

Towards Competent Workforce Bob Mansfield

Towards a Competent Workforce Profiting from Multiple Intelligences in the Workplace The Wisdom of Strategic Learning They Serve Like We Lead The Cumulative Book Index The Fairfax Experience Outcomes, Learning And The Curriculum New Approaches to Vocational Education in Europe American Book Publishing Record Employee Relations International Bob Mansfield Joyce Martin Ian Cunningham Monique Richardson Fred Hilmer John Burke Regina H. Mulder

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for over a decade the uk has been engaged in a radical reform of its vocational education and training this book contains the first comprehensive description of functional analysis the method developed to define occupational standards and national vocational qualifications it also discusses changes in contemporary work patterns arguing that a new model of occupational competence is needed the job competence model the text is in four parts covering strategy models and methodologies and how to apply them in practice both authors have both been closely associated with the methods and models described in the book and their personal insights add enormously to the value of the material

turns howard gardner s revolutionary theory of multiple intelligences into user friendly tools for understanding and assessing success in everyone from ceos to cleaners it provides a complete system for the examination of staff needs matching applicants and job specifications successful interviewing and induction effective supervision focused training and development

change means learning there is no possibility for organizations to change unless the people in them learn in this new book ian cunningham writes about his pioneering work in developing strategic learning he shows the need to go beyond vague prescriptions for learning organizations instead he advocates the value of a learning business which integrates learning with the strategic direction of the organization he elaborates practical examples of implementing strategic learning using self managed learning for the organization self

managed learning has a strategic advantage in creating a focused active and committed team ian cunningham s powerful tried and tested approach is backed by evaluation research evidence and by its success in organizations such as shell in the netherlands the hiram walker group in the uk and valmet in finland

leadership has the single biggest impact on customer experience does your team take care of your customers as well as you would like does the team feel you care about them as much as you do for your customers customer and employee experience are inextricably linked and this book emphasises the importance of both monique richardson draws on decades of experience and examples of exceptional service driven leaders and organisations across all sectors to show that caring for your people is at the heart of all service leadership happy customers are the result of a happy team this book is full of practical ideas and actions that are a roadmap for you to become an exceptional service leader if you re ready to elevate the customer and employee experience in your organisation then this is the book for you valuable insights will help you improve your team s performance create happy customers and ultimately drive business success

a world list of books in the english language

fred hilmer completed his tenure as ceo of fairfax in late 2005 with his academic background he was a surprise appointment to the position that he ended up holding for seven years by 2006 fairfax s earnings had doubled costs were down and revenues were up more importantly in a highly competitive climate hilmer had restored the health of the flagging newspaper and publishing empire and built a digital platform in the fairfax experience what the management texts didn t teach me hilmer discusses his time at fairfax his mistakes and what he learned from them the negatives of change management and how he made the tough decisions while coping with the fall out a fascinating look at what it takes for leaders to achieve sustained business success the fairfax experience shows how theory can fall short in an industry dominated by strong personalities family empires legislative reform and the media spotlight

this book provides an account of the curricular consequences of the outcomes approach to education nvqs gnvqs etc it contains contributions from leading experts in the field and as such is likely to become the core text in this area an initial discussion of the main themes leads the reader into a discussion of key ideas and the theory behind the outcomes approach covering in addition issues concerning standards and quality areas of the curriculum covered include assessment modularization flexible learning and work based learning higher level competences and the autonomous learner it should be of interest to all concerned with the development of the curriculum ranging from school sixth forms through further and higher education to professional industrial trainers with an interest in the development of education and training in the uk

this book investigates issues surrounding the concept of complex learning teaching environments the first part provides an overview of general themes connected to complex learning teaching environments and sheds some light on the theoretical background of the concept the second part demonstrates how the idea of complex learning teaching environments influences the particular training contexts in different countries

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