

The Executive Guide To High Impact Talent Management Powerful Tools For Leveraging A Changing Workforce

This text presents tailored e-commerce strategies for such industries as consumer products, entertainment, media communications, financial services, the public sector, petroleum, and utilities.

The Executive Guide to Talent Management will present strategic and tactical guidelines for training and development professionals seeking to play key roles in the process of building organizational capability and engagement by integrating talent acquisition, development, and deployment across traditional HR silos.

A guide to expand and enhance the tools available to financial professionals to solve problems effectively, efficiently and to strengthen accounting controls. This is the result of an extensive effort to develop an innovative, highly practical approach to the task of improving financial management and cash flow.

Hospitals and health systems are facing many challenges, including shrinking reimbursements and the need to improve patient safety and quality. A growing number of healthcare organizations are turning to the Lean management system as an alternative to traditional cost cutting and layoffs. "Kaizen," which is translated from Japanese as "good change" or "change for the better," is a core pillar of the Lean strategy for today's best healthcare organizations. Kaizen is a powerful approach for creating a continuously learning and continuously improving organizations. A Kaizen culture leads to everyday actions that improve patient care and create better workplaces, while improving the organization's long-term bottom line. The Executive Guide to Healthcare Kaizen is the perfect introduction to executives and leaders who want to create and support this culture of continuous improvement. The Executive Guide to Healthcare Kaizen is an introduction to kaizen principles and an overview of the leadership behaviors and mindsets required to create a kaizen culture or a culture of continuous improvement. The book is specifically written for busy C-level executives, vice presidents, directors, and managers who need to understand the power of this methodology. The Executive Guide to Healthcare Kaizen shares real and practical examples and stories from leading healthcare organizations, including Franciscan St. Francis Health System, located in Indiana. Franciscan St. Francis' employees and physicians have implemented and documented 4,000 Kaizen improvements each of the last three years, resulting in millions of dollars in hard savings and softer benefits for patients and staff. Chapters cover topics such as the need for Kaizen, different types of Kaizen (including Rapid Improvement Events and daily Kaizen), creating a Kaizen culture, practical methods for facilitating Kaizen improvements, the role of senior leaders and other leaders in Kaizen, and creating an organization-wide Kaizen program. The book contains a new introduction by Gary Kaplan, MD, CEO of Virginia Mason Medical Center in Seattle, Washington, which was named "Hospital of the Decade" in 2012. The Executive Guide to Healthcare Kaizen is a companion book to the larger book Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (2012). Healthcare Kaizen is a longer, more complete "how to" guide that includes over 200 full color images, including over 100 real kaizen examples from various health systems around the world. Healthcare Kaizen was named a recipient of the prestigious Shingo Professional Publication and Research Award. Check out what the experts at the Franciscan St. Francis Health System have to say about Healthcare Kaizen.

http://www.youtube.com/watch?v=XcGmP5gLEPo&feature=c4-overview&list=UU7jtXn4nkMzOE5eTbfOUpw

Fixes That Last - The Executive's Guide to Fix It Or Lose It Management

How your Company Can Win the Battle for Reputation and Impact

Daring Caution

The Executive Checklist

Summary Of "The Effective Executive: The Definitive Guide To Getting The Right Things Done - By Peter Drucker"

The Executive's Guide to 21st Century Corporate Citizenship

DESCRIPTION OF THE ORIGINAL BOOK: In any company as large like a corporation or as small as an SMB (small and medium businesses), there are always those known as average workers and good workers, but there are also workers with high potential, that is, those people who will become the future leaders of the company. These exceptional talents usually result from a sum of generic knowledge and skills; leadership; communication skills; specific techniques regarding the function they perform; and obtaining results, that is to say, they are effective. But how do they turn from high-potential workers to effective executives? Already, the famous Austrian-American author, Peter Drucker (1909-2005), defined it in his book "The Executive Effective", published in 1966. Drucker was cataloged by the organizational world as the father of business leadership, standing out, throughout his life, for being a great leader and communicator. It managed to transform the marketing and its administrators, generating a great revolution of the thought. He is credited with terms such as "Entrepreneurship," "Leadership by Objectives," "Knowledge Society," and "Postmodernity."

Keeping up with fast evolving technology is a challenge that every business leader faces. As organisations start to wake up to the Fourth Industrial Revolution, it's becoming more important than ever to be able to utilise and exploit new digital platforms. With the simple aim of demystifying blockchain for business leaders, The Executive Guide to Blockchain offers a jargon-free explanation and framework to better understand blockchain technologies and their impact on organizations. Enabling any business leader with or without specific computing knowledge to reap the benefits of blockchain whilst understanding the limitations, this book will empower you to: Identify opportunities for blockchain in your own business sectors Understand smart contracts and their relationship with the law Create a blockchain strategy and business case Implement blockchain technologies and maximise their potential. Written by experts in non-technical language, this practical resource can be applied to any industry, and arm you with the knowledge needed to capture the possibilities of digital business.

