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Deliver on your digital transformation by learning from the insights and experiences from organizations adapting their approaches to life in the digital world. Business leaders, industry strategists, academics, and policy makers are all scrambling to make sense of digital transformation, and to define strategies for success in our increasingly digital economy. This book provides today's leaders, managers, and practitioners with the tools for understanding, leading, and delivering in the digital age. »What I see here is an excellent survey of the best thinking on Digital Transformation. It's a book I wish I had written.« Brad Power, Process Innovator »A clear and crisply written guide for any manager considering delivering digital transformation who would like a digestible introduction to key technology trends, organisational and social impact as well as a glimpse of the future.« Petrina Steele, Equinix »A thoroughly enjoyable read. A great synthesis of many different sources that I'm sure will be an invaluable guide for managers.« Richard Sargeant, faculty.ai This work introduces Practical Project Management Methodology (P2M2), an international joint venture developed by three experienced project managers the provide useful steps applicable throughout the life cycle of a variety of projects. It covers areas from leading, defining and planning to organizing, controlling and closing. The two disks include 21 prepared forms and 300 activities for use in Microsoft Excel and Project for Windows. 2018 Axiom Business Book Award Winner, Silver Medal Straightforward advice for taking your sales team to the next level! ?If your sales team isn't producing the results expected, the pressure is on you to fix the situation fast. One option is to replace salespeople. A better option is for you to optimize your performance as a sales leader. In *The Sales Manager's Guide to Greatness*, sales management consultant Kevin F. Davis offers 10 proven and distinctly practical strategies, skills, and tools for overcoming the most challenging obstacles sales managers face and moving your team ahead of the pack. This book will help you: Learn the 6 sales rep instincts that can cripple your management effectiveness, and replace these instincts with a more powerful leadership mindset – true sales leadership begins with improving the leader within Stop getting bogged down by distractions, become more proactive, and find more time to coach, lead, and inspire your salespeople Get every salesperson on your team to be more accountable and driven to achieve breakthrough sales results Master the 7 keys to hiring great salespeople Create a more customer-driven sales team by blending the buyer's journey into your sales process Speed up the improvement of your team by mastering the 7 keys to achieving better coaching outcomes Excel at the most challenging coaching conversation you face – how to solve a sales performance problem that is caused by a rep's lousy attitude Attain higher win-rates by intervening as a coach at the most critical stages of a buying cycle, quickly identify opportunities at risk, and coach more deals to the close Discover why so many salespeople fail at sales forecasting and how to impress your company's upper management by submitting more accurate forecasts And much more... You can apply the strategies outlined in this book immediately to take control of your time and priorities as a sales manager, become more strategic, deliver high-performance coaching that grows revenues, and ultimately drive your team to greatness. HOW TO MAKE YOUR BUSINESS MORE PROFITABLE AND SUCCESSFUL THROUGH MARKETING. Proven strategies that make sure your marketing message stands out from the rest The average American is exposed to as many as 5,000 marketing messages per day, so it's more important than ever to create the most effective marketing and advertising campaigns as possible. *Manager's Guide to Marketing, Advertising, and Publicity* explains The 14 principles of marketing communications strategy Common marketing mistakes to avoid Techniques for creating powerful marketing messages The many choices for delivering your marketing message How to take full advantage of digital platforms Today, you must come up with a bigger, better, brighter marketing campaign, or you're guaranteed to be lost in the noise. This primer is ideal for anyone looking to position his or her organization as a powerful competitor in the twenty-first century. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms, concepts, and jargon Tactics and strategies for overseeing marketing initiatives Insider tips for getting the most out of marketing, advertising, and publicity Practical advice for creating effective campaigns Warning signs when preparing for and undertaking marketing initiatives Stories and insights from the experiences of others Specific marketing procedures, tactics, and hands-on techniques With an increasing number of employees working remotely, it is more difficult than ever to ensure that team members are working smoothly and productively. This book provides a roadmap for bridging the logistical, cultural and communication gaps that can prevent any virtual team from reaching its full potential. This handbook is the practical guide to becoming a great manager. It covers all the major topics including hiring, coaching, feedback, one-on-ones, and decision making. It also covers some of softer, but equally important, topics like conflict resolution and mental health. Great management changes lives. In fact, it's one of the most single overlooked pieces of leverage in the world. Great managers are remembered like great teachers, inspirations who help others soar. That's why it's such a shame management training is so often overlooked. Successful individual-contributors are rewarded with a 'promotion' into management and then, more often than not, left