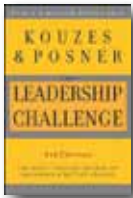


AIM best sellers by Pfeiffer.



Leadership Challenge (4th Edition)

Leadership Challenge, Fourth Edition, has been extensively updated with the latest research and case studies, and offers inspiring new stories of real people achieving extraordinary results. The authors' central theme remains the same and is more relevant today than ever: 'leadership is everyone's business'. Their

'five practices' and 'ten commitments' have been proven by hundreds of thousands of dedicated, successful leaders. This edition, with almost one-third new material, emphasizes the global community and refocuses on business leaders.

Author Kouzes & Posner
RRP \$37.95
AIM Member \$34.15



3 Signs of a Miserable Job

Millions of workers, even those who have carefully chosen careers based on true passions and interests, dread going to work, suffering each day as they trudge to jobs that make them cynical, weary, and frustrated. It is a simple fact of business life that any job, from investment banker to dishwasher, can become miserable. Through the story of a CEO turned pizzeria manager, Lencioni reveals the three elements that make work miserable; irrelevance, immeasurability, and anonymity, and gives managers and their employees the keys to make any job more fulfilling.

Author Patrick Lencioni
RRP \$37.95
AIM Member \$34.15

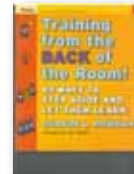


Applied Strategic Planning: An introduction (2nd Edition)

This guidebook provides an overview to the proven Applied Strategic Planning process. Written for the planning team and other key members who will participate in the process, this important resource offers encouragement for the team who must provide

data for the planning process and helps to identify questions for further discussion. The Applied Strategic Planning approach helps organisations identify their ideal future and develop a plan to achieve that future. ASP is highly responsive to environments undergoing rapid change, where the very rules of doing business are constantly shifting.

Author Nolan
RRP \$37.95
AIM Member \$34.15



Training From The BACK of The Room! 65 ways to step aside and let them learn

From Sharon L. Bowman, the author of the best-selling *Ten-Minute Trainer*, comes the dynamic new book, *Training from the BACK of the Room!* This innovative resource introduces 65 training strategies that are guaranteed to deliver outstanding training results no matter what the topic, group, or learning environment. Now trainers can replace the traditional 'trainers talk; learners listen' paradigm with a radical new model for designing and delivering instruction: 'when learners talk and teach, they learn'.

Author Sharon L. Bowman
RRP \$59.95
AIM Member \$53.95

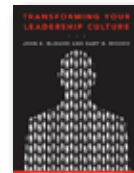


The Five Dysfunctions of a Team

In *The Five Dysfunctions of a Team*, Patrick Lencioni turns his keen intellect and storytelling power to the fascinating, complex world of teams. Kathryn Petersen, Decision Tech's CEO, faces the ultimate leadership crisis: uniting a team in such disarray that it threatens to bring down the entire company. Will she succeed? Will she be fired? Will the company fail? Lencioni's

utterly gripping tale serves as a timeless reminder that leadership requires as much courage as it does insight. Throughout the story, Lencioni reveals the five dysfunctions which go to the very heart of why teams even the best ones often struggle. He outlines a powerful model and actionable steps that can be used to overcome these common hurdles and build a cohesive, effective team.

Author Patrick Lencioni
RRP \$37.95
AIM Member \$34.15



Transforming Your Leadership Culture

CCL fellows McGuire and Rhodes replace the common and popular myth that change in organisational culture is beyond the reach of mere mortals. They offer a practical guide for achieving feasible culture transformation by helping leaders see how leading the culture and managing the operations are two sides of the same coin. The book provides guidance and resources that helps leaders decide: (1) what change is feasible; (2) how to set practical incremental targets of change and development; and (3) what are the tools for navigating the turbulent waters of the change process.

Author McGuire & Rhodes
RRP \$62.95
AIM Member \$56.65



Social Intelligence: The new science of success

Social intelligence (SI) is the ability to get along well with others while winning their cooperation. SI is a combination of sensitivity to the needs and interests of others, sometimes called 'social radar', an attitude of generosity and consideration, and a set of practical skills for interacting successfully with people in any setting. *Social Intelligence* provides a highly accessible and comprehensive model for describing, assessing,

and developing social intelligence at a personal level. This book is filled with intriguing concepts, enlightening examples, stories, cases, situational strategies, and a self-assessment tool-all designed to help readers learn to navigate social situations more successfully.

Author Karl Albrecht
RRP \$29.95
AIM Member \$26.95



The Improvement Guide: A practical approach to enhancing organizational performance (2nd Edition)

This new edition of this bestselling guide offers an integrated approach to process improvement that delivers quick and substantial results in quality and productivity in diverse settings. The authors explore

their Model for Improvement that worked with international improvement efforts at multinational companies as well as in different industries such as healthcare and public agencies. This edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites. The book presents a practical tool kit of ideas, examples, and applications.

