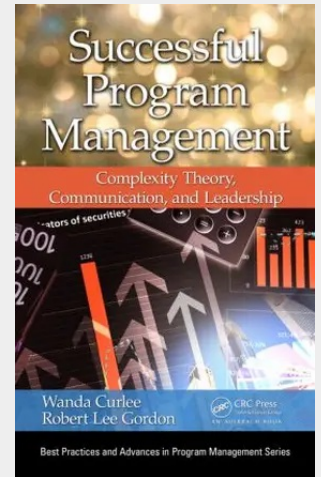


Successful Program Management

Complexity Theory, Communication, and Leadership

Complexity theory is a great, untapped resource in the field of management. Experts agree that it can be a powerful tool for managing complex and virtual programs, but there is little material available to guide program managers on how to use complexity theory to communicate and lead effectively. Filling this void, *Successful Program Management: Complexity Theory, Communication, and Leadership* identifies the best leadership types for complex program environments. It goes beyond what is currently available in program management standards to outline powerful solutions to the macro and micro program issues facing program managers. Using language that is easy to understand, the book describes practical complexity theory techniques for establishing clear and effective communications in a virtual environment. It explains what it takes to communicate strategically to all parties involved and addresses the communication issues common to most programs, including stakeholder communication, project team communication, and shareholder communication. The information presented in this book is supported by peer review research. Each section includes a case study, section quiz, and discussion questions to reinforce learning. The book includes numerous tools, templates, and techniques that can be helpful to the seasoned program manager as well as program managers who are leading for the first time. Clarifying the nuances of complexity theory, the text will help you focus your strategic energies on the right things and arm you and your team with the skills, tools, and techniques needed to succeed in today's program environment.



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