Executive Coaching is a "consumer's guide" for HR professionals and executives who want to be good clients and savvy consumers of coaching services. Step by step, the book defines what coaching is, who uses it, when, and why. In this comprehensive resource the authors outline the entire coaching process, include key points on the readiness for coaching, and clients' first-hand accounts of their coaching experiences. Valerio and Lee describe the roles of the HR professional, the client, the boss, and the coach and how all work together in order to achieve a successful coaching engagement.

As a business leader, you're constantly looking for ways to maximize shareholder value—as quickly as possible. The Executive Guide to Boosting Cash Flow and Shareholder Value outlines a practical, effective, and innovative framework for achieving this goal, using established management tools to find and exploit high-value Profit Pools. With this book as your guide, you'll quickly discover how to unlock large untapped sources of cash flow, and achieve the mandate that comes with modern business leadership.

The Executive Guide to Call Center Metrics

The Executive's Guide to Building a World-Class Sales Force

The Executive Guide to Integrated Talent Management

Effectively Implementing the Government Performance and Results Act

The Definitive Guide to Developing Organizational Leaders

The Executive Guide to Understanding and Implementing the Baldrige Criteria

This book provides a guide to the Baldrige Criteria for executives or managers new to quality, or to organizations interested in introductory information. National, regional, state, and local quality award organizations will particularly benefit from this book by providing it as a resource to their examiners and to companies wanting to become involved in the Baldrige award process. Companies that have internal quality awards or self-assessments will also find this to be an invaluable resource. The Executive Guide to Understanding and Implementing the Baldrige Criteria can also be used as a guide or reference during training courses such as self-assessment and award application writing workshops, continuing education classes, or colleges and universities with business courses that focus on or discuss the Baldrige Criteria. Portions of this book are based on research from a nationwide Delphi study group assembled for the purpose of evaluating the benefits, considerations, and disadvantages of implementing the Baldrige model. This research effort evaluated the steps involved in adoption and implementing the Baldrige Criteria, So that this book is a complete guide to the Baldrige Criteria, the authors have provided the criteria, outline, and values in appendices for the reader's convenience.

Maximize Your Return on Expertise Research shows a high proportion of consultants fail to deliver results on time, on budget, and on target. Rare is the project that exceeds your expectations. But help is here. The Executive's Guide to Consultants explains how to ensure that every project delivers measurable benefits every time. This book will help you find experts, invest wisely, accelerate change, and achieve your most important goals by tapping into the genius of others. The Executive's Guide to Consultants contains breakthrough ideas covered by no other book, including: Sophisticated new contract structures that maximize your ROI Essential methods for reducing project risk Cutting-edge techniques for making change stick after the consultant leaves You will also learn to: Spot "chameleons" and other low-quality consultants who peddle tired ideas and deliver disappointing outcomes Get better results faster, while lowering fees Find the ideal consultant, coach, agency, or advisor for your precise situation Enforce accountability with outside experts and your own internal team Imagine if you could collect the wisdom of dozens of the country's top CEOs, combine it with the experience of a hall-of-fame consultant, and add a bucketful of unconventional thinking. You'd have The Executive's Guide to Consultants. Easy to read and packed with examples, checklists, templates, and guidelines, this book is the ultimate toolkit for maximizing your ROI from outside experts. Get extraordinary results from every consultant you hire "An extraordinary book. Clear, comprehensive, and eminently readable, it is THE book on how you can extract true business value from outside experts." -- Scott Cotherman, Chairman, TBWA/WorldHealth, subsidiary of Omnicom Group, Inc. "This is the Master Class for those who are smart, innovative, ahead of the pack, and who intend to stay that way. If you're not yet in that league, you should read this book twice." -- Alan Weiss, author, Million Dollar Consulting and The Consulting Bible "A terrific guidebook, with much of the advice equally applicable in managing your organization's internal talent. It's an easy, engaging read with a wealth of insights and detailed action steps--I highly recommend it." -- Brian Walker, President and CEO, Herman Miller, Inc. "A powerful antidote to the strained relationship between consultants and clients." -- Garry Ridge, CEO, WD-40 Company "This book shows you how to make your consultants' work stick. No more major investments in experts or programs that evaporate after only a few months or years." -- De Lyle Bloomquist, President, Tata Global Chemicals "Field's's messages are delivered in the way that all executives would like our outside resources to do it: capably, with straight talk and incredible insight." -- Ralph Scozzafava, Chairman and CEO, Furniture Brands

Surgical services carry some of the highest risks and rewards of all healthcare specialties. They also present specific challenges. Those unfamiliar with the surgical suite's inner workings may struggle to lead and manage this complex and often isolated department. The Healthcare Executive's Guide to Navigating the Surgical Suite: A Roadmap to the OR and Perioperative Services provides experienced and novice healthcare leaders with the information, leadership structures, and practical strategies needed to successfully oversee both patient outcomes and balance sheets. This book covers contemporary market realities, business challenges, labor requirements, and clinical and operational complexities as it points leaders toward the most pressing issues in strategic surgical services leadership.

