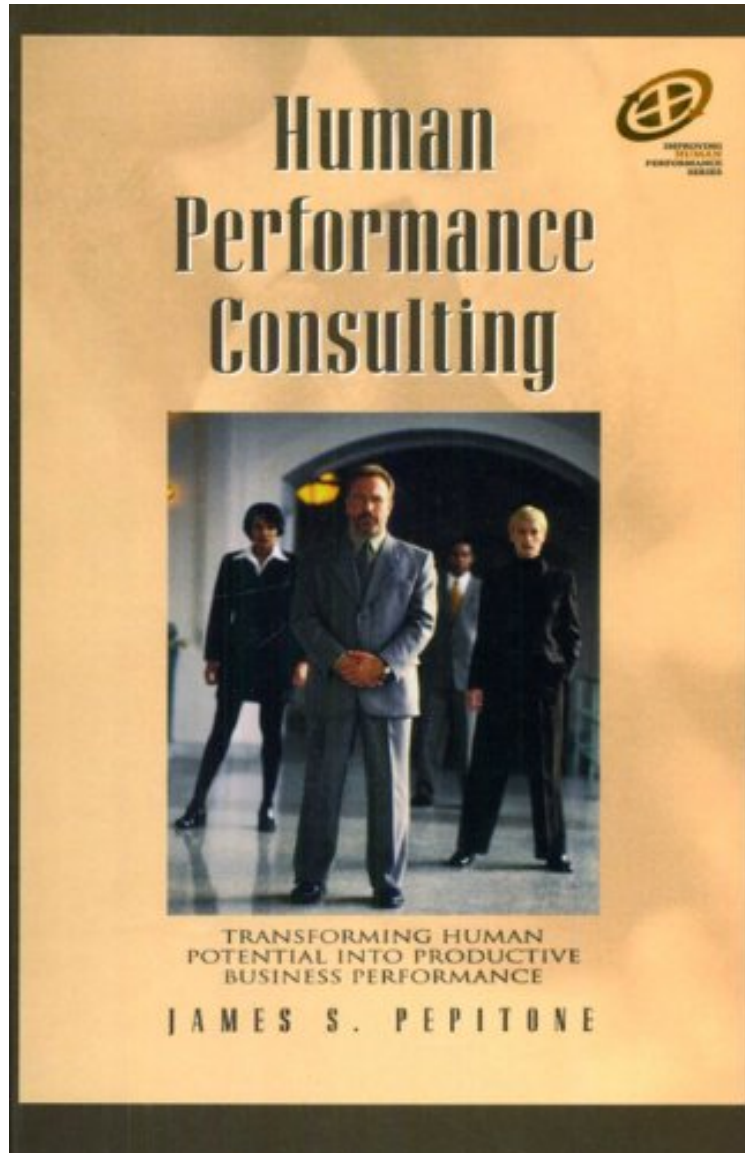


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James S. Pepitone : Human Performance Consulting (Improving Human Performance) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Human Performance Consulting (Improving Human Performance):

1 of 2 people found the following review helpful. The Missing Link By Paula Thornton Seven years ago, when defining a comprehensive infrastructure for Data Warehousing at MCI, we made sure to include a component that we labeled "Organization/Process", as a category for related deliverables. In my many years of Information Technology experience, implementations continue to "miss their potential" because technologists do not consider and account for

the intergration of solutions into an existing environment. This book is one of the keys to successfully implementing the component we defined. Jim introduces and brings together existing thoughts and research regarding leveraging the human aspects of business with a new perspective, and then adds his own research for good measure. This book is a "must read" for project planners of major Information Technology implementations (especially for CRM initiatives) who want to mitigate risk factors that are otherwise lost in activities deemed "out of scope". Each implementation should include tasks and responsibilities to map the collaborative activities of the resulting: work, people, technology and data. Of course, this would require adding Human Performance Specialists to the team...read the book.

New rules require a new game plan. More than 80% of today's workforce comprises knowledge-and service-based workers, rendering obsolete the conventional understanding of organizational performance. New work roles require new managerial skills and methods. This innovative book shows how 'new human performance specialists' can mold and construct work situations that enhance performance, productivity, and profits. The methods go beyond individual improvement and show how to create and sustain work situations that foster high levels of performance. 'Human Performance Consulting' presents a comprehensive framework for designing and implementing highly effective, results-orientated programs that improve employee performance. It gives managers and human-performance professionals proven methods for boosting any organization's workforce productivity and operational performance - and without huge capital expenditures, high-profile programs, and major upheavals. James Pepitone describes the role of the internal performance consultant and explains how these individuals can add financial value to any organization by guiding human performance improvement. Case studies and examples give you a solid foundation for identifying and diagnosing performance problems. Step-by-step instructions supply guidelines for working with existing management to make skillful changes that will improve performance and add measurable value.

From the Publisher The methods go beyond individual improvement and show how to create and sustain work situations that foster high levels of performance. 'Human Performance Consulting' presents a comprehensive framework for designing and implementing highly effective, results-orientated programs that improve employee performance. It gives managers and human-performance professionals proven methods for boosting any organization's workforce productivity and operational performance - and without huge capital expenditures, high-profile programs, and major upheavals. James Pepitone describes the role of the internal performance consultant and explains how these individuals can add financial value to any organization by guiding human performance improvement. Case studies and examples give you a solid foundation for identifying and diagnosing performance problems. Step-by-step instructions supply guidelines for working with existing management to make skillful changes that will improve performance and add measurable value. About the Author James S. Pepitone is the retired Chairman and CEO of PEPITONE BERKSHIRE PIAGET Worldwide, an international management consulting firm. He specializes in performance improvement of human-dependent business operations and is considered a pioneer in the whole-system design of human work and organizations. Jim continues to consult, teach, research, and write.