

Pugh

Change Management in Information Services

This title was first published in 2000: An overview of change management and organizational theories. The book explores the strategies normally associated with them and presents real solutions to real problems for services spanning the academic, public and commercial sectors. Through a series of case studies, the book shows how different organizations and personal issues need equally different approaches to managing them. The author demonstrates how discrete change projects can be modelled, implemented and reviewed and explains the advantages and disadvantages of various organizational structures in managing change. He takes a candid look at what really makes teams tick or malfunction and, focusing particularly on people issues, suggests how adapting management styles and providing training can help to meet the demands of change.



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Kundenservice Fachmedien Otto Schmidt

Neumannstraße 10, 40235 Düsseldorf | kundenservice@fachmedien.de | 0800 000-1637 (Inland)

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