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Summary This book covers all the major aspects of change management for those working in public sector and not-for-profit organizations. It summarizes key theories and approaches to change management and includes detailed, worked descriptions of key techniques used in change management processes and programmes, with extensive reference to case studies drawn from a range of public sector, not-for-profit and other environments. Key features 1. Is written by a highly knowledgeable and well-respected practitioner in the field 2. Draws on the author's wide-ranging practical experience of major organizational development and change management in a wide range of situation Applies as well as describes theory 3. Provides practical and realistic solutions to real-world problems 4. Gives the reader a 'how-to' manual for a range of circumstances and environments 5. Can be read as a whole or as a reference tool for specific circumstances.

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