The Executive's Guide to Information Technology is a sophisticated and comprehensive guide to running a cost-effective, efficient, and business delivery-focused corporate Information Technology (IT) unit. Eschewing the theoretical for the practical, the book gives managers the guidance they need to handle any problem effectively. It provides specific policies, approaches, and tools for each critical IT management functionó from application management to vendor management. IT management experts John Baschab and Jon Piot provide the techniques IT managers and executives need to accurately assess their current operations. Further, they offer a step-by-step improvement plan designed to raise productivity and service levels while reducing costs significantly. The authors begin by examining the symptoms and causes of waste, inefficiency and underperformance in typical IT departments before offering in-depth analysis of each operational area of IT management. They present current and emergent best practices for transforming the department into a world-class service organization. Packed with prescriptive advice and hard-earned insight, this comprehensive resource is organized into stand-alone chapters that provide quick access to important information when managers need it. In addition, spreadsheets, documents, and checklists are designed to aid in planning and decision-making and can be easily accessed on the included CD-ROM. Designed to help IT managers and top executives get the most out of their departments, their budget and themselves, the book covers such topics as: managing the department, establishing leadership roles, assessing the organization, cost management, project demand management, operations management, infrastructure planning, vendor selection and management, technical standards setting, investment evaluation, and productivity and quality measurement programs. With The Executive's Guide to Information Technology, IT managers will understand the main sources of waste in their departments, identify major management issues, learn and implement critical steps toward improvement, and manage more effectively. The book will help managers improve their performance and stature within their organizations by providing the tips and tools to overcome typical areas of friction and miscommunication between IT departments and other business functions. Executives will understand how to work effectively with the CIO or IT director, as well as provide constructive management input to the IT function, achieving the best return on their IT assets.

The Senior Executive's Guide to Accelerating a Sales-Driven Company Culture

The Executive Guide to Boosting Cash Flow and Shareholder Value

The Executive Guide to Healthcare Kaizen

The Executive's Guide to Consistent Peak Performance

Executive's Guide to E-Business

A Guide for Setting Direction and Managing Change

THE EXECUTIVE GUIDE TO BUSINESS PROCESS MANAGEMENT has been written primarily for business executives, decision makers, informal leaders, and managers to provide a highlevel comprehensive overview of the powerful family of Business Process Management (BPM) methodologies. It is also for people who want to build the wealth of their organizations by applying sound, effective, and sustainable improvement strategies. The book provides a comprehensive, high-level overview of specific strategies to achieve continuous improvement objectives by applying Business Process Management methodologies. The author strongly believes that implementation of Lean, Six Sigma, or similar methodologies based on BPM paradigms significantly transform organizations, and dramatically increase their efficiency, effectiveness, and ability to achieve faster business goals and meet customer expectations. The hope is that this book will not only change the way you think about your organization, how it functions, and how it can excel, but that it will also have a profound impact on your life by making it equally successful. Many of the techniques and tools described here can dramatically improve your professional or even private life.

