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	Sommario/riassunto	Robust organizational capacity is a company s potential to apply its skills and resources to accomplish goals and exceed stakeholders

expectations. This book provides readers with the ability to diagnose both the drivers of change in their organization and the type of change response needed. In addition to the traditional tangible dimension of change, it presents a framework to leverage the cultural and personal dimensions of change to sustain successful change initiatives. As well, it presents an organizational capability self-assessment process to derive the maximum return on change efforts