

Contents

Preface	ix
The Authors	xxv
1. The Perpetual Crisis in Public Management	1
2. Defining Effective Public Management	19
3. How to Find and Keep Good People	45
4. Developing Effective Working Relationships	89
5. Structuring Systems, Tasks, and Responsibilities	107
6. Understanding and Applying Innovation Strategies in the Public Sector	137
7. The Art and Craft of Contracting	171
8. Gathering, Organizing, and Using Information	189
9. Mastering the Budgetary Process	225
10. Shaping Organizational Goals and Strategies	253
11. Communicating with the Public, the Media, and Stakeholders	287

12. Surviving and Thriving in Public Service	323
References	345
Additional Resources	363
Index	365

<http://www.pbookshop.com>