



# **Managing Public Services - Implementing Changes: A thoughtful approach to the practice of management**

*Tony L. Doherty, Terry Horne, Simon Wootton*

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The work of a manager in a service organisation is not the same as the work of a manager in an organisation that manufactures goods. *Managing Public Services, Implementing Changes – A Thoughtful Approach 2e*, is for students and managers who intend to work in a service organisation whether it is owned publicly or privately. This book concentrates on how managers can change things for the better and explains ‘why’ as well as ‘how’.

The second edition has been fully updated to address challenges facing public services with new material on managing cuts, managing risk, managing innovation, producing funding applications, Lean Management and process review. A new chapter on managing social enterprise and generating social capital has also been added. This text is both solidly practical and theoretically challenging and is supported by strong pedagogical features including: case studies and illustrative vignettes from public service managers working in Europe, Asia, Australia and the US; exercises and review questions. Students will develop learning skills that enable them to transfer their learning from one situation to another and thinking skills that enable them adapt the way that they apply their learning as circumstances change.

This comprehensive text has been specifically designed and developed to meet the needs of students studying public services management at undergraduate and postgraduate level. It allows the reader to develop transferable skills in thinking and learning as they work through the book and gives greater awareness of the benefits of continuous learning for staff and managers.

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