to sink or swim. If you're a new manager, this book will shine a friendly light on the road ahead. And if you're an old dog, perhaps it'll teach you a trick or two. This handbook was written by Alex MacCaw and stress-tested at a company called Clearbit. An important activity for an organization's leaders and managers is making decisions associated with problem-solving. Making decisions is a complex endeavor where choices are made from courses of action where resources are limited and in the presence of constraints. Written as a guide, this book offers a quantitative approach to decision-making. The process of decision-making is presented from a holistic point of view. This book offers a basic understanding of the issues and processes involved in decision-making by presenting the tools associated with problem analysis, tools that enable developing choices, as well as tools used to normalize judgment criteria achievement so that they are comparable across measures using different scales. Several solution methods for decision problems that have one evaluation criterion are explained first. Methods for problems with multiple criteria for evaluating alternate solutions are discussed as well. The multiple criteria methods include those that do not require any explicit preference or trade-off information from the decision-maker and those that do require the decision-maker's preference or trade-off information. The intended audience of the book includes technical and nontechnical professionals, managers, and supervisors at all levels, and engineering and business educators. The book would also be useful to undergraduate students, beginning graduate students, and recent graduates of professional programs, or in mathematics, computer science, natural sciences, and humanities. Of all the obstacles and surprises managers know are heading their way each day, the one they least anticipate and prepare for is the resignation of a seemingly happy and extremely valued employee. It's the cement truck they never saw coming their way--but they could have. This invaluable resource introduces managers to a powerful new engagement and retention tool that they absolutely must begin utilizing ASAP: the stay interview. Smart companies and managers who have realized the importance of being proactive with their employees and not taking anything for granted have begun conducting these periodic reviews in order to discover why their important talent might leave and to solve any problems before they actually quit. Written by the retention expert who pioneered the process, *The Stay Interview* shows managers how to: • Prepare for the stay interview • Anticipate an employee's top issues • Respond to difficult questions • Listen effectively and dig deeper • Craft a detailed and effective stay plan complete with timeline • Assess each employee's level of engagement, predict potential exits, and communicate results to upper management When you have the right people in place, you can't risk losing them. Complete with the five best questions to ask and sample scripts for different situations, *The Stay Interview* provides the key to saving yourself unnecessary headaches and surprises. By examining leadership theories, this book will help you become at one with the Force to be the best leader possible. The author explores evidence-based leadership and management practices from the unique perspective of the Jedi, making actionable recommendations you can implement in your organization. *Creating a Greater Whole* unlocks the not-so-secret secrets of what aspiring managers need to become strong leaders. This information-rich, easy to understand guide offers readers an immediate clear path to honing their leadership skills using the rigor and discipline of project management principles. Topics include stakeholder management, collaborative communication, multi-criteria decision making, and conflict management. Reflective exercises in each chapter raise key questions for readers to craft their own development path. The process invites emerging leaders to draw from their past experiences, recognize their intrinsic capabilities, and identify specific skills to cultivate. As managers, we are expected to hold career and professional development discussions with our employees, although many of us feel ill-equipped for these conversations. Are you unsure how or where to begin with your employees' development? Perhaps you want to brush up on how to create more meaningful development plans? This TD at Work is a primer intended for managers, human resources professionals, and others. It is a practical, go-to guide that will explain: · why career development is important to the organization, employee, and manager · who is responsible for specific aspects of the employee development process · how to facilitate the employee development process · the characteristics of a strong individual development process · how to

lead successful development discussions Managing people is difficult wherever you work. But in the tech industry, where management is also a technical discipline, the learning curve can be brutal—especially when there are few tools, texts, and frameworks to help you. In this practical guide, author Camille Fournier (tech lead turned CTO) takes you through each stage in the journey from engineer to technical manager. From mentoring interns to working with senior staff, you'll get actionable advice for approaching various obstacles in your path. This book is ideal whether you're a new manager, a mentor, or a more experienced leader looking for fresh advice. Pick up this book and learn how to become a better manager and leader in your organization. Begin by exploring what you expect from a manager Understand what it takes to be a good mentor, and a good tech lead Learn how to manage individual members while remaining focused on the entire team Understand how to manage yourself and avoid common pitfalls