



# 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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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.

### **Users Review**

#### **From reader reviews:**

##### **Arlene Martin:**

A lot of people always spent their very own free time to vacation as well as go to the outside with them family or their friend. Were you aware? Many a lot of people spent these people free time just watching TV, or even playing video games all day long. In order to try to find a new activity that's look different you can read a book. It is really fun in your case. If you enjoy the book you read you can spent all day every day to reading a book. The book *Performance-Based Management: What Every Manager Should Do to Get Results* it is very good to read. There are a lot of people that recommended this book. These were enjoying reading this book. In the event you did not have enough space to create this book you can buy the particular e-book. You can m0ore quickly to read this book from your smart phone. The price is not to fund but this book offers high quality.

##### **Guadalupe Hauser:**

People live in this new time of lifestyle always aim to and must have the spare time or they will get wide range of stress from both way of life and work. So , if we ask do people have extra time, we will say absolutely indeed. People is human not a robot. Then we ask again, what kind of activity do you have when the spare time coming to you of course your answer can unlimited right. Then do you ever try this one, reading ebooks. It can be your alternative within spending your spare time, typically the book you have read is *Performance-Based Management: What Every Manager Should Do to Get Results*.

##### **Bobbie Freeman:**

Reading can called mind hangout, why? Because while you are reading a book specifically book entitled *Performance-Based Management: What Every Manager Should Do to Get Results* your thoughts will drift away trough every dimension, wandering in every aspect that maybe mysterious for but surely can be your mind friends. Imaging just about every word written in a e-book then become one web form conclusion and explanation this maybe you never get previous to. The *Performance-Based Management: What Every Manager Should Do to Get Results* giving you an additional experience more than blown away the mind but also giving you useful data for your better life with this era. So now let us teach you the relaxing pattern this is your body and mind are going to be pleased when you are finished studying it, like winning an activity. Do you want to try this extraordinary investing spare time activity?

**Donald Goodman:**

Do you like reading a book? Confuse to looking for your preferred book? Or your book had been rare? Why so many issue for the book? But almost any people feel that they enjoy intended for reading. Some people likes reading through, not only science book and also novel and Performance-Based Management: What Every Manager Should Do to Get Results or even others sources were given knowledge for you. After you know how the truly amazing a book, you feel want to read more and more. Science publication was created for teacher or even students especially. Those books are helping them to put their knowledge. In various other case, beside science e-book, any other book likes Performance-Based Management: What Every Manager Should Do to Get Results to make your spare time much more colorful. Many types of book like here.

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