"Unless your product sells itself, your sales force determines your ultimate success. Lee Salz is spot on in his assessment of the importance of viewing salespeople as a major investment in your business." - Harvey Mackay, author of the #1 New York Times bestseller Swim With The Sharks Without Being Eaten Alive "The most insightful and most complete book on hiring the RIGHT salesperson I have ever seen (or read). If you need great salespeople, this book is not an option, it's an imperative!" - Jeffrey Gitomer, author of 21.5 Unbreakable Laws of Selling "The challenge in building a strong sales organization has always been in identifying and retaining the right talent. Hire Right, Higher Profits looks past the hype. It recognizes that success is about process, and involves more sweat than inspiration. This book offers a detailed and sound process that will deliver consistent results." - Howard Stevens, Chairman, Chally Group Worldwide ***** Hired and fired... It's the revolving door on sales teams. Executives hire what they believe to be great salespeople, but the results never come - and the salespeople are let go. This perpetual cycle eradicates profits, makes revenue targets pipe dreams, and has sales leaders pulling out their hair in frustration. Despite these issues, executives continue to try to "hire great salespeople." That three-word expression is exactly what Hire Right, Higher Profits is all about. Sales management strategist, Lee Salz begins the book by challenging readers with the \$25,000 Revenue Test which most executives fail. Then, he hits readers between the eyes with the statement "there are no great salespeople" and offers proof of it! He also cautions those executives - who view the competition as their primary sales talent source - of its risks. But Salz doesn't stop there! He challenges executives to shift their perspective from hiring salespeople to investing in revenue. Each salesperson represents a revenue investment made by the company with the core objective of receiving a fast, high return on it - no different than when companies invest in sales strategies, tactics, and ideas to grow revenue. Hire Right, Higher Profits teaches executives how to determine what type of revenue investment is needed, evaluate revenue investment candidates and get a fast, high return on the investment made in their new salespeople. The book is a step-by-step, practical guide teaching you how to implement the revenue investment concept - impacting both the top and bottom lines. It's a fun, educational road and is chock-full of stories as you learn how to: * Shift your executive team's perspective from hiring salespeople to investing in revenue * Identify the factors that affect revenue investment performance - the causes of a salesperson's success or failure in the role * Assemble a Revenue Investment Evaluation Program to contrast candidates with the performance factors * Scrutinize a Revenue Investment Prospectus - a salesperson's resume - to get to the truth * Evaluate candidates so you select the right salespeople for revenue investments * Protect the revenue investment through structured sales onboarding * Design sales onboarding curriculum to get a fast, high return on the new revenue investments * Assess revenue investment performance both during and post-onboarding The methodology presented in Hire Right, Higher Profits can be implemented in any company, in any industry, of any size. The book is not based on scientific studies, but rather on real-world, field-tested sales management practices that Lee Salz has developed and used for over twenty years with both his sales teams and for clients. Whether you are a seasoned executive or new sales manager, this book has everything you need to build a world-class sales force.

The first comprehensive guide to using executive coaching in organizations • Based on the authors' rigorous original research with dozens of leading companies • Includes extensive case studies, examples of coaching tools, advice on measuring ROI, and much more The field of executive coaching is growing at an astonishing rate. Corporations are increasingly turning to coaching as an intervention, as it offers leaders and managers both on-the-job learning and built-in follow-up. Human resource and leadership development practitioners must wade through a wilderness of conflicting information about when to use coaching, how to do it well, and how to evaluate the cost-effectiveness and success of any coaching intervention. Executive Coaching for Results helps this critical leadership development technique come of age. This is not a how-to-coach book—there are already plenty of those—but rather a comprehensive guide on how to strategically use coaching to maximize development of talent and link the impact of coaching to bottom-line results. Underhill, McAnally, and Koriath draw on their rigorous original research with Fortune 1000 and Global 500 companies such as Dell, Sony, Johnson & Johnson, Disney, Unilever, Wal-Mart, and many others to cover topics like coaching as part of an overall leadership development strategy; typical activities and instruments used during coaching; costs of coaching; development of an internal coaching program; selection of the right coach for the job; the ROI of coaching; follow-up after coaching; and much more. Offering practical learning, best practices, and illuminating case studies, this is the first definitive guide to the effective use of executive coaching in the corporate environment.

As the cost of doing business increases, call centers and help desks are frequently moving overseas. How can your center remain competitive? Is pooling the best way to slash your wait times? James Abbott concisely answers these questions as he leads you through the world of process-centered customer service. Strategic and tactical terms, how to choose metrics to measure, and the miracle of Queuing Science are covered thoroughly, using easy-to-grasp anecdotes to explain the key technical topics.

How Social Networks Are Radically Transforming Your Business

From Tactics to Strategy

The Executive Guide to Business Process Management

The Executive's Guide to Information Technology

Realizing Strategy through Projects: The Executive's Guide

The Executive's Guide to Pricing Improvement

Recent studies show that in the next few years many companies could have only about half the leaders and skilled workers they need--and that these talent shortages will be particularly acute in the critical sectors like engineering, health care, energy, government, manufacturing, and aerospace and defense. As a line executive you need to ask yourself one question: Do we have who it takes to drive business performance in the future? In The Executive Guide to High-Impact Talent Management, David DeLong and Steve Trautman combine wide-ranging research and real-world expertise to chart a clear and efficient path for senior leaders. They show how to not only reduce the risks of talent shortages but also maximize the payoff of workforce and leadership development investments. Sharing their findings based on more than 70 interviews with senior executives and top-rated talent experts and their own experience as leaders and consultants, DeLong and Trautman show you how to: Accurately diagnose talent-related risks that threaten performance Efficiently evaluate and measure workforce and leadership investments Ensure your staff is aligning talent processes to support business strategy Accelerate leadership development and the transfer of critical knowledge Communicate cultural principles that will drive recruiting, development, and retention programs Assess the talent management IQ of your leadership team The Executive Guide to High-Impact Talent Management shows leaders how to translate their belief in the importance of investing in people into concrete actions that will improve business performance. Most important, it shows you how to get started today! Praise for The Executive Guide to High-Impact Talent Management: "Most executives I know are far more comfortable running the financial or operational or product sides of their business. This book does an excellent job clarifying every leader's real role in developing talent to grow their business." -- John Rex, CFO, Microsoft North America "DeLong and Trautman have attacked the issue of managing talent and developing leaders in a manner that is systemic, grounded, insightful, and incredibly helpful for a CEO like me and for our entire senior management team." -- Peter Metca lf, CEO, Black Diamond Equipment "The authors' practical approaches to prioritizing risk and implementing creative talent solutions can help you maximize the payoff of these investments." -- Anmmarie Nea l, Vice President, Cisco Center for Collaborative Leadership, Cisco Systems "DeLong and Trautman show leaders how to compete and win at the increasingly high-stakes game of talent management." -- Joseph W. Wilczek, CEO, Franciscan Health System "This book is full of practical insights that will make you a more effective leader today." -- Hy Pomerance, Chief Talent Officer, New York Life Insurance Company