that challenge many leaders Manage multiple teams and learn how to manage managers Learn how to build and bootstrap a unifying culture in teams Management, Computers, Computer networks, Maintenance, Management operations, Management techniques, Data processing, Data handling, Data management, IT and Information Management: IT Service Management The secrets to improving operations while maintaining the highest quality How do you operate at maximum efficiency with minimum cost? Manager's Guide to Operations Management addresses one of the most pressing business issues of our time by offering easy-to-implement advice on creating the most effective, streamlined operations possible. This quick-reference guide explains how to: Improve your production processes Boost quality using the Six Sigma approach Manage supply chains and inventory Forecast, plan, and schedule efficiently With Manager's Guide to Operations Management, you have the tools you need to ensure a smooth, steady work flow while producing products and services of the highest quality—the secret to business success. Construction Project Management offers some of the best project management studies commissioned by ELECTRI International: The Foundation for Electrical Construction that were selected, coordinated, and monitored by some of the most progressive contractors and performed by outstanding scholars from top U.S. universities. Topics include pre-construction planning, early warning signs of project distress, impact of change orders, project sequencing, ideal jobsite inventory levels, tool and material control systems, recommended safety practices, partnering, total quality management, quality assurance, performance evaluations, and contract risk management. All specialty and general contractors will find value in this practical book. The concepts presented will improve your understanding of the main issues affecting construction project management and will provide you with tools and strategies to enhance your company's productivity and profitability. There are plenty of books about project management, but this is the first one written for the people who have the most at stake: the senior executives who will ultimately be held accountable for the successes of the projects they approve and supervise. Top enterprise project management expert Michael Bender explains project management from the perspective that matters most to executives: adding value. Most books view project management from the inside, focusing primarily on lower-level issues, such as the creation of Work Breakdown Structures. A Manager's Guide to Project Management views it from above, explaining how project managers can best achieve the strategic goals of the business; the executive's role in successful project management; and the tools available to executives who want to gain greater value from project management. Drawing on his extensive experience, Bender shows how to: make sure project and enterprise goals align; structure organizations to support more effective project communication and decision making; integrate project processes with other organizational processes; oversee projects more effectively. This book contains a full section on understanding and managing projects as capital investments, including detailed coverage of building balanced project portfolios. Bender concludes with a sophisticated discussion of managing projects in global environments and optimizing resources where multiple projects must be managed. Why getting results should be every nonprofit manager's first priority A nonprofit manager's fundamental job is to get results, sustained over time, rather than boost morale or promote staff development. This is a shift from the tenor of many management books, particularly in the nonprofit world. Managing to Change the World is designed to teach new and experienced nonprofit managers the fundamental skills of effective management, including: managing specific tasks and broader responsibilities; setting clear goals and holding people accountable to them; creating a results-oriented culture; hiring, developing, and retaining a staff of superstars. Offers nonprofit managers a clear guide to the most effective management skills Shows how to address performance problems, dismiss staffers who fall short, and the right way to exercising authority Gives guidance for managing time wisely and offers suggestions for staying in sync with your boss and managing up This important resource contains 41 resources and downloadable tools that can be implemented immediately. A COMPREHENSIVE CRASH COURSE FOR MASTERING TODAY'S MOST IMPORTANT MARKETING PLATFORM Online marketing has evolved far beyond just websites and banner ads. Your business's credibility now rests on the ability not to just embrace digital platforms but to coordinate a broad spectrum of media in every campaign. Manager's Guide to Online Marketing explains how to do this and more by planning and executing effective cross-channel digital outreach using the latest, most sophisticated tools and strategies. It provides in-depth coverage of essential online marketing tools and techniques, including: Content marketing and blogging Social media marketing Web analytics Search Engine Optimization (SEO) E-mail marketing Online Public Relations Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for effective online marketing Tips for executing the tactics in the book Practical advice for preventing errors Caution signs to avoid common and uncommon mistakes Examples of successful online marketing tactics Specific planning procedures, tactics, and hands-on techniques USE THE POWER OF EMPLOYEE ENGAGEMENT TO IGNITE PASSION, PURPOSE, AND PRODUCTIVITY IN EVERY MEMBER OF YOUR STAFF Successful managers understand that their job is to help employees do their best work, not simply give orders. The Manager's Guide to Employee Engagement shows leaders at all levels how to build relationships that support collaboration and drive meaningful performance improvement. Learn how to: Foster loyalty, trust, and commitment in all your employees Create a culture of positive thinking Empower employees to act as internal entrepreneurs Align employee and organizational values and goals Become "the best boss ever"—without losing sight of business goals Learn how to make your employees engaged and successful—and facilitate your own success at the same time. