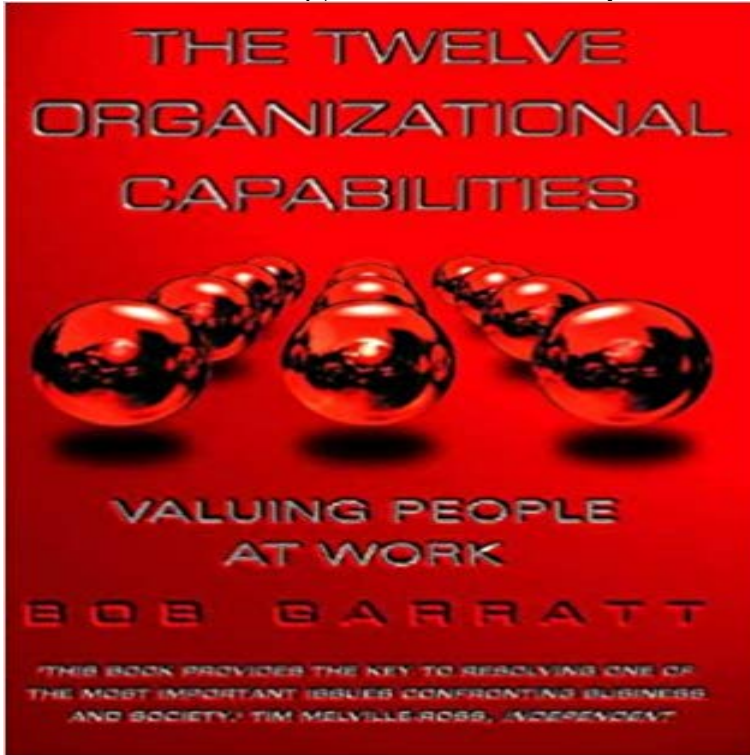


The Twelve Organizational Capabilities



Organizations are fundamental human institutions, yet all too often they are seen as mindless, heartless machines. In this text, Bob Garratt demonstrates the business value of treating people as unique individuals with energy, experience and commitment, rather than faceless minions.

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