How-to guidance for defining and implementing a complex projectperformance environment Sharing his forty-five years of project management experience,best-selling author and industry guru Robert Wysocki presents astraightforward, enlightening, and pragmatic guide to help seniormanagers make the transition to an organization that profits andthrives on complexity. The first book to discuss practical projectmanagement mitigation strategies, Executive's Guide to ProjectManagement presents easy-to-implement infrastructures andprocesses that will ensure the continued success of yourorganization and maximize your investment of every project. Collects in one resource all the relevant information forunderstanding and creating an environment for improved complexproject performance A must-read for every member of your senior managementteam Shows you how to regain responsibility, take action, andskillfully handle complexity to mitigate risk and increase returnon project investments It's time for your senior management team to take back controlof your investments in projects and

programs. Executive's Guideto Project Management shows you how to cultivate your part ofthe organization so that it can respond to a changing projectenvironment with the infrastructure to support the project andprogram investment decisions. Executives should not necessarily know the intricacies of project management, but they should know how project management, as a discipline, can benefit the organization in implementing its strategies and realizing its vision. The only way that executives can effectively apply project management to realize these goals is to have sound knowledge of the project management discipline. The purpose of this book is to provide executives with a comprehensive overview of the discipline of project management. It focuses on the benefits of project management to an organization. The goal is to provide executives with a view as to how project management can deliver organizational strategies. The various chapters focus on specific aspects within the project management discipline and how each aspect should be managed from a business perspective. The book covers the entire spectrum of project management from a management and leadership perspective. The focus is not necessarily on what needs to be done from a project management perspective, but on what organizations and senior executives can do to facilitate projects. The book covers: The value of project management Project management as a strategic enabler Project, program, and portfolio management The role of the project management office in the successful delivery of projects, programs, and portfolios The benefits of project deliverables bring Sustainability of the organization Governance and the role of the project sponsor. The book concludes with a comprehensive portfolio, program, and project management framework. This holistic framework enables organizations to achieve value from project management and realize strategic goals.

The data shows that senior executives today face a stark reality: Sales talent is increasingly difficult to find. Traditional selling strategies no longer work. And salespeople today are more distracted and aimless than ever before. To give their organizations true staying power in this tumultuous new market, company leaders must fundamentally change the way they look at sales-or else succumb to the competition. What today's senior leaders need is a high-velocity sales organization: an organization with the right performers, strategy, and infrastructure in place, allowing it to dramatically increase sales by converting more opportunities at higher prices to more prospects. Drawing on hard data, comprehensive research, and the latest science behind selling, Marc Wayshak has developed a system for building these fully sales-driven organizations. The High-Velocity Sales Organization brings together Wayshak's cutting-edge insights as a leading sales consultant with the latest data to create a step-by-step formula for accelerating a sales-driven company culture-from the top down. This guide for senior executives lays out the exact processes company leaders must implement to achieve the three pillars of a high-velocity sales organization: Performers-Learn to identify, recruit, and retain top performers for a consistent flow of A-player salespeople-and far fewer costly mis-hires Strategy-Develop and implement a self-improving, highly adaptive sales strategy that sets your salespeople apart from the competition Infrastructure-Establish a clear system for building out the right sales processes, with the most effective technology, to hold sales teams accountable

The Executive Guide to Improving Your Business Through IT Portfolio Management

Including Model Letters for Every Situation

The Executive Guide to E-mail Correspondence

Improving Risk, Strategy, and Financial Performance

The Complete CEO

The Executive Guide to High-Impact Talent Management: Powerful Tools for Leveraging a Changing Workforce