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for engaging employees Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful engagement tactics Specific planning procedures, tactics, and hands-on techniques Since the earliest days of the computer industry, managing a software project has been a complex and demanding activity. While the technical content of software products and the technical methods used to build them have changed over time, the fundamental issues that determine the success or failure of software projects have remain fairly constant. That is, the same fundamental management mistakes continue to be made. To cite a few examples; requirements are unclear at the beginning of projects and are not managed during the project, the product is not tested adequately, schedules are misestimated or not tracked in sufficient detail. The contents of this book, together with the underlying IEEE Standards, are dedicated to helping the reader in their work: The continuing quest to produce quality software products in a predictable manner. This book, containing all original material, is based on the proposition that the IEEE Software Engineering Standards capture many of the fundamental 'best practices' of software project management. It is written to assist the reader in applying those standards to their projects and company. To meet this goal, the authors discuss and elaborate the standards that bear on the three key management areas of: Software systems engineering, Processes for developing software products, Planning and control of software project activities. The body of the book is correspondingly organized into three parts. Software Systems Engineering, which argues that software development projects are most successful when developed using a systems level viewpoint. Process Management and Control, which describes the key activities needed to define, support, and manage a project's software development processes. Project Planning and Management completes the book, integrating the elements of cost and schedule estimation and control, risk management, and the role metrics play in performing those tasks. Briefcase Books: Manager's Guide to Motivating Employees More than 700,000 Briefcase Books sold! A manager's guide to inspiring employees to work at peak performance—to improve organizational culture and help meet the bottom-line About the Book Manager's Guide to Motivating Employees is the perfect primer for managers looking to jumpstart the work ethic, excitement, and company synergy by engaging and motivating their employees. This new edition provides entertaining case studies and examples of how readers can create an environment in which employees feel passionate about their jobs and put the best of them in everything they do. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Key Selling Features Proven tactics for creating relationships and ensuring effective communication to get the optimal performance from employees Clear definitions of key terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures, tactics, and hands-on techniques Market / Audience Managers of all levels About the Author Anne Bruce (Sacramento, CA) is a nationally recognized speaker, workshop leader, and author. Her books include the Briefcase Books Be Your Own Mentor and Building A High Morale Workplace and Perfect Phrases for Documenting Employee Performance Problems. Written by an experienced practitioner, The Handbook of Project Management will be particularly useful for those starting a new project, wishing to acquire new skills, or training others in project management skills. It is written specifically to help project managers improve their performance using tried and tested techniques. Packed with concepts and processes, tools and presentation materials, this comprehensive handbook will assist anyone responsible for converting strategy into reality. The package comprises a book plus free CD-ROM containing a collection of tools, templates, and procedures which support the methodology used in the book. Get solid collaboration from team members in remote locations Globalization and new technologies have made team collaboration from distant geographical locations—on the road, from home or client sites, even on the other side of the globe—a routine part of business. Managing these teams requires new skills and sensitivities to maximize team and organizational performance. Emphasizing pragmatism over theory and offering helpful tips instead of vague observations, Manager's Guide to Virtual Teams helps you bridge the communication gaps created by geographical separation and get peak performance from employees you rarely see. You will learn how to: Keep team members in remote locations motivated and involved Coach for peak performance via e-mail, telephone, teleconference, and videoconference Help widely scattered team members understand their contribution to the business Build consensus for decisions among virtual team members Learn effective communication and feedback techniques for enhancing team performance Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Look for these innovative features to help you navigate each page: Clear definitions of key terms and concepts Tactics and strategies for managing virtual teams Tricks of the trade for executing effective management techniques Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful virtual managing Specific planning procedures, tactics, and hands-on techniques Build better schools by training better leaders A Principal Manager's Guide to Leverage Leadership answers the question that district leaders have been asking across the country: if Leverage Leadership is a roadmap for principals on how to lead great

