



- INSTRUCTURE (2019). *The Definitive Guide to Employee Development*. Salt Lake City: Instructure.
- KERZNER, H. (2009). *Project Management. A Systems Approach to Planning, Scheduling, and Controlling*. Hoboken: John Wiley.
- LAM, N., DYKE, L., DUXBURY, L. (2013). Career development in best-practice organizations: critical success factors. *Optimum. The Journal of Public Sector Management*, 29(4), 22–30.
- MAJCHRZAK, A., WANG, Q. (1996). Breaking the functional mind-set in process organizations. *Harvard Business Review*, 74(5), 93–99.
- MÁLEK, M. et al. (2013). *Metodika procesního modelování agend veřejné správy*. Praha: Ministerstvo vnitra České republiky.
- MAZZEI, A. (2014). Internal communication for employee enablement: strategies in American and Italian companies. *Corporate Communications: An International Journal*, 19(1), 82–95.
- MMR ČR (2018). *Metodika přípravy veřejných strategií*. Praha: Ministerstvo pro místní rozvoj České republiky.
- MV ČR (2018). *Metodický pokyn pro řízení kvality ve služebních úřadech*. Praha: Ministerstvo vnitra České republiky, sekce pro státní službu.
- NETO, M. T. R., DA SILVA, L. C. F., FERREIRA, C. A. A. (2018). Influence of internal communication on the organizations' performance: proposition of model. *Future Studies Research Journal: Trends and Strategies*, 10(2), 214–237.
- NUNES, F., MARTINS, L., DUARTE, H. (2007). *Competency Management in EU Public Administrations*. Lisbon: EUPAN.
- OECD (2014). *Competency Framework*. Paris: Organisation for Economic Cooperation and Development.
- OP DE BECK, S., HONDEGHEM, A. (2010). *Competency Management in the Public Sector: Three Dimensions of Integration*. Leuven: Catholic University of Leuven.
- PŮČEK, M. et al. (2004). *Řízení procesů výkonu státní správy*. Praha: Ministerstvo vnitra České republiky.
- RACZYŃSKA, M. (2015). Process management in public administration. *Acta Universitatis Nicolai Copernici*, 42(4), 79–91.
- RUCK, K., WELCH, M. (2012). Valuing internal communication; management and employee perspectives. *Public Relations Review*, 38(2), 294–302.
- RUSSO, D. (2016). Competency measurement model. In *European Conference on Quality in Official Statistics*. Madrid: National Statistical Institute, 1–29.
- SJÖSTRÖM, S., ENBOM, J., ÖHMAN, A. (2015). Towards a theory of news management in public sector organizations. In *Proceedings of the 3rd International Conference on Management Leadership and Governance*. Auckland: Massey University, 233–239.
- SCHOONOVER, S. C. (2003). *Human Resource Competencies for the New Century*. Falmouth: Schoonover Associates.
- SKORKOVÁ, Z. (2016). Competency models in public sector. *Procedia – Social and Behavioral Sciences*, 230, 226–234.