

and change management. It also covers complexity models, agile approaches, and stakeholder management along with cultural sensitivity and what to do when cultures collide. Making Sense of Change Management remains essential reading for anyone who is currently part of, or leading, a change initiative. Online supporting resources include lecture slides, making this an ideal textbook for MBA or graduate students focusing on leading or managing change.

Setting Goals 2009-12-01 Setting goals is a key part of any manager's job. Through goal setting, you define business outcomes that you and your team will accomplish collectively and individually. Managed effectively, the goal-setting process creates a long-term vision that motivates you and your employees to reach even the most challenging objectives. Every day on the job, you face common challenges. And you need immediate solutions to those challenges. The Pocket Mentor Series can help. Each book in the series is packed with handy tools, self-tests, and real-life examples to help you identify your strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable, concise guides enable you to tackle the daily demands of your work with speed, savvy, and effectiveness.

Leading Teams Harvard Business School Press 2006 This user-friendly guide presents the proven strategies of top experts on creating and guiding effective work teams From recruiting and motivating members to setting ground rules and mediating problems, Leading Teams arms managers with a step-by-step plan and practical tools for maximizing productivity in any team setting. Key features Instructs readers how to: Organize a team with complimentary skills Clarify team goals, roles, and responsibilities Foster trust, creativity, and risk-taking Get teams back on track after a setback Collaborate to achieve team objectives

Electronic Commerce Efrain Turban 2015-01-29 Throughout the book, theoretical foundations necessary for understanding Electronic Commerce (EC) are presented, ranging from consumer behavior to the economic theory of competition. Furthermore, this book presents the most current topics relating to EC as described by a diversified team of experts in a variety of fields, including a senior vice president of an e-commerce-related company. The authors provide website resources, numerous exercises, and extensive references to supplement the theoretical presentations. At the end of each chapter, a list of online resources with links to the websites is also provided. Additionally, extensive, vivid examples from large corporations, small businesses from different industries, and services, governments, and nonprofit agencies from all over the world make concepts come alive in Electronic Commerce. These examples, which were collected by both academicians and practitioners, show the reader the capabilities of EC, its cost and justification, and the innovative ways corporations are using EC in their operations. In this edition (previous editions published by Pearson/Prentice Hall), the authors bring forth the latest trends in e-commerce, including social businesses, social networking, social collaboration, innovations, and mobility.

Developing a Business Case Harvard Business Review 2010-12-02 How do you decide on the best course of action for your company to take advantage of new opportunities? By building a business case. This book provides a framework for building a business case. You'll learn how to: Clearly define the opportunity you'll want to address in your business case Identify and analyze a range of alternatives Recommend one option and assess its risks Create a high-level implementation plan for your proposed alternative Communicate your case to key stakeholders

Leading in a Culture of Change Michael Fullan 2014-02-20 "At the very time the need for effective leadership is reaching critical proportions, Michael Fullan's *Leading in a Culture of Change* provides powerful insights for moving forward. We look forward to sharing it with our grantees." --Tom Vander Ark, executive director, Education, Bill and Melinda Gates Foundation "Fullan articulates clearly the core values and practices of leadership required at all levels of the organization. Using specific examples, he convinces us that the key change principles are equally critical for leadership in business and education organizations." --John Evans, chairman, Torstar Corporation "In *Leading in a Culture of Change*, Michael Fullan deftly combines his expertise in school reform with the latest insights in organizational change and leadership. The result is a compelling and insightful exposition on how leaders in any setting can bring about lasting, positive, systemic change in their organizations." --John Alexander, president, Center for Creative Leadership "Michael Fullan's work is remarkable. He masterfully captures how leaders can significantly improve their learning and performance, even in the uncontrollable, chaotic circumstances in which they practice. A tour de force." --Anthony Alvarado, chancellor of instruction, San Diego City Schools "Too often schools and businesses are seen as separate and foreign places. Michael Fullan blends the best of knowledge from each into an exemplary template for improving leadership in both." --Terrence E. Deal, coauthor of *Leading with Soul* Business, nonprofit, and public sector leaders are facing new and daunting challenges--rapid-paced developments in technology, sudden shifts in the marketplace, and crisis and contention in the public arena. If they are to survive in this chaotic environment, leaders must develop the skills they need to lead effectively no matter how fast the world around them is changing. *Leading in a Culture of Change* offers new and seasoned leaders' insights into the dynamics of change and presents a unique and imaginative approach for navigating the intricacies of the change process. Michael Fullan--an internationally acclaimed expert in organizational change--shows how leaders in all types of organizations can accomplish their goals and become exceptional leaders. He draws on the most current ideas and theories on the topic of effective leadership, incorporates case examples of large scale transformation, and reveals a remarkable convergence of powerful themes or, as he calls them, the five core competencies. By integrating the five core competencies--attending to a broader moral purpose, keeping on top of the change process, cultivating relationships, sharing knowledge, and setting a vision and context for creating coherence in organizations--leaders will be empowered to deal with complex change. They will be transformed into exceptional leaders who consistently mobilize their compatriots to do important and difficult work under conditions of constant change.

Shaping Your Career 2008-02-18 Your career is not a one-time decision made early in life. Rather, you refine or redefine it as you grow professionally. This volume helps you: · Recognize when it's time for a change · Articulate the business activities that interest you most deeply · Assess your skills and values · Update your skills to remain competitive in the workforce · Spot and seize advantage of career-development opportunities

Making Decisions 2008-11-18 As a manager, you make countless decisions every day. Some are straightforward, such as assigning a team member to a project. Others are far more complex, such as determining how to handle an under-performing product line. How can you boost the odds of making the best decisions for your organization? Treat decision-making as a process. This volume reveals key strategies for handling each step in the process. You'll find out how to: · Generate a diverse set of alternative courses of action for the decision at hand · Assess the feasibility, risks, and ethical implications of each

alternative · Select the best course of action · Communicate your decision and carry it out

Understanding Finance 2007-08-20 Explains the essential concepts of finance--budgeting, forecasting, and planning--to managers who are not financial managers. Understanding Finance contains relevant information on how to: understand what the three basic financial statements and ratio analysis tell about a company's financial health; develop and track a budget; and assess an investment opportunity.

