



Improving Employee Performance Through Appraisal and Coaching

By Donald L. Kirkpatrick

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 nothing's 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. What's 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 you'll 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...



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