

Competency Development Guide

Transforming the Workforce for Children Birth Through Age 8
Integrating Technology Into Modern Therapies
The Trust Edge
Time Management for System Administrators
Staff Educator's Guide to Professional Development: Assessing and Enhancing Nurse Competency
Taking a whole of government approach to skills development
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The Self-Directed Learning Handbook
The Ultimate Guide to Competency Assessment in Health Care
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Health Transitions and the Double Disease Burden in Asia and the Pacific
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The Handbook of Competency Mapping
Planning for Technical and Vocational Skills Development
Multicultural Social Work Practice
Global Perspectives on Recognising Non-formal and Informal Learning
KF FYI for Your Improvement
Competencies Development Guide
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Transforming the Workforce for Children Birth Through Age 8

We all know how important it is to help professional nurses maintain and grow their competence in order to provide excellent care for the people they serve, but when busy nurse educators and development specialists are often just trying to “put out the next fire”, they need a concise, just-in-time aid to help make competency assessments and educational delivery programs successful for their nurses. From assessing and evaluating competency, to developing creative learning activities, to revising large educational programs, Staff Educator's Guide to Nursing Competences book explores the nuts and bolts of nursing professional development practice (along with some theory) related to promoting competency. Whether you're new to leading assessment and development programs or a seasoned nursing staff development specialist, this book will help you: Design, develop, and analyze professional development activities Implement professional development activities Evaluate and individual's growth Evaluate an education program's performance Understand ethical and legal consideration Use technology to enhance learning activities

Integrating Technology Into Modern Therapies

This book is a printed edition of the Special Issue "Competence Training for Pharmacy" that was published in Pharmacy

The Trust Edge

How to Think Strategically is the ideal primer for those who want to develop their mental acumen and make strategic impact. This book will help you understand what it means to "be strategic" and how to craft strategy that is effective, powerful, and clever. A competent strategic thinker tolerates ambiguity, notices weak signals, defines the core challenge facing the organization, and designs effective responses with a winning strategic logic. How to Think Strategically provides numerous real-world examples of individual strategic thinkers in action describing how they constructed a winning strategic logic. Through these examples, you'll learn useful lessons that can be applied in any organization and in your personal life. This book will show you how to: Internalize the 20 microskills of strategic thinking Develop your personal brand as a competent strategic thinker Pose high-quality questions that spark strategic insights Write a concise one-page statement strategy, with five essential concepts that will help you distinguish effective strategy from a list of goals Design strategy that is clever and powerful Recognize and mitigate blind spots and decision traps Distinguish strategic thinking from operational thinking and appropriately apply each Overcome the excuse of "I'm too busy to be strategic" Recognize and exploit the four X-factors of strategic thinking: Drive, Insight, Chance, and Emergence Practice extra-ordinary leadership to confront issues and leap into an unknown future Improve conversations with other strategists The author brings a unique perspective that reflects years of experience as a corporate manager, educator, strategy consultant, facilitator, executive leadership coach, and board member. He writes with an engaging style that unpacks the broader concepts into easy-to-remember nuggets. Anyone can improve their strategic thinking if they know where to focus their attention. This book will be an indispensable guide for anyone interested in developing their personal brand.

Time Management for System Administrators

The second edition of this bestselling book is designed to help human resource managers and professionals understand, develop, manage and map competencies within their organizations. Using a highly accessible framework and structure, this reader-friendly book tackles key issues that include: - Understanding and developing competencies - Integrating the competency framework within the HR system of an organization - Implementing and mapping competencies in an assessment centre - Reviewing the plethora of application-based experiences and existing models - Effectively managing the consequent changes in the organization. In this edition, the author has expanded several chapters to provide a greater understanding of business strategies, environmental imperatives and the changing role of HR as a strategic partner. The book includes more case studies, live examples and models offering invaluable insight to users in order to develop customized models of competency mapping for their organizations.

Staff Educator's Guide to Professional Development: Assessing and Enhancing Nurse Competency

The Self-Directed Learning Handbook offers teachers and principals an innovative program for customizing schooling to the learning needs of individual students-- and for motivating them to take increasing responsibility for deciding what and how they should learn. Whether the students are struggling or proficient, the program is designed to nurture their natural passion for learning and mastery, challenging them to go beyond the easy and familiar so they can truly excel. The program can be introduced in stages in any middle or high school classroom and enables students of diverse abilities to design and pursue independent course work, special projects, or even artistic presentations, community field work or apprenticeships. Using this approach, the students take on an increasingly autonomous, self-directed role as they progress. The heart of the program is the action contract (or learning agreement) whereby the student sets challenging yet attainable goals, commits to a path for achieving them, and evaluates the results. Special emphasis is placed on developing skills and competencies that can serve the student well in his or her academic and career endeavors.