schools, what can principal managers and districts do to support them on that path? A Principal Manager's Guide to Leverage Leadership offers a step-by-step guide to coaching principals to the highest levels of achievement, and it is rooted in studying the most successful principal managers and districts across the country. It can be used by principal managers/supervisors, superintendents, district and state leadership, and principal training organizations to accelerate the growth of principals in your community. Used in conjunction with Leverage Leadership 2.0, this book identifies the key actions principal managers should take to create exceptional school leaders, integrating the seven levers of leadership into district culture from the principal manager on up. With a particular emphasis on the two "super-levers" of data-driven instruction and student culture, this book is packed with advice, professional development materials, and real-world videos of principal managers in action, offering principal managers a valuable resource for bringing about change. A Principal Manager's Guide to Leverage Leadership introduces a new unifying approach that is also highlighted in Leverage Leadership 2.0: See It, Name It, Do It. It gives you the tools to See it (see models of effective practice and identify gaps), Name it (name concrete actions for improvement) and Do it (provide means to practice these action steps until a principal masters them) With A Principal Manager's Guide to Leverage Leadership in hand, principal managers, superintendents and principal training organizations can facilitate district-wide and state-wide transformations and hasten the benefit to the students and community as a whole. This step by step guide to ISO 9000 presents an in-depth study of the 5 phases of certification, lists requirements for certification, and provides examples of implementation. PMBOK® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK® Guide &– Seventh Edition is structured around eight project performance domains. This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes. This edition of the PMBOK® Guide: • Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.); • Provides an entire section devoted to tailoring the development approach and processes; • Includes an expanded list of models, methods, and artifacts; • Focuses on not just delivering project outputs but also enabling outcomes; and • Integrates with PMI standards™ for information and standards application content based on project type, development approach, and industry sector. Managers at all levels are constantly challenged to do more with fewer employees, to motivate diverse groups of people, and to face up to tough people problems in their workforces. An important key to managers' success is accomplishing these goals while protecting themselves and their companies from legal liability. Yet some in management tend to blame legal requirements for hindering progress toward solving problems. U.S. law, however, provides managers with broad discretion in many employment situations and in most cases helps ensure that managers perform their essential functions in a way that is fundamentally fair while still supporting company goals. A Manager's Guide to Employment Law will help managers make day-to-day decisions on how best to manage their employees and handle issues of legal liability. Expert author Dana Muir identifies the subtle and unnecessary mistakes managers make that cause legal headaches and shows how becoming familiar with basic principles of employment law will enable them to develop an internal compass to help make the right decisions. Each chapter focuses on legal concepts of broad application in today's workplace, providing real examples of problems managers face and offering strategies for addressing those problems. CD-ROM contains samples of software packages. To stay on top, companies need to do more than just tread water—they need to grow. And that means that their employees need to develop and improve their skills at the same pace. More than ever, managers are being encouraged to improve employee performance through effective coaching, but so few of them have the time—or the knowledge—it takes to do it successfully. Brian Emerson and Ann Loehr have spent years showing some of the country's top companies how to develop their most promising employees. Now in this helpful manual they guide managers through every step of the coaching process, from problem solving to developing accountability. Readers will discover: The top 10 tips every manager should know before he starts to coach • how to handle difficult conversations, conflicting priorities, and problem team members • how to hold follow-up meetings after goals and priorities have been set • sample questions they can adapt to various situations • examples of common problems and how they can use coaching to address them. Clear, practical and straightforward, this is an invaluable tool that will help all leaders coach employees, colleagues, and themselves to excellence. Lead your Organization through any business crisis—and emerge stronger than ever Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization. Covering every aspect of the topic—from defining crisis management and policies to training for and responding to crises—it helps you fully grasp any situation that threatens business, careers, and even lives. Lead through any crisis smoothly and with minimal ramifications by mastering the most effective tactics, including: Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis-related messaging Knowing when to bring in a specialist About the Briefcase Books