardy and Brian Leonard
Pubbl/distr/stampa	London ; ; New York : , : Routledge, , 2015
ISBN	1-317-46291-2 0-7656-2658-6 1-315-70179-0 1-317-46292-0
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (279 p.)
Altri autori (Persone)	LeonardBrian <1976->
Disciplina	658.3/125 658.3125
Soggetti	Employees - Rating of Performance - Evaluation Performance standards
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"First published 2011 by M.E. Sharpe"--t.p. verso.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Half Title; Title Page; Copyright Page; Table of Contents; Preface; 1 The Performance Management Process: An Overview; 2 Organizational Context; Opening Example: Just Lay Low; Overview Section; Strategic Context; Horizontal Context; Administrative Context; Opening Example Revisited; Application Section; Basic Skill Builder 2.1: Placing Value on Values; Basic Skill Builder 2.2: Creating Core Values for You Inc; Basic Skill Builder 2.3: Giving Lip Service to Core Values; Basic Skill Builder 2.4: Business-Level Strategies: Your Brand Basic Skill Builder 2.5: Balancing the Balanced Scorecard Basic Skill Builder 2.6: Horizontal Context Revisited; Advanced Skill Builder 2.1: Standing Out in a Crowd; Advanced Skill Builder 2.2: Rank 'em and Yank 'em; Advanced Skill Builder 2.3: Fire 'em All; Advanced Skill Builder 2.4: The Personality Filter; Advanced Skill Builder 2.5: Vertical Integration of Employee Morale; Advanced Skill Builder 2.6: Values that Guide Decision Making; 3 Performance; Opening Example: This Company Is Not a Democracy!; Overview Section; Job Analysis; Criteria; Opening Example Revisited; Application Section

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#### Sommario/riassunto

This comprehensive text provides an engaging examination of the entire process of performance management. It balances concepts with practical skill-based exercises, and gives readers both an understanding of performance management and the ability to manage performance. An online Instructor's Manual is available to adopters, and free PPTs are available through the author's website.

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