Taking a whole of government approach to skills development

A workbook that helps organizations implement competency-based human resource systems, and helps individuals improve their competencies and opportunities for career advancement. This 276-page spiral-bound workbook provides background on competencies and instruction on setting competency development goals, along with specific suggestions for developing each of 35 different generic competencies.

Criterion-referenced Test Development

Workplace leaders are challenged with not just having people who can do the job today, but who are prepared to step up when things change tomorrow. For HR talent strategy, workforce planning, organizational design, and employee development to be successful, HR executives and managers need to understand and use SHRM competencies effectively. The Guide provides an easy-to-use roadmap for HR managers and small business executives to develop employee proficiency in the core HR competencies. Loaded with tips, techniques, assessments tools, and real-life stories of management successes, it takes the mystery out of HR staff development by showing the value of the SHRM competencies in business and then clearly establishing the links between various competencies and HR functions. It also offers activities HR managers can use to develop their own competencies and features Proficiency Indicators for different levels of HR staff and charts and forms to help make the process of developing HR staff a little easier.

Safety and Health Competence

Argues that the foundation of success in business and personal pursuits is building trust, and outlines how to implement the eight pillars of trust in order to enjoy better relationships, reputations, and results.

The Self-Directed Learning Handbook

A thorough exploration of diversity and social justice within the field of social work Multicultural Social Work Practice: A Competency-Based Approach to Diversity and Social Justice, 2nd Edition has been aligned with the Council on Social Work Education's 2015 Educational Policy and Standards and incorporates the National Association of Social Workers Standards of Cultural Competence. New chapters focus on theoretical perspectives of critical race theory, microaggressions and changing societal attitudes, and evidence-based practice on research-supported approaches for understanding the influence of cultural differences on the social work practice. The second edition includes an expanded discussion of religion and spirituality and addresses emerging issues affecting diverse populations, such as women in the military. Additionally, 'Implications for Multicultural Social Work Practice' at the end of each chapter assist you in applying the information you have learned. Multicultural Social Work Practice, 2nd Edition provides access to important guidance regarding culturally sensitive social work practice, including the sociopolitical and social justice aspects of effective work in this field. This thoroughly revised edition incorporates new content and pedagogical features, including: Theoretical frameworks for multicultural social work practice Microaggressions in social work practice Evidence-based multicultural social work practice New chapter overviews, learning objectives, and reflection questions Multicultural Social Work Practice, 2nd Edition is an integral guide for students and aspiring social workers who want to engage in diversity and difference.

The Ultimate Guide to Competency Assessment in Health Care

The Institute of Medicine study Crossing the Quality Chasm (2001) recommended that an interdisciplinary summit be held to further reform of health professions education in order to enhance quality and patient safety. Health Professions Education: A Bridge to Quality is the follow up to that summit, held in June 2002, where 150 participants across disciplines and occupations developed ideas about how to integrate a core set of competencies into health professions education. These core competencies include patient-centered care, interdisciplinary teams, evidence-based practice, quality improvement, and informatics. This book recommends a mix of approaches to health education improvement, including those related to oversight processes, the training environment, research, public reporting, and leadership. Educators, administrators, and health professionals can use this book to help achieve an approach to education that better prepares clinicians to meet both the needs of patients and the requirements of a changing health care system.

Shaping the future we want

With in-depth analysis of more than fifteen countries, this volume examines the impact of the double disease burden on health care regimes, resource allocation, strategies for prevention and control on the wealthiest nations in the region, as well as the smallest Pacific islands. Milton Lewis , University of Sydney.