Author Langley
RRP \$82.95
AIM Member \$74.65

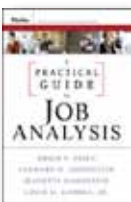


Designing Matrix Organizations that Actually Work: How IBM, Procter & Gamble and others design for success

Organisation structures do not fail, says Jay Galbraith, but management fails at implementing them correctly. The matrix has become a necessary form of organisation in today's business environment. Companies now know that if they have multiple product

lines, do business in multiple countries, and serve many customer segments through a variety of channels, there is no way they can avoid some kind of a matrix structure and the question most are asking is 'How do we learn how to operate the matrix effectively?'. In *Designing Matrix Organizations That Actually Work*, Galbraith answers this and other questions as he shows how to make a matrix work effectively.

Author Jay Galbraith
RRP \$67.95
AIM Member \$61.15

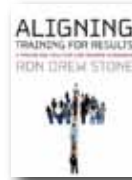


A Practical Guide to Job Analysis

This book provides the reader with a context for understanding the importance of doing a proper job analysis together with a step-by-step guide to conducting such an analysis. One unique element of this guide is a series of eight templates that provide the basis for conducting job analyses for eight different levels of job families, from the entry-level to the senior

manager/ executive. HR professionals or line managers can readily use these templates with confidence that they have the necessary tools as well as the understanding of the context of this process. The templates or instruments necessary to complete each of the elements of a thorough job analysis are provided in an appendix and is available from the books landing page that easily can be customised for use in doing a job analysis.

Author Goodstein
RRP \$74.95
AIM Member \$67.45



Aligning Training for Results

What makes some training programs successful while others produce disappointing results? The answer, says Ron Stone, lies in the processes trainers employ to determine needs, design and develop programs, deliver the training, and partner to get business results. It is time to re-examine these processes, says the author, and bring them into the twenty-first century. In *Aligning*

Training for Results Stone provides a potent, comprehensive, and versatile resource to help guide trainers through assessing, designing, and delivering training solutions that achieve real and measurable results.

Author Ron Stone
RRP \$74.95
AIM Member \$67.45



Brand for Talent

Brand for Talent takes a close look at how businesses around the world can put their employer brands to work to successfully confront specific (and serious) talent challenges: from recruitment and retention, to reward and motivate employees, to apply the precision of market segmentation to the broad challenges of finding and keeping talent. The book defines the current talent

problem that businesses around the world face and outlines 8 essential ways how business can use their employer brand to help them win in the war for talent.

Author Libby Sartain & Mark Schumann
RRP \$44.95
AIM Member \$40.05



A Practical Guide to Training and Development

To stay ahead of the competition, today's organisations must invest in ongoing training that continuously improves their employees' knowledge and skills. A *Practical Guide to Training and Development* is a comprehensive resource that offers a theoretical, strategic, and practical foundation of the entire training process. The book outlines a step-by-step approach for assessing, designing, delivering and evaluating training.

Author Michael Moskowitz
RRP \$67.95
AIM Member \$61.15

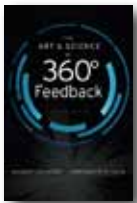


Getting Your Money's Worth

This book fills a need for trainers, participants, and managers by providing a practical guide on how to get the most from a learning and development program. It offers proven tools that help training participants get the most from the programs and includes the tools necessary to the transfer and application of critical new learning. *Getting Your Money's Worth* explains how to

create an environment that supports the participant's successful transition from program learning to producing valuable results.

Author Wick
RRP \$37.95
AIM Member \$34.15



The Art and Science of 360 Degree Feedback (2nd Edition)

More and more organisations are using 360-degree feedback to provide an opportunity to talk about key changes. This second edition of the best-selling book includes research and information that more accurately reflects who is using 360-degree feedback and where and how it is being used. In addition, the authors

incorporate information about the impact of advances in technology and the more global and virtual work environment. This new edition includes case examples, tips, and pointers on preparing 360-degree feedback and information on how to implement it.

Author Lepsinger
RRP \$74.95
AIM Member \$67.45



Rapid Training Development: Developing training courses fast and right

This book provides no-nonsense, highly efficient techniques for a variety of typical training processes, including classroom and on-the-job training, and mentoring. It shows how to use these techniques in a variety of delivery systems, including computer-based and mobile learning and addresses other development

techniques that can augment rapid course development methods. Training and development practitioners will appreciate the book's case examples of how each technique is applied.

Author Piskurich
RRP \$82.95
AIM Member \$74.65



The Trainer's Balanced Scorecard

The balanced scorecard (BSC) is increasingly the strategic business tool of choice for many organisations. The BSC framework provides an opportunity for management and workplace learning and performance professionals to communicate through a common language, establish realistic and

measurable targets, and align and support the rest of the organisation in a strategic way. This book provides proven guidance and customizable tools to measure the role of learning and performance, link it to organisational objectives, and communicate to management results in a common language.

Author Pangarkar & Phillips
RRP \$82.95
AIM Member \$74.65

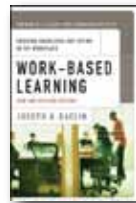


Managing Facilitated Processes

Filled with customisable templates and checklists, this practical and comprehensive workbook will help organizers manage the often devilish details that underpin the success of facilitated group sessions. The authors cover such key topics as awareness about personal style, how participants are selected and invited, where a session is held, how presentations are

aligned with session objectives, how to use worksheets, what food to serve, types of reports, and approaches to soliciting feedback. An accompanying Web site includes downloadable e-versions of all the tools and templates in the book.

