

CONTENTS

Introduction	1
JULIA KIRBY	
The Best-Laid Incentive Plans	15
STEVE KERR	
Welcome Aboard (But Don't Change a Thing)	45
ERIC MCNULTY	
Too Old to Learn?	73
DIANE L. COUTU	
The Cost Center That Paid Its Way	101
JULIA KIRBY	

Can This Merger Be Saved?

127

SARAH CLIFFE

What's He Waiting For?

157

ROBERT GALFORD

About the Contributors

179