Competency Assessment Field Guide

This book deals with the relevance of recognition and validation of non-formal and informal learning education and training, the workplace and society. In an increasing number of countries, it is at the top of the policy and research agenda ranking among the possible ways to redress the glaring lack of relevant academic and vocational qualifications and to promote the development of competences and certification procedures which recognise different types of learning, including formal, non-formal and informal learning. The aim of the book is therefore to present and share experience, expertise and lessons in such a way that enables its effective and immediate use across the full spectrum of country contexts, whether in the developing or developed world. It examines the importance of meeting institutional and political requirements that give genuine value to the recognition of non-formal and informal learning; it shows why recognition is important and clarifies its usefulness and the role it serves in education, working life and voluntary work; it emphasises the importance of the coordination, interests, motivations, trust and acceptance by all stakeholders. The volume is also premised on an understanding of a learning society, in which all social and cultural groups, irrespective of gender, race, social class, ethnicity, mental health difficulties are entitled to quality learning throughout their lives. Overall the thrust is to see the importance of recognising non-formal and informal learning as part of the larger movement for re-directing education and training for change. This change is one that builds on an equitable society and economy and on sustainable development principles and values such as respect for others, respect for difference and diversity, exploration and dialogue.

Health Transitions and the Double Disease Burden in Asia and the Pacific

Bridge the gap between leadership development and career preparation! This guidebook gives leadership educators the tools they need to help students develop the competencies necessary for their chosen careers and required by their academic programs. It also offers a way to understand and demonstrate the effectiveness of leadership programs. Organized into chapters each focused on one of 60 leadership competencies common across 522 academic degree programs accredited by 97 agencies, each chapter covers: a definition and description of the competency through the lens of each of four dimensions: knowledge, value, ability, and behavior; a scenario related to college student leadership that showcases the competency in action; related competencies to help readers understand how developing one competency

may also intentionally or unintentionally develop another; a correlation of the competency to the Relational Leadership Model, the Social Change Model, the Five Practices of Exemplary Leadership, and/or Emotionally Intelligent Leadership; and tangible curricular ideas to use with students to help them develop each dimension of the competency.

Health Professions Education

The perfect complement to *The Ultimate Guide to Competency Assessment*, this book provides the answers to all of your most perplexing competency assessment questions. Case studies help to illuminate the wide variety of ways that Donna Wright's Competency Model has helped people and organizations across the world curb their unnecessary expenditures of time, money, and frustration!

Beyond Change Management

Competency-Based Education introduces educators to a new model for anytime, anywhere schooling and provides tools and curriculum resources for redesigning the traditional structures of K-12 schools. Based on pioneering work across multiple states, the book shows how educators can design central elements of competency-based education—including performance tasks, personal learning plans, and grading systems—to meet the needs and interests of all students. Rose L. Colby provides critical tools for creating these elements in collaborative teams and engaging stakeholders such as educators, parents, and community members. The book incorporates case studies and voices from the field, and examines the variety of competency models that schools have adopted, highlighting the benefits for students. *Competency-Based Education* provides a much-needed resource at a time when states, districts, and schools are working to implement competency-based models and experimenting with new accountability systems that include evidence of learning beyond standardized tests.

A Guide to the Business Analysis Body of Knowledge

"Business analysis involves understanding how organizations function to accomplish their purposes and defining the capabilities an organization requires to provide products and services to external stakeholders. [This guide contains] a framework that describes the business analysis tasks that must be performed in order to understand how a solution will deliver value to the sponsoring organization." - page 3.

How to Think Strategically

The position of skills development on the agenda of policy-makers and development agencies improved markedly around the turn of the 21st century. This book tracks the ways skills have gained importance both in the developing and the more industrialized world. It analyses critically the multiple 'drivers' of skills development and the linkages of skills to the knowledge economy, growth, and employment in an increasingly competitive world. It also acknowledges the many modalities and delivery systems for skills development, arguing that this institutional diversity, often spread across several ministries and training authorities, has made it more difficult to give a national account of the skills development sector. The re-emergence of skills has triggered many reform initiatives associated with TVSD, some of which have become almost 'fashions' and are in danger of being adopted without sufficient evidence of their effectiveness. This work provides cautionary advice and fresh insights that planners will find rewarding.

FYI

Building on the framework developed in the previous edition, Project Manager Competency Development Framework - Third Edition extends the framework both vertically (to include program and portfolio managers) and horizontally (to cover continued development for the roles of project/program/portfolio managers). The Project Manager Competency Development (PMCD) Framework - Third Edition - Aligns with the PMP(R) Examination Specification - Aligns with the PMBOK(R) Guide - Sixth Edition - Aligns with The Standard for Program Management - Fourth Edition (pre-publication) - Aligns with The Standard for Portfolio Management - Fourth Edition (pre-publication) - Builds upon the framework from the second edition (knowledge, performance, and personal competencies), in particular the personal competencies - Provides examples of evidence required to demonstrate competence - Recognizes and addresses the need for career development along a continuum of expertise and experience The PMCD Framework is designed so all participants in the project management process are be able to assess their current level of project/program/portfolio management competence.

