



Fundamentals of Performance Improvement: Optimizing Results through People, Process, and Organizations

Darlene Van Tien, James L. Moseley, Joan C. Dessinger

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Fundamentals of Performance Improvement is a substantially new version of the down-to-earth, how-to guide designed to help business leaders, practitioners, and students understand the science and art of performance technology and successfully implement organizational and societal change. Using the Performance Improvement / Human Performance Technology (HPT) model, the expert authors explain step-by-step how to spot performance indicators, analyze problems, identify underlying causes, describe desired results, and create workable solutions.

"It does not matter what function you align yourself to in your organization, this book allows you to tap into the secrets that drive organizational success. Several books work to define what is performance improvement and performance technology. This one also provides insights into the Why? And How?"

—Cedric T. Coco, CPT, SVP, Learning and Organizational Effectiveness, Lowe's Companies

"Fundamentals of Performance Improvement is full of practical models and tools for improving the world by partnering with customers, clients, constituents, and colleagues. It provides a path forward for successful transformation and performance improvement at personal, group and collective levels. It is a must read for leaders and consultants seeking to advance opportunities in new and emerging situations."

—Diana Whitney, PhD, president, Corporation for Positive Change

"If you have an interest in performance improvement, this is simply the best available book on the topic. It addresses the science and craft as well as the intricacies of how to improve workplace performance. Van Tiem, Moseley, and Dessinger have incorporated into this work the best available research on the Certified Performance Technology (CPT) standards and process."

—James A. Pershing, Ph.D., CPT, professor emeritus, Workplace Learning and Performance Improvement, Indiana University

"Its international flavor, with practitioner comments and examples drawn from across the world, enhances its appeal as more and more professionals operate in an increasingly global context."

—Daljit Singh, Asia Pacific Director of Talent Management, Baker & McKenzie, Sydney, Australia

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