BPMN, the Business Process Modeling Notation Pocket Handbook Patrice Briol 2008 The BPMN Business Process Modeling Notation, Pocket Handbook is addressed to the individuals involved in a Business Process Management initiative. This handbook can be used both by the analyst and the IT developer in a design or improve of the enterprise business processes. Based on the BPMN specification 1.0 and 1.1, it describes clearly all elements of the notation in addition of some samples.

Improving Business Processes Harvard Business School Press 2010-08-01 In challenging times, companies must serve their customers faster and more efficiently. This makes improving your business processes more critical than ever. In this book, you'll learn key steps for carrying out a business process improvement initiative, including how to: Plan a business process improvement initiative Analyze and redesign a current process that needs improvement Obtain the resources needed to change a process Develop a systematic approach for creating and implementing change The Pocket Mentorseries offers immediate solutions to the challenges managers face on the job every day. Each book in the series is packed with handy tools, self-tests, and real life examples to help you identify strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable guides enable you to tackle the daily demands of your work with greater speed, savvy, and effectiveness.

Business Process Mapping Ali Darwish 2011

Managing Up Harvard Business School Press 2013-12-30 Managing up is a conscious approach to working with your supervisor toward mutually important goals. Through managing up, you build a better relationship with your boss and also deliver value to your company. This guide helps you cultivate a beneficial relationship with your manager; take advantage of expertise and resources to solve problems; and negotiate win-win solutions to challenges with your supervisor.

Sustainable Business Processes in Global Companies Vanessa Just 2019-10-01 In this thesis Vanessa Just casts an innovative light upon the current perspectives and the future trends related to sustainable business processes in global companies. Developing sustainable business processes in the present changing and challenging environment represents an up-to-date issue of high importance for both the academic and business environment. The thesis raises awareness among entrepreneurs and managers not only about developing sustainable business processes, but also about continuously improving them.

The Power of Business Process Improvement Susan Page 2010-02-17 Baffled by repeated mistakes in your department? Want to focus your employees' limited time on more valuable work? The answer to these challenges and more is business process improvement (BPI). Every process in every organization can be made more effective, cost-efficient, and adaptable to changing business needs. The good news is you don't need to be a BPM expert to get great results. Written by an experienced process analyst, this how-to guide presents a simple, bottom-line approach to process improvement work. With its proven 10-step method you can: Identify and prioritize the processes that need fixing * Eliminate duplication and bureaucracy * Control costs * Establish internal controls to reduce human error * Test and rework the process before introducing it * Implement the changes Now in its second edition, *The Power of Business Process Improvement* is even more user-friendly with new software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas. Whether you are new to BPI or a seasoned pro, you will have business running better in no time.

The Power of Business Process Improvement Susan Page 2015-11-04 This book provides business professionals with the clearest, easiest roadmap to achieving highly effective departments and organizations. Are you baffled by how your department can keep making the same mistakes? Do you feel you have been climbing an unending, uphill battle trying to focus your employees' limited time on more valuable work? These obstacles are so common in business that the solution to getting past them even has a name--business process improvement (BPI). Thankfully, though, you don't have to be a BPI expert to resolve these situations and find the results your business needs to find success again. Written by experienced process analyst Susan Page, *The Power of Business Process Improvement* is the resource you need to find a simple, bottom-line approach to process improvement work. By implementing its proven 10-step method, you will be able to: Eliminate duplication and bureaucracy Control costs Establish internal controls to reduce human error Test and rework the process before introducing it Implement the changes Complete with software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas, *The Power of Business Process Improvement* is your solution to turning your business into the well-oiled machine you know it can be.

Successful Business Process Management Paula Berman 2014-04-23 Too few standard procedures within an organization and inefficiency will inevitably ensue. But too many, and creativity is stifled. This catch-22 is enough to make heads spin! How does one settle on the perfect mix that will streamline activities and create smooth workflows?Successful Business Process Management has done all the homework for you and provides a succinct, accessible overview on the training and tools available for process improvement that fills that gap of being not too rigid nor too blasé. Step-by-step instructions explain how to:• Overcome resistance and apathy to standard procedures • Take a systematic rather than ad hoc approach to process management • Design key processes and capture them in documented procedures • Revise existing processes when feasible • Roll out the changes so people know what to do • Embed them in the organization for reliable outcomesWith the increasingly complex organizations of the twenty-first century, it is vital that companies have standard, documented processes and procedures in order to achieve high levels of quality and productivity--yet they can't afford to dampen the innovativeness that got them on the map in the first place. In *Successful Business Process Management* learn how to get it just right.

Creating a Mentoring Culture Lois J. Zachary 2011-03-10 In order to succeed in today's competitive environment, corporate and nonprofit institutions must create a workplace climate that encourages employees to continue to learn and grow. From the author of the best-selling *The Mentor's Guide* comes the next-step mentoring resource to ensure personnel at all levels of an organization will teach and learn from each other. Written for anyone who wants to embed mentoring within their organization, *Creating a Mentoring Culture* is filled with step-by-step guidance, practical advice, engaging stories, and includes a wealth of reproducible forms and tools.