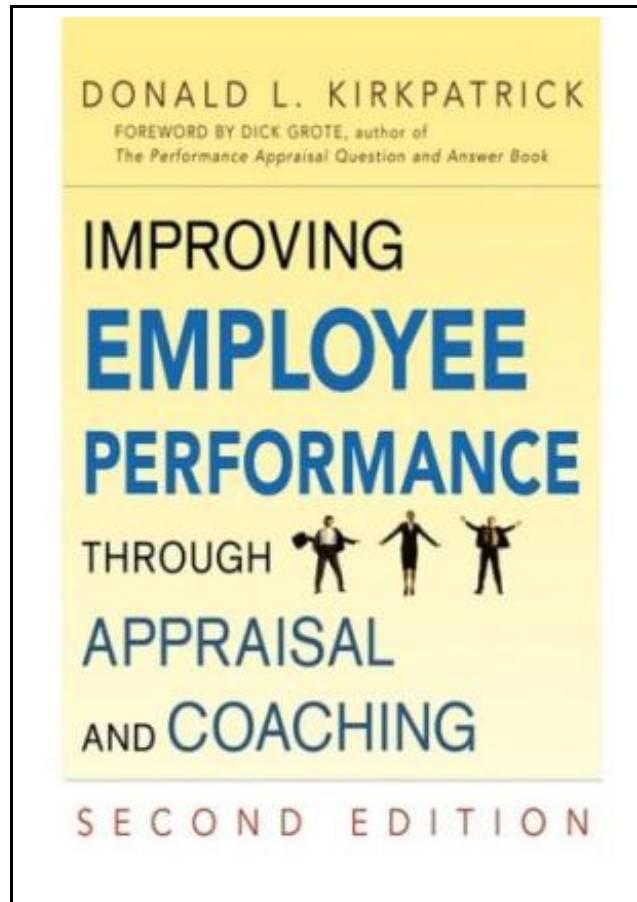


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AMACOM. Paperback. Book Condition: New. Paperback. 240 pages. Dimensions: 9.9in. x 7.0in. x 0.7in. When Dick Grote, in the Foreword to this book, writes that nothings changed, he is not speaking to the state of the human resources field or the art of performance management, both of which have evolved continuously, profoundly, and for the better. Nor is he describing the content of the new second edition, which, in fact, contains comprehensive material on a whole new generation of jobs in technology, customer service, and other rapidly changing fields, plus brand new examples and two full case studies. Whats not changed is the fact that author Donald Kirkpatrick is one of the leading voices on human resources and training and development. For more than forty years, Kirkpatrick's four-level performance evaluation model has been the standard throughout the world, and has revolutionized the way enterprises manage, monitor, and optimize employee performance. The new edition of Improving Performance Through Appraisal and Coaching contains all the wisdom and step-by-step processes of the original, with all the guidance and tools youll need to implement a program that gets maximum results. The book starts with a 40-question test about your organization and its processes and attitudes regarding performance appraisal and coaching. Taking the test both before and after reading the first section of the book will highlight exactly where your existing initiatives can be improved and new ones put in place. Kirkpatrick then goes on to describe in detail how a culture of coaching builds and enhances performance, and how to build this culture across the entire organization. Examples and eye-opening Notes from the Field both reinforce and complement the authors sage recommendations, illustrating how his approaches can be adopted in their entirety or deployed piecemeal, depending on your organizations specific needs. The case studies, both...



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