Sit down at the keyboard and cinch that deal! Press the send button and get the account! Writing skills are more important than ever in determining business success. They can make the difference between climbing the corporate ladder and getting stuck on a low rung. An e-mail that's clear, concise, and targeted will get more than just a response -- it will get results ... including your boss's attention! No matter what the business or sector, top communication skills are in major demand. Why? Because businesses are bogged down with e-mails that are too long, wordy, and unclear. Instead of wasting time rewriting, clarifying, and still miscommunicating, write it once, write it right, and get the job done the first time. The Executive Guide to E-mail Correspondence will show you how to rapidly transform basic writing skills into global communications expertise. Geared to the computer-toting professional with little patience for instructions and explanations, The Executive Guide to E-mail Correspondence fills the gap between academic training and real-world writing by providing you with a range of e-mail templates that you can instantly adapt to your business needs. Written in a fresh and lively, here's-how style, The Executive Guide to E-mail Correspondence: -Demonstrates the hallmarks of effective business e-mails.-Features ready-to-use organizational plans.-Presents quick and easy editing techniques.-Furnishes before-and-after editing models.-Focuses on the do's and don'ts of proficient e-mails.-Supplies practical writing tips and tricks. The Executive Guide to E-mail Correspondence is a must-have book for anyone who wants to fast-forward his or her career in any business or industry. Dawn-Michelle Baude is an international corporate speaker specializing in global communications. She has lectured throughout Europe and Asia to businesses and alumni groups alike. An accomplished professional, she has written copy for Gucci perfumes and feature articles for Reader's Digest and Vogue. She also co-authored a self-help bestseller, Savoir Dire Non (Flammarion 2006). In 2000, she began working as a writing consultant for IBM Corp. She holds an M.A., an M.F.A., a D.E.A. and a Ph. D. in English. A 2005-06 Senior Fulbright Scholar in Creative Writing, she teaches at the American University of Paris.

The author explains what you need to know to start a Web Analytics and testing program, and how you can use what you learn to improve site design, maximize Web site Return on Investment (ROI), and make your site a place your site visitors will want to use over and over again.

Social media has already transformed society. Now it is poised to revolutionize communications and collaborative business processes. This book provides you with an actionable framework for developing and executing successful enterprise social networking strategies. Using straightforward language, accompanied by exhibits and fleshed out with real-world stories and revealing anecdotes, you will learn how to develop your own internal corporate social media strategy. Through the use of in-depth interviews with leading companies using these strategies, you will also discover best practices that will propel your business to new heights.

An industry expert shows readers how to get the best return on investment from corporate events Corporate events and business entertaining are a major part of a company's communication, marketing and public relations strategy. They are used by businesses of all sizes to solicit new business, create a corporate or brand image, and retain and build loyalty with existing suppliers and customers. They can also be used effectively to elicit peak performance from employees and produce camaraderie and teamwork among co-workers. The corporate event bar has been raised dramatically and the competition to craft something original that will help a business create public awareness as well as industry and media buzz is fierce. Staged effectively, business functions can contribute to a company's success, standing, profitability and business development. But corporate events and business entertaining can also seriously damage a company's image and put the company and its management in potentially high-risk situations if not handled carefully, professionally, and appropriately. Corporate boards and chief executives are now seeing how company scandals played out in the headlines can estrange customers, sink stock prices, and end careers in a matter of minutes. And many of the transgressions that have been made public have been linked to corporate events and business entertaining. The Executive's Guide to Corporate Events and Business Entertaining provides executives with all the information they need before they plan, host, sponsor, or attend corporate events. It gives rising and established executives the tools they need to move ahead with confidence in planning their next company function.

Organizational Processes and Practices for Supporting Complex Projects

Executive Coaching for Results

The Healthcare Executive's Guide to Navigating the Surgical Suite: A Roadmap to the OR and Perioperative Services

The Executive's Guide to Financial Management

The High-Velocity Sales Organization

Hire Right, Higher Profits

A guide for new executives that explores how to create an overarching, enterprise-wide transformative program. The book provides a best-practice checklist for 8 core areas: Strategy Setting, Technology Alignment, Business Renovation, Project Management, Communications Renewal, Employee Engagement, Staff Transformation, and Organizational Design.

One of the best investments you can make in this technology-driven marketplace is to empower employees to make fast, smart decisions. To do that, you need to arm them with modern, integrated corporate performance management tools so they can set goals, adjust plans and budgets, and monitor performance. In Enabling World-Class Decisions for Asia Pacific, five technology executives in corporate performance management and business intelligence solutions draw on their 125 years of combined expertise so you can: develop best-in-class internal processes; assess your financial institution's decision-making ability score; design a world-class CPM model; and leverage "the cloud" to further business objectives; Most companies that do business in the Asia Pacific la but by the time you finish reading this book, you'll be able to lead your management and project teams to select and deploy a BI platform that will significantly improve your bottom line.

