



Improving Staff Effectiveness in Human Service Settings: Organizational Behavior Management Approaches

Lee W Frederiksen, Anne W Riley

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An insightful volume that demonstrates how human service managers and administrators can innovatively and successfully make their agencies more effective using the principles of organizational behavior management. *Improving Staff Effectiveness in Human Service Settings* demonstrates the potential of OBM for identifying, tracking, targeting, and evaluating problems. Researchers, academicians, and practitioners examine interventions with OBM that took place in actual human service settings in response to severe organizational and staff problems. This important volume is an excellent resource brimming with well-evaluated, cost-effective staff management strategies..

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