People Skills for Public Managers



Suzanne McCorkle and Stephanie L. Witt

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Dorothy Norris-Tirrell, Joy A. Clay

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People Skills for Public Managers Suzanne Mccorkle, Stephanie Witt, 2014-12-18 This book fills the need for a communication based public sector framed book The authors combine just enough basic theory about communication with specific skill development in areas of immediate interest to those who work in the public sector It also features a strong practice orientation with plentiful boxed applications Insights from the Field Skill Development boxes Case Studies It concludes with an especially useful summary chapter that describes the ten essential skills for successful communication

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management Commonwealth Public Administration Reform 2004 Commonwealth Secretariat, 2003 Commonwealth Public Administration Reform is a comprehensive resource for all those in public and private sectors and civil society who are engaged in reforming public administration It includes in one volume the principal documents of major reform initiatives in the Commonwealth Secretariat and the Commonwealth Association for Public Administration and Management It draws on the richly diverse experience of the association s 54 member countries large and small developing and industrialised The 2004 edition brings together the knowledge and experience of leading experts from around the Commonwealth and covers Reform strategies Democracy and Security Public Private Partnerships Human Resources Management Information Systems Public Health Informatics and Information Systems Patrick W. O'Carroll, William A. Education and Leadership Yasnoff, M. Elizabeth Ward, Laura H. Ripp, Ernest L. Martin, 2006-05-07 Let us not go over the old ground let us rather prepare for what is to come Marcus Tullius Cicero Improvements in the health status of communities depend on effective public health and healthcare infrastructures These infrastructures are increasingly electronic and tied to the Internet Incorporating emerging technologies into the service of the community has become a required task for every public health leader The revolution in information technology challenges every sector of the health enterprise Individuals care providers and public health agencies can all benefit as we reshape public health through the adoption of new infor tion systems use of electronic methods for disease surveillance and refor tion of outmoded processes However realizing the benefits will be neither easy nor inexpensive Technological innovation brings the promise of new ways of improving health Individuals have become more involved in knowing about and managing and improving their own health through Internet access Similarly healthcare p viders are transforming the ways in which they assess treat and document tient care through their use of new technologies For example point of care and palm type devices will soon be capable of uniquely identifying patients s porting patient care and documenting treatment simply and efficiently OECD Public Governance Reviews Towards More Effective and Dynamic Public Management in Mexico OECD, 2011-06-30 This public governance review of Mexico examines the regulatory framework in Mexico explains how e government could be used to find new approaches to old challenges and looks at the challenge of professionalising public servants in Mexico Cultural Competence for Public Managers Espiridion Borrego, Richard Greggory Johnson Ill, 2017-09-25 Our increasingly globalized society demands a higher level of sophistication when working cross culturally and internationally in local state and federal governments tribal corporations and nonprofit organizations Cultural Competence for Public Managers offers guidance on how to become a leader in developing cultural competence in your organization It provides a conceptual foundation and successful examples for developing cultural competence including competencies for international collaborations. The authors clearly define terms and provide their own cultural competence model that will add significantly to the current field They describe the rapidly changing worldwide demographics that are bringing new cultures into many countries and societies. They also examine the

issues that culturally diverse landscapes create in the United States Asia Europe Africa and Latin America highlighting the differences between assimilationist and the multicultural viewpoints Drawing on a wide range of examples from universities local state and federal governments health care service providers and nonprofit organizations the book illustrates management practices that are then extended into the relevant cultural context It also includes examples of cultural missteps and cultural competencies that have worked in practice Written in an accessible format and style the book provides practical and useful standards and performance measures proven coaching and mentoring guides as well as templates checklists exercises and guidelines It includes downloadable resources with coaching guides checklists Organized thematically the book defines the scope of cultural competencies highlights best practices and describes variations in responsibility for administering cultural competence for executives managers supervisors and employees Global Public Management Kathe Callahan, Dorothy Olshfski, Erwin Schwella, 2005 Global Public Management offers a collection of cases illustrating managerial problems and policy situations that managers could face anywhere in the world These cases are then analyzed by universal scholars and practitioners of public management The case comments focus on identifying the problem in the case and offering suggestions on how to handle the conflict **OECD Public Governance Reviews Internal Audit Manual for** the Greek Public Administration OECD, 2018-11-30 This Internal Audit Manual is designed to support the modernisation and standardisation of audit practices in Greek public organisations It encompasses an array of practical processes and templates and provides concrete guidance on 1 establishing a modern and effective internal audit Public Administration Norman Beckman, 1975-01-01 Public Management and Governance Tony Bovaird, Elke Löffler, Elke Loeffler, 2004-06-02 A comprehensive in depth and accessible resource for students of public sector management and administration with an international authorship this is more comprehensive cohesive and international than any other textbook in the area Human Resource Management in the Public Sector Ronald J. Burke, Andrew Noblet, Cary L. Cooper, 2013-01-01 An impressive collection of authoritative treatments of major current and ongoing topics in public sector human resource management provided by both well established experts and up and coming scholars who are becoming leaders in the field A valuable resource for courses on the topic and an important reference for scholars and those seeking to maintain expert knowledge about it Hal G Rainey The University of Georgia US This insightful book presents current thinking and research evidence on the role of human resource management policies and practices in increasing service quality efficiency and organizational effectiveness in the public sector Internationally public sector organisations face enormous challenges including increasingly uncertain political and economic environments more vigilant and cost conscious governments rapidly evolving community needs and an ageing workforce This collection examines a range of HRM related topics that will influence the capacity of public sector agencies to negotiate and respond to the challenges ahead These topics include managing public sector human resources during an economic downturn enhancing the satisfaction and motivation of

public sector employees attracting and retaining talent leadership development and case studies in successful public sector organizational change With each chapter drawing on the latest research but also emphasizing the practical implications this collection is suitable for practitioners researchers and students alike It will also be valuable for HR specialists and managers of HR units in the public sector

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