《项目管理人员要素》

图书基本信息

书名：《项目管理人员要素》

13位ISBN编号：9780787996291

10位ISBN编号：0787996297

出版时间：2007-6

出版社：John Wiley & Sons Inc

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页数：350

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内容概要

在线阅读本书

In Human Factors in Project Management, author Zachary Wong—a noted trainer and acclaimed leader of more than 250 project teams—provides a summary of "people – based" managementskills and techniques that can be applied when working in a team environment. This comprehensive resource brings together in one book new and current models in team motivation and integrates the most significant concepts in team motivation and behaviors into a single set of principles called "Human Factors." Wong shows how these factors can be applied to the most challenging issues facing project managers today including Motivating a diverse workforce Facilitating team decisions Resolving interpersonal conflicts Managing difficult people Strengthening team accountability Communications Leadership

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书籍目录

Acknowledgments. The Author. Introduction. ONE: Emergence of Human Factors. TWO: Human Factors and Team Dynamics in Project Management. THREE: Key Elements of Team Performance: Content. FOUR: Key Elements of Team Performance: Process. FIVE: Key Elements of Team Performance: Behavior. SIX: Secrets of Managing the Three Key Elements. SEVEN: Key Stages of Team Development. EIGHT: Moving the Team Forward: Facilitation Techniques. NINE: Personal Space. TEN: Team Conflicts. ELEVEN: How Conflicts Affect Personal Space. TWELVE: Expanding Your Space. THIRTEEN: Managing Good and Bad Behaviors. FOURTEEN: Raising Your Game. FIFTEEN: Those Who Break Through Will Never Go Back. SIXTEEN: Hearts and Minds of Human Factors. SEVENTEEN: Personal Leadership: Putting It All Together. Epilogue. References. Index.

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