



Performance-Based Management: What Every Manager Should Do to Get Results

By Judith Hale

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Everyday first-line managers and supervisors struggle with deficiencies and inequities in their organization, their leadership, and their people. *Performance-Based Management* recognizes that deficiencies exist and focuses on those things that first-line managers and supervisors can do to be more effective. It helps managers not only understand what people require to be effective in the workplace, it provides them with tools to assess organizational factors, identify barriers to performance, and convene and direct the appropriate resources to improve workplace performance.

Written by Judith Hale—author of the best-selling *Performance Consultant's Fieldbook*—*Performance-Based Management* comprehensively addresses the role of

- Performance and Management
- Information, Communication, and Performance Support Systems
- Measures and Feedback
- Rewards and Consequences
- Performance Support Tools and Resources
- Internal and External Consultants
- Power and Politics
- Message and Image Management

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Editorial Review

Review

"I believe that if 'you put a good performer in a bad system, the system will win every time.' I further believe that it is the job of every manager to build and maintain a 'good system' for their people — to make it possible for them to be successful. In this book, Judy Hale shows managers how to do just that."

— Geary Rummler, president, Performance Design Lab

"To be successful, you must have the right people, enough resources, clear vision and most of all, competent leadership. Judy Hale's latest work provides a clear roadmap for managerial success."

— Clayton R. Lloyd, Esq., senior vice president, Wells Fargo

"Thank you for chapter 4! . . .it is exactly what I needed . . .what it contains is easily transferable into my own situation."

— Cordell Hauglie, performance consultant, Boeing

"The templates and practical 'how to' advice are wonderful...the book will be a terrific help to managers and HR staff."

— Malou Roth, former vice president, human resources and training and development, Molex Incorporated

"Whether you are new to supervision or a seasoned veteran, this book is a must!"

— Marla Holman, training director, Western States Envelop

"Brimming with practical advice, useful tips and techniques. All are based on Hale's keen understanding of organizational challenges and how to navigate them successfully."

— Carol MacKenzie, training and development manager, Quad/Tech, Inc., a subsidiary of Quad/Graphics

"Judy Hale has added another tool for HPT practitioners and managers, alike."

— Dean Larson, department manager, Safety & Industrial Hygiene, U. S. Steel, Gary Works

"Does not give the reader the one way but instead provides a guide for experimentation that individuals such as I can fluff our chests out and shout 'Look what I did!'"

— Tom Norfleet, manager of corporate services, Michigan Auto

"Speaks to project management and implementation issues that I face daily and addresses performance issues that I encounter as I lead cross-functional teams."— Gwen Nichols-White, implementation manager, operations integration, U.S. Cellular

"This book takes the best theory around and turns it into a set of easy-to-use guidelines and tools for addressing each of the variables that influence human performance."

— Brenda Sugrue, director of research, ASTD

"Great book! Invaluable practical advice, clear definitions, step-by-step guidelines, and examples that bring them alive! Judy takes the mystery out of managing people."

— Bonnie Grabenhofer, vice president, Partners In Learning, Inc.

From the Inside Flap

Everyday first-line managers and supervisors struggle with deficiencies and inequities in their organization, their leadership, and their people. *Performance-Based Management* recognizes that deficiencies exist and focuses on those things that first-line managers and supervisors can do to be more effective. It helps managers not only understand what people require to be effective in the workplace, it provides them with tools to assess organizational factors, identify barriers to performance, and convene and direct the appropriate resources to improve workplace performance.

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Performance-Based Management is full of proven practical guidelines, tools, case studies, and tips to overcome deficiencies and inequities, whether they are in the organization, the leadership, or the employees. The guidelines and tools on the accompanying CD can be immediately put to use or modified to accommodate unique situations.

The recommendations, tools, and guidelines in this invaluable resource— derived from Dr. Hale's twenty-five years of consulting with private and public organizations in all industries— are designed to help managers make more informed decisions, think through the impact and implications of their decisions, and more accurately and fairly judge the performance of people, processes, and programs. Collectively they will help every manager identify what must be in place for individuals and groups to effectively carry out organizational directives.

From the Back Cover

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Performance-Based Management

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Users Review

From reader reviews:

Eric Chabot:

As people who live in often the modest era should be change about what going on or data even knowledge to make these keep up with the era that is certainly always change and progress. Some of you maybe will update themselves by reading books. It is a good choice for you but the problems coming to a person is you don't know which one you should start with. This Performance-Based Management: What Every Manager Should Do to Get Results is our recommendation to cause you to keep up with the world. Why, as this book serves what you want and wish in this era.

Stephan Partin:

Often the book Performance-Based Management: What Every Manager Should Do to Get Results will bring that you the new experience of reading some sort of book. The author style to clarify the idea is very unique. When you try to find new book to see, this book very suited to you. The book Performance-Based Management: What Every Manager Should Do to Get Results is much recommended to you to see. You can also get the e-book from official web site, so you can more easily to read the book.

Andrew Fogarty:

Performance-Based Management: What Every Manager Should Do to Get Results can be one of your starter books that are good idea. Most of us recommend that straight away because this publication has good vocabulary that could increase your knowledge in vocabulary, easy to understand, bit entertaining but delivering the information. The copy writer giving his/her effort to set every word into pleasure arrangement in writing Performance-Based Management: What Every Manager Should Do to Get Results yet doesn't forget the main stage, giving the reader the hottest along with based confirm resource facts that maybe you can be one among it. This great information can drawn you into completely new stage of crucial pondering.

Guillermo Behler:

Are you kind of stressful person, only have 10 or even 15 minute in your day to upgrading your mind expertise or thinking skill perhaps analytical thinking? Then you have problem with the book when compared with can satisfy your short time to read it because all of this time you only find book that need

more time to be read. Performance-Based Management: What Every Manager Should Do to Get Results can be your answer mainly because it can be read by a person who have those short free time problems.

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