



Performance Management: Concepts, Skills and Exercises

Robert Cardy, Brian Leonard

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This well-written, well-organized volume offers an engaging examination of the process of performance management. The book provides a balance between concepts and skill-based exercises. Conceptual understanding is addressed first in each chapter, followed by a variety of "skill builder" exercises, which provide a rich resource for students, faculty, workshop instructors, and trainers. The end result is a single volume that gives readers both an understanding of the performance management process as well as the ability to manage performance. The book is organized around a straightforward model of performance management that includes defining performance, diagnosis, evaluation, feedback, and improving performance. Bob Cardy also addresses important issues in performance management that are often overlooked, such as incorporating strategy and values into performance criteria and dealing with emotions that can accompany performance feedback. Instructors using this book will gain access to a password-protected web site through which they can download sample test questions as well as PowerPoint slides to guide classroom discussion.

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