



Continuous Excellence: Building Effective Organizations: A Handbook for Managers and Leaders

Mel Hensey

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This handbook for managers and leaders pulls together, in one resource, all that is important to know about effectively utilizing and managing change in service organizations. For leaders and managers at every level, change has become the number one necessity and headache. Employees also feel the impacts of change in service organizations. This book addresses both traditional approaches to change, such as strategic planning and new methods like re-engineering. Every important management facet or responsibility is addressed, from getting the work, to doing it well, to getting paid. It is truly a handbook for managers who want to advance their organization to the next level of performance excellence.

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