Competency-Based Education

As interest in competency-based education (CBE) continues to grow by leaps and bounds, the need for a practical resource to guide development of high-quality CBE programs led the authors to write this book. Until now, there has been no how-to manual that captures in one place a big picture view of CBE along with the down-to-earth means for building a CBE program. A variety of pressures are driving the growth in CBE, including the need for alternatives to the current model of higher education (with its dismal completion rates); the potential to better manage the iron triangle of costs, access, and quality; the need for graduates to be better prepared for the workforce; and the demands of adult learners for programs with the flexible time and personalized learning that CBE offers. Designed to help institutional leaders become more competent in designing, building, and scaling high-quality competency-based education (CBE) programs, this book provides

context, guidelines, and process. The process is based on ten design elements that emerged from research funded by the Gates Foundation, and sponsored by AAC&U, ACE, EDUCAUSE, and the Competency-Based Education Network (C-BEN), with thought partners CAEL and Quality Matters. In short, the book will serve administrators, higher education leaders, faculty, staff, and others who have an interest in CBE by:

- Giving context to enable the audience to discover the importance of each design element and to help frame the CBE program (the “why”);
- Providing models, checklists, and considerations to determine the “what” component for each design element;
- Sharing outlines and templates for the design elements to enable institutions to build quality, relevant, and rigorous CBE programs (the “how”).

Competency Development Guide

The updated second edition of this popular resource offers practical advice for working with children and families of diverse heritage. With insight from their own racial, cultural, and linguistic backgrounds, the chapter authors contribute wisdom about the influence of different cultures on people's beliefs, values, and behaviors. Their knowledge helps professionals learn how to embrace diversity in intervention services and foster respectful and effective interactions with people of many cultures. Widely used in preservice and in-service settings, *Developing Cross-Cultural Competence* is invaluable as a textbook in graduate and undergraduate courses in general and special education, social work, child development, psychology, family studies, and public health and ideal as a guide for human services professionals, home visitors, paraprofessionals, and program administrators who work with children with disabilities.

Practical Guide to the Evaluation of Clinical Competence

Global and technological transformation is changing work and learning. A broader understanding of prevention and cultural change associated with it is putting new demands on companies and their employees. People and organizations need suitable competences to deal with this transformation. They need to be empowered to shape decent living and working conditions. *Safety and Health Competence: A Guide for Cultures of Prevention* is written in the context of work and health. The use of a social-constructive and a context sensitive approach to competence in occupational safety and health is new and forms a theoretical basis for putting into place the necessary learning processes for cultural transformation in companies and educational institutions. Covers a broad range of new demands placed on companies and employees in this age of global and technological transformation Provides assistance with a better understanding of the current debate on occupational safety and health (OSH) competences Presents a comprehensive source of information for OSH experts, human resource specialists, educational institutions, training development specialists, teachers, and trainers, allowing them to identify competence needs, promote competence development, and assess competences Explains what the concept culture of prevention means Offers real-life examples that will appeal to practitioners

Virtual Team Success

The AMA Guide to Management Development

A developer's guide provides a wealth of examples that demonstrate how to create powerful web applications, covering such topics as adding applets to HTML pages, the HotJava browser, and integrating animation and audio. Original. (Intermediate).

A Leader's Guide to Competency-Based Education

Designed to help medical educators implement better assessment methods, tools, and models directly into training programs, *Practical Guide to the Evaluation of Clinical Competence*, 2nd Edition, by Drs. Eric S. Holmboe, Steven J. Durning, and Richard E. Hawkins, is a hands-on, authoritative guide to outcomes-based assessment in clinical education. National and international experts present an organized, multifaceted approach and a diverse combination of methods to help you perform effective assessments. This thoroughly revised edition is a valuable resource for developing, implementing, and sustaining effective systems for evaluating clinical competence in medical school, residency, and fellowship programs.

