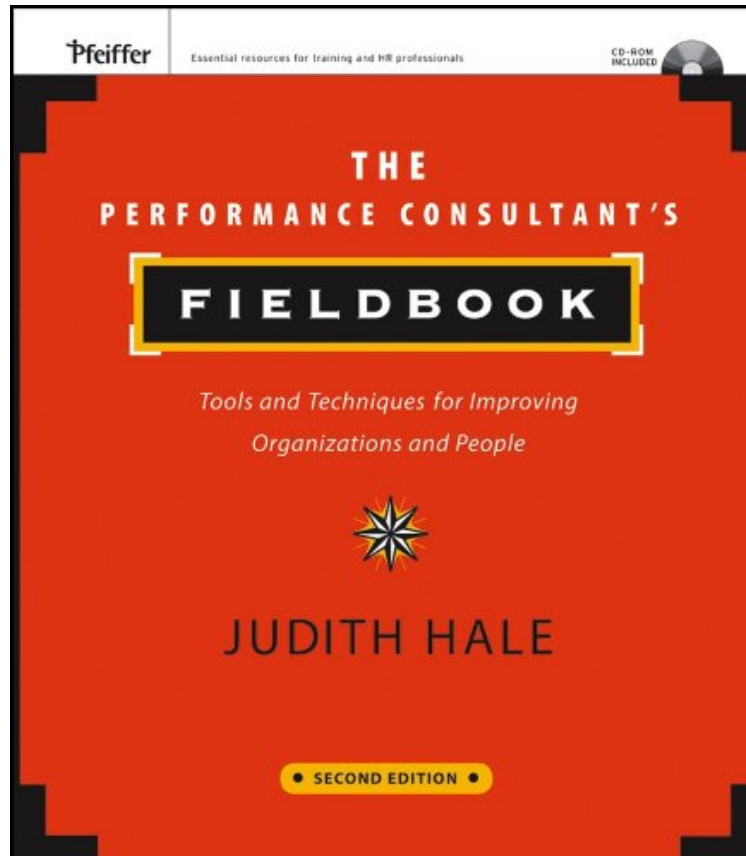


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The Performance Consultant's Fieldbook: Tools and Techniques for Improving Organizations and People

Judith Hale

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The Performance Consultantsquo;s Fieldbook will help trainers, training managers, and internal and external consultants working in partnership with clients to identify barriers to performance, explore a suite of solutions, and

work collaboratively to get new procedures, technology, behaviors, and ideas adopted. Step-by-step, the book details the techniques you need to conduct performance interventions and offers a customizable collection of worksheets, flowcharts, planning guides, and job aids. It provides practical guidance and proven tools to help analyze an organizational environment, diagnose performance problems, identify barriers to performance, select appropriate interventions, and measure intervention success.

From the Inside Flap Since it was first published in 1998, *The Performance Consultant's Fieldbook* has become required reading for all serious workplace learning and performance consultants. This completely revised and updated second edition offers you more proven and practical advice; fresh, real-world examples and stories; and dozens more tools and templates. *The Performance Consultant's Fieldbook* will help trainers, training managers, and internal and external consultants working in partnership with clients to identify barriers to performance, explore a suite of solutions, and work collaboratively to get new procedures, technology, behaviors, and ideas adopted. Step-by-step, the book details the techniques you need to conduct performance interventions and offers a customizable collection of worksheets, flowcharts, planning guides, and job aids. It provides practical guidance and proven tools to help analyze an organizational environment, diagnose performance problems, identify barriers to performance, select appropriate interventions, and measure intervention success. This second edition of the classic resource includes new and updated information such as A section on understanding costs and cost drivers New material on sustaining change Material addressing social systems and norms in working environments More examples, stories, and tools on levels of performance interventions A focus on measuring results, especially based on a three-point model of evaluation An emphasis on measuring people performance, especially how to evaluate the effectiveness of the performance consulting effort Fresh examples on needs assessment, making the transition, and credibility and influence An updated glossary Employees don't need to learn more; they need to perform better. And as a performance consultant armed with Hale's *Fieldbook*, you will have the tools you need to effect measurable enhancements in performance. Make the transition to a performance consultant today! "A good thing just got better . . . Judith Hale has succeeded in making the *Fieldbook* more valuable to the practitioners and customers of performance improvement." —Dean R. Larson, faculty coordinator, Purdue Homeland Security Institute

From the Back Cover Since it was first published in 1998, *The Performance Consultant's Fieldbook* has become required reading for all serious workplace learning and performance consultants. This completely revised and updated second edition offers you more proven and practical advice; fresh, real-world examples and stories; and dozens more tools and templates. *The Performance Consultant's Fieldbook* will help trainers, training managers, and internal and external consultants working in partnership with clients to identify barriers to performance, explore a suite of solutions, and work collaboratively to get new procedures, technology, behaviors, and ideas adopted. Step-by-step, the book details the techniques you need to conduct performance interventions and offers a customizable collection of worksheets, flowcharts, planning guides, and job aids. It provides practical guidance and proven tools to help analyze an organizational environment, diagnose performance problems, identify barriers to performance, select appropriate interventions, and measure intervention success. This second edition of the classic resource includes new and updated information such as A section on understanding costs and cost drivers New material on sustaining change Material addressing social systems and norms in working environments More examples, stories, and tools on levels of performance interventions A focus on measuring results, especially based on a three-point model of evaluation An emphasis on measuring people performance, especially how to evaluate the effectiveness of the performance consulting effort Fresh examples on needs assessment, making the transition, and credibility and influence An updated glossary A CD with tools that can be adapted or customized for personal use Employees don't need to learn more; they need to perform better. And as a performance consultant armed with Hale's *Fieldbook*, you will have the tools you need to effect measurable enhancements in performance. Make the transition to a performance consultant today! "A good thing just got better . . . Judith Hale has succeeded in making the *Fieldbook* more valuable to the practitioners and customers of performance improvement." —Dean R. Larson, faculty coordinator, Purdue Homeland Security Institute

About the Author Judith Hale, Ph.D., has been a consultant to management in the public and private sectors for over twenty-five years. She specializes in needs assessments, certification programs, evaluation protocols, training outsourcing, and the implementation of major interventions. She is a past president of ISPI and is on the faculty of ISPI's HPT Institute and Boise State's School of Engineering.