



Cross-Training: Theory, Design & Implementation

Clive S. Michelsen

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
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Cross-Training is a management education and quality control tool used to enhance an employee's motivation, knowledge, participation and ability to multitask in a team environment. This PROCESS with its seven derivatives (Productivity, Reliability, Objectivity, Creativity, Efficacy, Satisfaction, and Stimulus) is the result of the author's Process Theory of Perpetual Motivation Positioning (PMP). PMP provides the impetus to PROCESS through stimulus (motivation) and this in turn increases total performance and employee satisfaction. This book will explain the theory behind Cross-Training and suggest ways on how you can design and implement your own system in your company.

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