The Student Leadership Competencies Guidebook

Competencies lie at the heart of every of every successful activity. Organizations across the world are trying to understand and integrate competencies in their organizational processes. This book is designed as handbook to help managers and executives understand, develop, manage competencies and also map them within their organizations. Assuming no prior knowledge, the book introduces the reader to the concept of competencies and how they work. It then helps the reader understand the why and how of competency models. In an accessible structure and framework, this book tackles some key issues with regard to this contemporary subject. Written in a jargon-free and accessible style, this book will be useful to managers in strategizing , developing, mapping and implementing competency frameworks in their organizations

JAVA Developer's Guide

The FYI® for your improvement is an easy-to-use competencies development guide based on the Korn Ferry Leadership Architect? Global Competency Framework. Each chapter is dedicated to one of the 38 Korn Ferry Leadership Architect? competencies, as well as chapters on 10 career stallers and stoppers.

Developing Cross-cultural Competence

Developing Leadership Talent

Based on the set of managerial competencies specially developed by the American Management Association for a new core management curriculum, The AMA Guide to Management Development provides readers with a comprehensive understanding of how to continually develop managers throughout their entire organization. The book considers every factor important in management development, and features in-depth information on topics including: • The five major categories of competencies, including business knowledge and the ability to lead and manage change and innovation • The specific skills needed, including communication skills and people management skills • Alternative methods organizations may use to develop managers, including different types of training and evaluation of learning effectiveness Management development is a crucial task for every enterprise. This book gives readers the guidance they need to make sure that both current and future managers have the abilities their organizations need to prosper.

The Handbook of Competency Mapping

FYI

This updated and expanded second edition of Book provides a user-friendly introduction to the subject, Taking a clear structural framework, it guides the reader through the subject's core elements. A flowing writing style combines with the use of illustrations and diagrams throughout the text to ensure the reader understands even the most complex of concepts. This succinct and enlightening overview is a required reading for all those interested in the subject . We hope you find this book useful in shaping your future career & Business.

Project Manager Competency Development Framework

Children are already learning at birth, and they develop and learn at a rapid pace in their early years. This provides a critical foundation for lifelong progress, and the adults who provide for the care and the education of young children bear a great responsibility for their health, development, and learning. Despite the fact that they share the same objective - to nurture young children and secure their future success - the various practitioners who contribute to the care and the education of children from birth through age 8 are not acknowledged as a workforce unified by the common knowledge and

competencies needed to do their jobs well. *Transforming the Workforce for Children Birth Through Age 8* explores the science of child development, particularly looking at implications for the professionals who work with children. This report examines the current capacities and practices of the workforce, the settings in which they work, the policies and infrastructure that set qualifications and provide professional learning, and the government agencies and other funders who support and oversee these systems. This book then makes recommendations to improve the quality of professional practice and the practice environment for care and education professionals. These detailed recommendations create a blueprint for action that builds on a unifying foundation of child development and early learning, shared knowledge and competencies for care and education professionals, and principles for effective professional learning. Young children thrive and learn best when they have secure, positive relationships with adults who are knowledgeable about how to support their development and learning and are responsive to their individual progress. *Transforming the Workforce for Children Birth Through Age 8* offers guidance on system changes to improve the quality of professional practice, specific actions to improve professional learning systems and workforce development, and research to continue to build the knowledge base in ways that will directly advance and inform future actions. The recommendations of this book provide an opportunity to improve the quality of the care and the education that children receive, and ultimately improve outcomes for children.

Competence Training for Pharmacy

Provides a chapter of easy to follow and actionable tips for each of the areas identified as leadership competencies including: dealing with ambiguity, conflict management, and strategic agility.

A Manager's Guide to Developing Competencies in HR Staff

Transform your organization! To truly transform your organization, you must learn to transform your own mindset. *Beyond Change Management*—the only book specifically about the interaction of leadership style, mindset, and the change process—revolutionizes leaders' approach to transformational change. Shattering the myth that transformation can be managed, this book—part of the Practicing OD Series—offers you new directions and ways of thinking and behaving that are essential for successful change. Its unique approach brings organization development (OD) into the mainstream of leaders' approaches to change, expanding and integrating the fields of OD, leadership, change management, and consciousness. You'll also get: ready-to-use worksheets, questionnaires, guidelines. "Powerful business solutions to the current chaos facing many organizations today. Dean Anderson and Linda Ackerman Anderson get to the heart of change, the human touch, by using timeless techniques and tools." --Ken Blanchard, coauthor, *The One Minute Manager* and *GungHo!* "The authors combine their keen observations, sharp insights, and open hearts to produce towering works that will stand as lasting contributions to leadership and organization development. ... [t]hey guide us along a path of personal discovery so that

wemay have the strength of spirit to risk the creation of more meaningful organizations." --Jim Kouzes, coauthor, The Leadership Challenge and Encouraging the Heart

Competency Development Guide

Integrating Technology into Modern Therapies provides clinicians with an innovative, research-based foundation for incorporating technology into clinical practice. It offers an overview of current technological developments in therapy, such as the use of therapeutic texting, virtual reality programs, tablet apps, and online games. Chapters examine therapeutic applications of technology for those who have experienced trauma and a variety of conditions including autism spectrum disorder, ADHD, and speech concerns. The book also offers suggestions for how technology can be used in hospitals, as well as with migrant, refugee, and homeless populations. Combining theory and research with a wealth of case studies and practical resources, this book will be relevant to all mental health, speech and language, and child life specialists.

