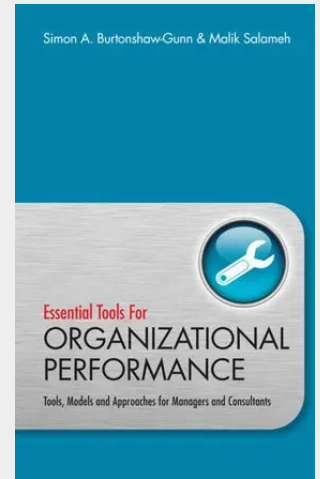


Essential Tools for Organisational Performance: Tools, Models and Approaches for Managers and Consultants

This book focuses on organizational development for increased business performance. The text and models cover process management, leading to change management and organizational development. Burtonshaw-Gunn and Salameh show that process implementation in any business depends on two key factors. First, the role of knowledge management in organizational and individual improvement is vital. Secondly, performance management for individual employees, and collaboration between organizations can bring about lasting change and development. Each chapter presents a balance between the organization's and individual performance commitment, and features helpful pointers to further sources of information. Using the authors' knowledge and practical experience across a range of organizations and cultural settings this publication depicts the systematic efforts required for organizational development. This covers the following five major elements, each with a dedicated chapter describing in detail the tools and techniques necessary for successful performance improvement: * Process Management * Change Management and Organizational Development * People-Focused Performance Management * Knowledge Management and Performance * Organizational Performance through Tactical and Strategic Partnering Essential Tools for Organizational Performance not only brings these inter-related topics together in a logical way but allows each to be considered as a stand-alone performance strategy. It fully references the original source of the models used and where additional in-depth information may be found. "This is an extremely useful book for both business students and practicing managers. It presents models and theoretical frameworks, derived from research, in a way that is stimulating, accessible and of practical value. Topics are logically sequenced for ease of reference and the material is interesting and clearly presented without being oversimplified. Burtonshaw-Gunn and Salameh have produced a clear and practical guide that will help to improve management practice." Sue Gill, Organisational Psychologist, Director of In-Company Programmes, Salford Business School, University of Salford, Greater Manchester

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