

Contents

<i>List of Illustrations</i>	ix
<i>Foreword by Tom Davis</i>	xi
<i>Preface and Acknowledgments</i>	xv
<i>List of Abbreviations</i>	xvii
Introduction: Why This Book?	1
1 Key Dimensions of Success	15
2 Empowering Your Most Valuable Asset—Your People	43
3 Managing the Complex New World of Technology	75
4 Creating and Leading a Well-Designed Organization	105
5 Communications—What’s the Good Word?	127
6 Getting Value from Contracting	151
7 Risk-Based Decision Making	179
8 The Wide Wonderful World of Innovation	201
9 <i>Tips for Living with Oversight Organizations</i>	223
10 <i>Tips for Political Appointees Managing Civil Servants</i>	241
11 <i>Tips for Civil Servants “Managing” Political Appointees</i>	257
12 <i>Tips for Consultants—and the Feds Who Use Them</i>	273
Conclusion: Four Common Threads	287