Author Strachan
RRP \$74.95
AIM Member \$67.45

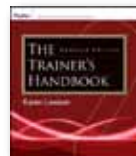


Work-Based Learning: Bridging knowledge and action in the workplace

Work-based learning is Joe Raelin's unique way of incorporating a number of action strategies, such as action learning, action science, and communities of practice, into a comprehensive framework to help people learn collectively with others. In this thoroughly updated and revised edition, he demonstrates how to engage our reflective powers to challenge those

taken-for-granted assumptions that unwittingly hold us back from questioning standard ways of operating.

Author Joe Raelin
RRP \$59.95
AIM Member \$53.95



The Trainer's Handbook (Updated Edition)

The Trainer's Handbook walks readers step-by-step through the training process and contains tips on assessing the needs of participants, keeping training learner-centred, incorporating activities into training, selecting audiovisual aids, and closing sessions

creatively. As practical as it is instructive, the guide is filled with worksheets, checklists, and assessments—reproducible on the accompanying CD-ROM that are designed to be flexible so trainers can plan their own paths to success. New content shows trainers how to train successfully in a down economy, as well a new Instructor's Guide.

Author Lawson
RRP \$82.95
AIM Member \$74.65

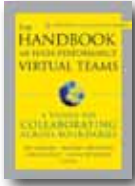


Managing Talent Retention: An ROI approach

Retention is becoming one of the most pressing concerns of employers worldwide. This book provides an overview of talent retention and defines retention and turnover in very specific measures. It explores the full impact of talent departure and most important it offers proven solutions to talent retention. The book clearly shows how to forecast the ROI of talent retention solutions and how to capture the actual ROI

after the solution was implemented. This is a practical book providing an ROI approach to HR managers and practitioners.

Author Phillips
RRP \$67.95
AIM Member \$61.15



Handbook of Virtual Teams

The Handbook of High-Performance Virtual Teams is an essential resource for leaders, virtual team members, and work group leaders. The editors provide a proved framework based on five principles for working collaboratively across boundaries of time, space, and culture. Written by experts in the field, the contributors offer practical suggestions and tools for virtual team

who need to assess their current level of effectiveness and develop strategies for improvement. This important resource also contains an array of illustrative cases as well as practical tools for designing, implementing, and maintaining effective virtual work.

Author Nemiro
RRP \$130.00
AIM Member \$117.00

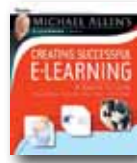


The Consultant's Quick Start Guide: An action plan
 (2nd Edition)

The Consultant's Quick Start Guide offers a practical approach to setting up a consulting business. Throughout the guide, Elaine Biech shares both her own secrets as well as those of other successful

consultants. With a focus on the business side of consulting, Biech takes you through a painless, fill-in-the-blanks, step-by-step process for setting up your consulting firm.

Author Elaine Biech
RRP \$52.95
AIM Member \$47.65



Creating Successful e-Learning

In this short volume, beginning with rapid analysis, rapid prototyping, and rapid evaluation, we find not only the details of the successive approximation process for developing superior e-learning, but also corporate and academic case studies to provide context for the design and development approaches recommended.

Author Michael Allen
RRP \$52.95
AIM Member \$47.65



Unleashing Excellence: The complete guide to ultimate customer service
 (2nd Edition)

Unleashing Excellence gives you practical tools and step-by-step guidance tailored to your company's individual customer service needs. It shows you how to navigate your teams through every step of the implementation process to achieve true customer

service excellence. The book covers the training and education of your group, how to measure the quality of your service, how to build a culture of personal accountability, and how to recognize excellence and reward it. Fully revised to include updated information on the latest tools and best practices; as well as the stories and lessons learned from those organisations that have used the process described in the book.

Author Dennis Snow, Teri Yanovitch
RRP \$37.95
AIM Member \$34.15

Personal details

Full Name		Address	
Position	Title	Postcode	
Company Name		Phone	Fax
Email			

AIM Business Books Order Form

Your order

QTY	Title	\$ Price (Inc GST)	Subtotal
		Postage & Handling (within Australia)	\$9.50
		Total	

Payment details

<input type="checkbox"/> MasterCard	<input type="checkbox"/> Visa	<input type="checkbox"/> AMEX
<input type="checkbox"/> Diners	<input type="checkbox"/> By invoice	<input type="checkbox"/> Cheque (please enclose)
Name on card		
Card number		
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Expiry Date		<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Signature		

Please return form to: **Australian Institute of Management Victoria & Tasmania**

Victoria Office: 181 Fitzroy St, St Kilda, VIC 3182 Call +61 3 9536 3235, Fax +61 3 9525 4812 or email us on bookshop@aimvic.com.au

Tasmania Office: 162 Macquarie Street Hobart TAS 7000 Call +61 3 6224 9555 Fax +61 3 6224 7555 or email us on bookshop@aimtasmania.com.au