The Handbook of Competency Mapping

Provides advice for system administrators on time management, covering such topics as keeping an effective calendar, eliminating time wasters, setting priorities, automating processes, and managing interruptions.

Planning for Technical and Vocational Skills Development

Based on the popular Developing Leadership Talent program offered by the acclaimed Center for Creative Leadership, this important resource offers a nuts-and-bolts framework for putting in place a leadership development system that will attract and retain the best and brightest talent. Step by step, the authors explain how alignment with strategic goals and organizational purpose and effective developmental experiences are the backbone of a successful leadership program. An authoritative and useful book, Developing Leadership Talent is an essential tool for any leadership program.

Multicultural Social Work Practice

It is time to move your competency assessment process beyond meeting regulatory standards to creating excellence. The Ultimate Guide to Competency Assessment in Health Care is packed with ready-to-use tools designed to help you develop, implement and evaluate competencies. More than that, you will find a new way of thinking about competency assessment - a way that is outcome-focused and accountability-based. With over 20,000 copies sold world-wide, it is the most trusted resource on competency assessment available.

Global Perspectives on Recognising Non-formal and Informal Learning

"For learners, managers, mentors, and feedback givers."

KF FYI for Your Improvement Competencies Development Guide Dutch

Criterion-Referenced Test Development is designed specifically for training professionals who need to better understand how to develop criterion-referenced tests (CRTs). This important resource offers step-by-step guidance for how to make and defend Level 2 testing decisions, how to write test questions and performance scales that match jobs, and how to show that those certified as ?masters? are truly masters. A comprehensive guide to the development and use of CRTs, the book provides information about a variety of topics, including different methods of test interpretations, test construction, item formats, test scoring, reliability and validation methods, test administration, a score reporting, as well as the legal and liability issues surrounding testing. New revisions include: Illustrative real-world examples. Issues of test security. Advice on the use of test creation software. Expanded sections on performance testing. Single administration techniques for calculating reliability. Updated legal and compliance guidelines. Order the third edition of this classic and comprehensive reference guide to the theory and practice of organizational tests today.

FYI® for Your Improvement

Praise for VIRTUAL TEAM SUCCESS "There's no school for this yet, but when the first is established, Virtual Team Success: A Practical Guide for Working and Leading from a Distance will certainly be the core curriculum." —JESSICA LIPNACK AND JEFFREY STAMPS, CEO and co-founders, NetAge "Virtual Team Success is a must have for anyone managing geographically-dispersed teams. DeRosa and Lepsinger bring experience and credentials to guide us all through the labyrinth of problems that so often derail virtual teams. As our global businesses become increasingly complex, I can't imagine a more timely or better resource." —JAY MOLDENHAUER-SALAZAR, vice president, talent management, The Gap "For global teams that want to be top-performing, Virtual Team Success should be their team handbook. It's loaded with tools, checklists, models, and practical recommendations for working and leading from a distance. This is the kind of book virtual teams really need to be successful. I've been waiting for a book like this and look forward to recommending it as a resource that can help improve the performance of our teams!" —KATHLEEN MCGUIRE, manager organizational development, Bayer Healthcare HR Global Leadership Development "Virtual teams are intended to make optimal use of expertise spread across the world, but performance excellence is the exception and mediocrity the rule. After extensive and careful study of real teams, DeRosa and Lepsinger have captured essential information, principles of operation, and tools in a highly readable volume that can help thoughtful readers elevate the performance of the teams significantly. The practical focus, collection of techniques and

tools, and "how to" tips provide an essential foundation for anyone with virtual team responsibility. The organization of the book centered around challenges, differentiators, and lessons will facilitate finding answers to any problem the team faces. The RAMP model makes it easy to focus on what's important in enabling top performance." —MIKE BEYERLEIN, professor, Organizational Leadership, Purdue University

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