How can you be sure you have enough of the right expertise and technical ability on your team to meet your business goals? Leaders manage risk diligently in most business areas, but "people issues" are clearly held to a lower standard. The struggle to find clear, measurable ways to manage talent risk within a highly skilled workforce is real and growing. Whether leading a team, a department, a division, or a whole company, managers and executives need a way to think and talk about their critical talent needs. They have to know what it costs in time and money to develop and/or replace experts who have unique technical knowledge--and they have to know what can go wrong in the meantime. Talent risk sits at the intersection of strategy, people, and business risk. Insufficient skills and bench strength threaten every organization's productivity, innovation, and competitive edge. How can a strategy succeed without the right people to execute it? Executives have long had to settle for weak information on their talent risk, relying on org charts, competency models, and nearly useless data. But now they don't have to settle. Steve Trautman has been providing Fortune 500 executives with practical solutions for managing talent risk in highly technical and professionally-skilled teams for over twenty years. He offers revolutionary yet actionable practices at every level of an organization so that leaders can manage talent risk with clear, measurable, and detailed data. These include talent risk scenarios and conversations, case studies, and practical tools derived from boots-on-the ground experience with scientists, engineers, developers, designers, analysts, and other experts.

Business success comes neither easily nor quickly. What is needed is a practical guide to achieving peak performance recognising your starting point and telling you what is required to achieve your goals. The Complete CEO does exactly this by providing a comprehensive framework against which any business leader can assess their strengths and weaknesses. The Complete CEO combines invaluable insights from some of the most successful CEOs in North America and Northern Europe along with the authors' extensive knowledge and experience to create a complete programme for you and your business to achieve peak corporate and individual performance. The Complete CEO distills learning built up over the last ten years from 1000 leaders of the world's largest quoted companies. By comparing the ways these leaders ran their businesses with their long-term performance, you will be able to see what works in practice and how to make it work for you. The Complete CEO is not a conventional business book and recognises there are no shortcuts to greatness. Even great CEOs have important areas of relative weakness. The tailored model of high performance presented in this book will be of enormous value to anyone who aspires to be a high-performing CEO. "The Complete CEO is an excellent handbook for any manager or leader. I keep it within reach." --Mervyn Davies, CEO Standard Chartered Bank Plc "This book is helpful to any CEO, or indeed any business manager, who wants to deliver sustained high performance." --Jim Nicol, CEO Tomkins Plc "As CEO of a newly floated business, I have found The Complete CEO to give extremely helpful focus, as well as practical tools." --Heikki Sirviö, CEO Kemira Growhow "The Complete CEO is a fascinating book. While it won't turn the average CEO into Warren Buffett, it does contain a wealth of uncommon, common sense wisdom, which will take him or her a number of steps in his direction." --James O'Loughlin, Author, The Real Warren Buffett "The ultimate test of a CEO is value creation. Yet few are prepared for the task. This book will be of practical help to anyone who seriously takes up this challenge." --Sir Brian Pitman, Former CEO And Chairman Of Lloyds TSB "I believe that the High Performance Model described in this book will be of value to any business leader - but especially to one new in post, or one who has good reason to introduce change." --Sten Scheibye, CEO Coloplast "The High Performance Model at the core of the book, moves from a clear and insightful discussion of what drives the creation and maintenance of a winning business model into a decomposition of the role of the CEO. The authors have worked with a number of highly successful CEOs and former CEOs to understand the essence of their success, and the actions they have taken day-to-day to drive it; and the result is a practical, easy-to-understand guide." --From The Foreword By Ben Verwaayen, CEO BT Plc

The Profit Pool Approach

The Executive's Guide to Competency-based Performance Improvement

The Executive's Guide to Consultants: How to Find, Hire and Get Great Results from Outside Experts

An Executive's Guide to Software Quality in an Agile Organization

Organization Design, Levels of Work and Human Capability

Using Smart Contracts and Digital Currencies in your Business

The Executive's Guide to Information Technology is a sophisticatedand comprehensive guide to running a cost-effective, efficient, andbusiness delivery-focused corporate Information Technology (IT)unit. Eschewing the theoretical for the practical, the book givesmanagers the guidance they need to handle any problem effectively.It provides specific policies, approaches, and tools for eachcritical IT management functionó from application management to vendor management. IT management experts John Baschab and Jon Piot provide thetechniques IT managers and executives need to accurately assesstheir current operations. Further, they offer a step-by-stepimprovement plan designed to raise productivity and service levelswhile reducing costs significantly. The authors begin by examiningthe symptoms and causes of waste, inefficiency and underperformancein typical IT departments before offering in-depth analysis of eachoperational area of IT management. They present current andemergent best practices for transforming the department into aworld-class service organization. Packed with prescriptive advice and hard-earned insight, thiscomprehensive resource is organized into stand-alone chapters thatprovide quick access to important information when managers needit. In addition, spreadsheets, documents, and checklists aredesigned to aid in planning and decision-making and can be easilyaccessed on the included CD-ROM. Designed to help IT managers and top executives get the most out of their departments, their budget and themselves, the book coverssuch topics as: managing the department, establishing leadershiproles, assessing the organization, cost management, project demandmanagement, operations management, infrastructure planning, vendorsselection and management, technical standards setting, investmentevaluation, and productivity and quality measurement programs. With The Executive's Guide to Information Technology, ITmanagers will understand the main sources of waste in theirdepartments, identify major management issues, learn and implementcritical steps toward improvement, and manage more effectively. Thebook will help managers improve their performance and staturewithin their organizations by providing the tips and tools toovercome typical areas of friction and miscommunication between ITdepartments and other business functions. Executives willunderstand how to work effectively with the CIO or IT director, aswell as provide constructive management input to the IT function,achieving the best return on their IT assets.

