



# **Empowered Teams: Creating Self-Directed Work Groups That Improve Quality, Productivity, and Participation (Jossey Bass Business and Management Series)**

*Richard S. Wellins, William C. Byham, Jeanne M. Wilson*

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Provides the frank answers to questions about how teams work, what makes them effective, when they are useful, how to get them going, and how to maintain their vigor and productivity over the long haul. Draws on a survey of over five hundred organizations and an in-depth study of twenty-eight companies (conducted jointly by Industry Week and the Association for Quality and Participation).

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