



## Human Resources in the 21st Century

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New and faster technology, redefined values, and shifting customer demands are changing the way businesses operate in the twenty-first century. Human resources and business leaders are faced with the challenge of redefining their strategies on leadership, talent, and diversity, while evaluating their operational effectiveness. This book presents the compelling contributions of thought leaders-such as David Ulrich, Rosabeth Moss Kanter, and Jeffrey Pfeffer-who offer a road map for what these leaders can expect. Renowned HR executives also provide their expert advice and prescriptions for the future. The nature of human resources will continue to evolve as the new century progresses-with this book, HR professionals can change with it.

Marc Efron (Darien, CT) is the Global Practice Leader for Hewitt Associates Leadership Practice. His leadership work centers on helping organizations attract, develop and retain top leadership talent. Robert Gandossy (Redding, CT) heads Hewitt's Global Practice Leaders for Talent and has over twenty years' experience in human resources, leadership, and change management. Marshall Goldsmith (Santa Fe, CA) is a founding Director of The Alliance for Strategic Leadership, a consulting organization.

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