This book is about what I call "Fix it or lose it Management". I wrote it to help you do your own turnaround inside your organization, before someone else does it for you - or your organization goes under completely. This book is a compendium of carefully selected good ideas from good books, plus my own experience in nearly 20 years as a management consultant and the 27 years of Military service that preceded it. Like my last book, I wrote it so that you could have straightforward, no-nonsense material, ready to implement. CEOs and other responsible people in leadership positions don't always have time to do their own research. Instead, they throw themselves on the mercy of contractors, who think in terms of yearly contracts. You can do the job better.

This easy-to-read and understand book will unravel the mysteries of competencies and core competence and how they are used to impact organization performance improvement. You'll get all of the basics in this quick read without wading through chapter after chapter of technical jargon. By reducing these otherwise difficult to understand terms to useful concepts in the organizational context, this concise and comprehensive resource will give you the base of knowledge you'll need to begin your organization's transformation to a high performance workplace. A brief organizational assessment and action planning guide is included at the end of each key chapter.

The Executive's Guide to 21st Century Corporate Citizenship provides a major update on how to 'do' corporate citizenship, showing senior managers how they can win the reputation battle and deliver value to society while creating the most successful business possible in today's competitive landscape.

Executive's Guide to Project Management

Enabling World-Class Decisions for Asia Pacific (APAC): The Executive's Guide to Understanding & Deploying Modern Corporate Performance Management Solutions for Asia Pacific

Executive Coaching

How to Choose and Use Corporate Functions to Increase Brand Awareness, Develop New Business, Nurture Customer Loyalty and Drive Growth

The Executive's Guide to Enterprise Social Media Strategy

Improve Revenue and Create Organizational Excellence

This book, through the use of analogies, clearly demonstrates the need for total quality management & lays out a plan for implementation. It is designed to help American industry regain its rightful place as the world leader. Here is what some of the reviewers had to say: "The book is deceptive in that it is so entertaining to read, you could forget that a very clear roadmap to building quality processes is presented. If you have not been satisfied with the progress your organization has made to improve quality, then this book is must reading."--Frank Davis, IBM Systems Assurance, Retired. "This is an excellent tool to be used as an introduction to the uninitiated or as a booster shot to those of us who have been fighting the TQM battle the past few years. The military parallels are right on the mark."--Tom Kowalski, President, Solid State Circuits, Inc. "The positive revolutionary change & battlefield victory, gains in quality improvement do not come easily, but the rewards will outweigh the effort. That's the important message McLaughlin provides."--G. T. Darnell, Director, Corporate Quality & Reliability, General Motors Corporation. Today's economy challenges every executive to find earnings improvement opportunities to offset numerous risks to profitability notably cost volatility, global competition, and tough customers. A more effective approach to pricing can provide a very poor

Utilize a set of practical guidelines to help your Agile organization elevate software design quality as an important business driver to achieve customer satisfaction and, ultimately, higher revenue for your company. This is the first book to focus on a holistic quality view—what it is and how it links to overall business enhancements. The real-world examples used in this book allow you to learn and apply similar strategies and guidelines to help create a quality blueprint for your organization. Five pillars of quality are defined that can be used for any industry and, once internalized, can serve as a set of tools to continuously improve and measure the key factors impacting quality. What You'll Learn Be aware of the key elements in any transformation that involves culture Link quality and business outcomes Understand quality and its holistic definition and why continuous improvement is still a relevant approach in enhancing quality Follow guidelines with specific examples that can be applied to any product release in any type of industry to improve quality and enhance Agile processes Utilize relevant metrics to measure and continuously improve to make incremental positive changes Who This Book Is For Individuals at various levels in organizations—from Agile scrum teams, all the way up to executive leadership

How to Maximize 'Lean' and 'Six Sigma' Synergy and See Your Bottom Line Explode

Do You Have Who It Takes?

The Executive Guide to Blockchain

Executive Guide

The Executive's Guide to Corporate Events and Business Entertaining

The Executive's Guide to Web Site Measurement and Testing...A Roadmap for Maximizing Profitability