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Supplements or  
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in the Workflow. Real Learning Happens as You Work! Implement performance support strategies and practices for accelerating employee performance. "It is a book that will become dog-eared from use as it is both a narrative and a reference.

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Mosher, celebrated

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minute conversation  
the importance of  
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moment of need, and  
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"A good performance

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Support strategy

supports this informal learning so that productivity and successful

performance are achieved with

reductions in both learning time and its cost." "In writing this book we set out to create The definitive guide to implementing performance support,

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without the need for extensive technical or instructional design knowledge," Mosher added.

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Paperback –

Illustrated, December  
30, 2010 by Con

Gottfredson (Author),

Bob Mosher (Author)

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the learning time required to achieve successful performance; supplements or replaces existing training programs; and, cuts down on the use of help desks and other traditional in-house support functions.

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Strategies, LLC, is all  
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transformation – at  
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and organization  
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solutions that drive

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Support', offers L&D professionals a concise and comprehensive overview of performance support practices: ongoing, job-specific resources that ensure employees perform effectively on the job.

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Performance Support significantly moves the learning revolution to the next level. It is the workplace, and the work itself, where performance support will make its mark, and Gottfredson and Mosher are the

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professionals

constantly struggle

with and find a

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challenge in

demonstrating the impact of training to business. When used

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formal training, Performance Support

Tools achieve this

mandate by helping

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PS solutions to  
reduce costs, retain  
talent, and increase  
productivity and  
efficiency.

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in the Workplace

gives us everything we've ever wanted to know about these

invaluable tools and

techniques! Allison

Rossett and Lisa

Schafer have created

a comprehensive,

pragmatic, and very

readable guide. The

authors don't

exaggerate when they

claim it's 'knowledge

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Most learning on the job is informal. This book offers advice on how to support, nurture, and leverage informal learning and helps trainers to go beyond their typical classes and programs in order to widen and

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deepen their reach.

The author reminds

us that we live in a  
new, radically

different, constantly

changing, and often  
distracting workplace.

He guides us through

the plethora of digital

learning tools that

workers are now

accessing through

their computers,

PDAs, and cell

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environment. As teams become more and more global and distributed, visualization provides an important channel of communication—one that opens up the group's mind to improving work systems and processes by understanding relationships,

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and practices of  
creative design teams  
in the software, archit  
ectural, engineering,  
and information

design professions  
Introduces the

Drexler/Sibbet Team  
Performance™ Model  
and related tools—a

system used  
throughout companies  
such as Nike,  
Genentech, Becton

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Dickinson, Chevron,  
and others Visual  
Teams presents a  
comprehensive  
framework,  
best practices, and  
unique visual tools for  
becoming an innovati  
ve, high-performance  
team.

New small business  
owners are constantly  
pressured to play a

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major role in the economic growth of their respected nation. However, revitalizing how individuals think, research, teach, and implement performance strategies to improve the operations of these small businesses is critical to entrepreneurial success. Reshaping

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Education With

Strategy and

Innovation is an

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strategies to

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as well as

implementation of

effective

entrepreneurial

processes based on a

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While governments around the world struggle to maintain service levels amid fiscal crises, social innovators are improving citizen

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outcomes by

changing the system

from within. The

authors offer

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insightful

interpretations on how

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change agents are

dealing effectively

with powerful

opponents,

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bureaucratic hurdles,  
and the challenges of  
securing resources  
and support.

## Practices For

Innovation principles  
to bring about  
meaningful and

sustainable growth in  
your organization

Using a list of more  
than 2,000 successful  
innovations, including  
Cirque du Soleil, early



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IBM mainframes, the

Ford Model-T, and

many more, the

authors applied a

proprietary algorithm

and determined ten

meaningful

groupings—the Ten

Types

of Innovation—that

provided insight into

innovation. The

Ten Types of

Innovation explores

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these insights to diagnose patterns of innovation within industries, to identify innovation opportunities, and to evaluate how firms are performing against competitors. The framework has proven to be one of the most enduring and useful ways to start thinking

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about transformation.

Details how you can use these innovation principles to

bring about meaningful—and sustainable—growth within

your organization

Author Larry Keeley is a world renowned speaker,

innovation consultant, and president and co-

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founder of Doblin, the  
innovation practice of  
Monitor Group;  
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has influenced  
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world since its  
discovery in 1998. The  
Ten Types of  
Innovation is the first  
book explaining how to  
implement it.

It started two decades  
ago with CompStat in  
the New York City  
Police Department,  
and quickly jumped to  
police agencies  
across the U.S. and

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other nations. It was adapted by Baltimore, which created CitiStat—the first application of this leadership strategy to an entire jurisdiction. Today, governments at all levels employ PerformanceStat: a focused effort by public executives to exploit the power of purpose and

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motivation,

responsibility and

discretion, data and

meetings, analysis

and learning,

feedback and follow-

up—all to improve

government's

performance. Here,

Harvard leadership

and management

guru Robert Behn

analyzes the

leadership behaviors

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at the core of

PerformanceStat to identify how they work to produce results. He examines how the leaders of a variety of public organizations employ the strategy—the way the Los Angeles County Department of Public Social Services uses its DPSSTATS to promote economic



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the City of New  
Orleans uses its  
BlightStat to eradicate  
blight in city  
neighborhoods, and  
what the Federal  
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does with its  
FEMASat to ensure  
that the lessons from  
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