Title	Best Practices in Leadership Development and Organization Change	
Author	Louis Carter, David Ulrich, Marshall Goldsmith	
Source	Pfeiffer	
Pub Date	2005	
Brief Introduction	ABOUT THIS BOOK	
	The purpose of this best practices handbook is to provide you with all of the most current and necessary elements and practical "how-to" advice on how to implement a best practice change or leadership development initiative within your organization. The handbook was created to provide you a current twenty-first century snapshot of the world of leadership development and organizational change today. It serves as a learning ground for organization and social systems of all sizes and types to begin reducing resistance to change and development through more employee and customer-centered programs that emphasize consensus building; self-, group, organizational, and one-on-one awareness and effective communication; clear connections to overall business objectives; and quantifiable business results. Contributing organizations in this book are widely recognized as among the best in organization change and leadership development today. They provide invaluable lessons in succeeding during crisis or growth modes and economies. As best practice organizational champions, they share many attributes, including openness to learning and collaboration, humility, innovation and creativity, integrity, a high regard for people's needs and perspectives, and a passion for change. Most of all, these are the organizations today. And these are the organizations that have spent inside of organizations today. And these are the organizations that have spent on average \$500 thousand on leadership development and change, and an average of \$1 million over the course of their programs, with an average rate of return on investment of over \$2 million.	

Within the forthcoming chapters, you will learn from our world's best orga- nizations in various industries and sizes
 Key elements of leading successful and results-driven change and leader- ship development
 Tools, models, instruments, and strategies for leading change and development
 Practical "how-to" approaches to diagnosing, assessing, designing, implementing, coaching, following up on, and evaluating change and development
 Critical success factors and critical failure factors, among others
Within each case study in this book, you will learn how to
 Analyze the need for the specific leadership development or organization change initiative
 Build a business case for leadership development and organization change
 Identify the audience for the initiative
Design the initiative
 Implement the design for the initiative
 Evaluate the effectiveness of the initiative