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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Preface; PART I: Framework for Human Resources Program Evaluation; 1 - Overview of Program Evaluation; 2 - Job Analysis-The Basis for Developing Criteria for All Human Resources Programs; 3 - Criteria for Human Resources Program Evaluation; PART II: Staffing; 4 - Recruitment; 5 - Setting Standards; 6 - Evaluating Personnel Selection Systems; 7 - Selecting Managers and Executives; PART III: Evaluating and Rewarding Employees; 8 - Performance Appraisal and Feedback Programs; 9 - The Evaluation of 360-Degree Feedback Programs;

Appendix: 360-Degree Feedback Program Evaluation Checklist  
10 - Compensation Analysis  
PART IV: Employee Effectiveness; 11 - Conducting Training Evaluation; 12 - Succession Management; 13 - A Practical Guide to Evaluating Coaching: Translating State-of the-Art Techniques to the Real World; PART V: Team and Organizational Effectiveness; 14 - Team Performance; 15 - The Evaluation of Job Redesign Processes; 16 - Organization Development; 17 - Evaluating Diversity Programs; 18 - Evaluating Organizational Survey Programs; 19 - A Practical Guide to Evaluating Computer-Enabled Communications; 20 - Customer Service Programs  
PART VII: Health and Work/Life Balance  
21 - Health and Safety Training Programs; 22 - Work/Life Balance Policies and Programs; PART VIII: Issues Spanning Human Resources Programs; 23 - Evaluation of Human Resource Information Systems; 24 - Global Human Resource Metrics; 25 - Strategic Planning for Human Resources; Glossary; Index; About the Editors; About the Contributors

#### Sommario/riassunto

Integrating perspectives from a variety of human resources and organizational behaviour programs, a wide array of contributing professors, consultants and governmental personnel successfully link scientific information to practical application.