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Performance-Based Certification, includes a Microsoft Word diskette: How to Design a Valid, Defensible, Cost-Effective Program

Judith Hale

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Judith Hale : Performance-Based Certification, includes a Microsoft Word diskette: How to Design a Valid, Defensible, Cost-Effective Program before purchasing it in order to gauge whether or not it would be worth my time, and all praised Performance-Based Certification, includes a Microsoft Word diskette: How to Design a Valid, Defensible, Cost-Effective Program:

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excellent review of certification development and administration. But I feel it needs a "Don't try this at home" warning. Creating standards, criteria, documentation, fair tracking systems, great items and a full curriculum is something best left to those who have prepared for the job for years. Helpful tool for review of work, planning many of the aspects of the project and helping other stakeholders understand the breadth and gravity of what is being developed.

Are your employees qualified? Looking for qualified people to do competent work? How do you ensure that the people you hire can do the job right? An ever-increasing number of organizations are asking the same questions. Certification planning is the answer and Performance-Based Certification is the key. This is the only book on the market that addresses the growing need to monitor the qualifications of employees. You'll be able to quickly customize the certification tests and other job aids provided on the accompanying disk. Create a certification program within your organization to: Instill confidence that employees, members, or suppliers are qualified to meet the needs of your customers Ensure that your workforce is trained and competent to their job Make your hiring process more cost effective and legally defensible Recognize competence and consistency of your employees Once you've identified the need for a certification program, what's the next step? All of the answers are here!

From the Inside Flap **PERFORMANCE-BASED CERTIFICATION** If organizations are to be successful they must have well-qualified people to do competent work. The question is how can companies ensure that the people they hire can do the job right? Performance-Based Certification is a groundbreaking book that offers employers a method for creating a performance-based certification program that is targeted to the needs of their specific organization. By using the certification approach outlined in this book and companion website, any organization can: Instill confidence that their employees, members, or suppliers are qualified to meet the needs of the customers; Ensure that their workforce is trained and competent to the job; Make the hiring process more cost effective and legally defensible and; Recognize the competency and consistency of their employees. Step by step Judith Hale (an expert in evaluation and certification) explains how to design and implement an effective certification program. She describes why staff members are typically required to become certified and explains how to select an appropriate set of requirements for a particular program. In addition, the book contains instructions on how to manage the process in order to provide proper oversight and reveals how to deal with issues of appeals, recertification, and disclosures. Performance-Based Certification offers a variety of methods for accurately assessing knowledge, skills, and their ability to perform and includes valuable information on how to market, communicate, launch, and implement a winning certification program. In sync with the growing globalization of the marketplace, Hale describes how to modify or create new standards and assessment processes that can be used internationally. Filled with handy checklists, tips, and guidelines, Performance-Based Certification clearly explores what others have done to certify field sales personnel, technical support staff, customer support staff, trainers, and computer technicians, third parties such as independent contractors, distributors, resellers, and others. Once you've identified the need for a certification program, what's the next step? All of the answers are here!

From the Back Cover **Praise for Performance-Based Certification** "Judy's years of experience in certification shine through in the spot-on advice she provides in this excellent book." — Lenora G. Knapp, Ph.D., president, Knapp Associates International, and author, *The Business of Certification* "It keeps getting better and better. While this book became the standard in the field, this revision even improves on that impressive contribution." — Roger Kaufman, Ph.D, CPT, professor emeritus, Florida State University; Distinguished Research Professor, Sonora (Mexico) Institute of Technology "Judith Hale is the global expert on performance certification. This book is her latest, and it continues the outstanding tradition she has established on this topic. If your organization plans to do certification, buy this book and use it!" — William J. Rothwell, Ph.D., SPHR, professor, Penn State University "When it comes to certification, Judy Hale is the expert. This book shows you how to make certification work, in plain, simple steps. If you are involved in certification, from any perspective, this book is an essential reference." — Jack Phillips, Ph.D., chairman, ROI Institute, Inc

About the Author Judith Hale is president of the consulting firm Hale Associates. Their services include consultation on assessment, certification, evaluation, and integration of performance improvement systems with performance management. She is also the author of the *Performance Consultant's Fieldbook*, *Performance-Based Evaluation*, *Performance-Based Management*, and *Outsourcing Training and Management* all from Pfeiffer