

DEVELOPING TALENT FOR ORGANIZATIONAL RESULTS

TRAINING TOOLS
FROM THE BEST IN
THE FIELD



ELAINE BIECH, EDITOR

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About This Book

Why is this topic important?

An organization's success depends on the skills and knowledge of its employees. *Developing Talent for Organizational Results* brings together the work of many of the most renowned learning providers in the world—all of them members of ISA: the Association of Learning Providers—to develop the skills and knowledge of your employees. The book provides activities and surveys, insight, and ideas to develop the talent required to ensure your organization's success.

What can you achieve with this book?

This book offers you a broad selection of topics that are critical to your organization's progress and future. The members of ISA wanted to publish something that you can implement immediately, so the book offers a wonderful array of tools that you can use with confidence that they will achieve the results they promise. Each chapter is a stand-alone slice of content focused on one topic. In addition, most chapters are accompanied by workshop activities; assessments, surveys, or questionnaires; processes, models, and tools; or training, consulting, or coaching techniques. These tools can be downloaded from the website, saving you time and energy during your implementation step.

How is this book organized?

The book is divided into nine sections, forty-seven chapters, and six bonus activities. The sections address topics that are critical to attaining organizational results by developing talent: communication, management, executive skills, developing leaders, corporate culture, training process, training techniques, individual development, and customer service. Each chapter focuses on one topic within the section, and all will enrich your training design. In addition, you will find a reading list near the back of the book that the authors provided to accompany many of the chapters should you wish to delve deeper into the topic. The back of the book also contains a list and brief description of each of the electronic tools found on the website.

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Developing Talent for Organizational Results

TRAINING TOOLS FROM
THE BEST IN THE FIELD

Elaine Biech
Editor

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