series: Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Key Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing crises Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful crisis management Tools: Specific planning procedures, tactics, and hands-on techniques The best tools and insights to successfully navigate the novel challenges of the digital workplace. How can technology and analytics help companies manage people? Why do teams working remotely still need leaders? When should organizations use digital assessment tools for gauging talent and potential? This book from MIT Sloan Management Review answers questions managers are only beginning to ask, presenting insights and stories from organizations navigating the novel challenges of the digital workplace. Experts from business and academia describe what's worked, what's failed, and what they've learned in the new world of work, looking at strategies that organizations use to help managers and employees adapt to the fast-changing digital environment. Today's hypercompetitive economy has created tense, overextended workplaces, forcing managers to choose between results and relationships. Executives set aggressive goals, so managers drive their teams to deliver, resulting in burnout. Or, employees seek connection and support, so managers focus on relationships . . . and fail to make the numbers. The fallout is stress, frustration, and disengagement—for both team members and managers. But in order to succeed, managers need to achieve both. They must get their workers to achieve while creating an environment that makes them truly want to. Winning Well offers managers a quick, practical action plan—complete with examples, stories, and online assessments. Managers will learn how to: • Stamp out the corrosive win-at-all-costs mentality • Focus on the game, not just the score • Reinforce behaviors that produce results • Sustain energy and momentum • Be the leader people want to work for • And more To prevent burnout and disengagement, while still achieving the necessary success for the company, managers must learn how to get their employees productive while creating an environment that makes them want to produce even more. Winning Well offers a quick, practical action plan for making the workplace productive, rewarding, and even fun. Managing people is a tricky business—and managers and small business owners need a clear understanding of the essentials of human resources to survive. The original edition of The Manager's Guide to HR gives you an introduction to the regulations, rights, and responsibilities related to hiring and firing, benefits, compensation, documentation, performance evaluations, training, and more. However, much has changed since then. Extensively revised, this second edition covers all the key areas of the original edition and brings you up to speed on current developments in employment law, including: How social media is changing the recruitment landscape Shifting labor standards regarding compensation and benefits The National Labor Relations Board's stance on work-related employee speech on social media The Employee Retirement Income Security Act New record-keeping requirements Amendments to the Family and Medical Leave Act and the Americans with Disabilities Act Featuring step-by-step guidance on everything from COBRA compliance to privacy issues, The Manager's Guide to HR is now once again the most up-to-date, invaluable resource any manager of personnel could have. This book focuses on providing information on project management specific for software implementations within the healthcare industry. It can be used as a beginners' guide as well as a reference for current project managers who might be new to software implementations. Utilizing the Project Management Institute's (PMI) methodology, the defined process groups and knowledge areas will be defined related to implementing custom and Commercial Off The Shelf (COTS) software. The Software Development Life Cycle (SDLC) is a standard for developing custom software, but can also be followed for implementing COTS applications as well. How will the system be set-up from an architecture and hardware standpoint? What environments will be needed and why? How are changes managed throughout the project and after? These questions and more will be reviewed. The differences between types of testing are defined as well as when each are utilized. Planning for the activation and measuring the success of the project and how well the strategic need has been met are key activities that are often not given the time and effort to plan as the other parts of the implementation project. This new edition updates the current content to better align with the newest version of the PMI's Project Management Body of Knowledge (PMBOK), the latest technology and concepts. In addition, this new edition includes additional chapters covering security and privacy, contract management and system selection and transition to support. The First-Time Manager Make the transition from team member to team leader Understand the difference between a team and a work group Hold team members accountable Make their teams more productive Manage challenging situations and resolve conflict within a team. Written in an engaging, conversational style, Topchik explains the five essential qualities of a high-performing team: goals and standards; decision making; honest communication; clear roles and responsibilities; and celebrating success. Packed with activities and assessments for both the manager and team members, this is an essential guide for any manager who strives for team-building success. Translated into 16 languages! The reader-friendly, icon-rich Briefcase Books series is must reading for all managers at every level. All managers, whether brand new to their positions or well-established in the organizational hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their organizations. The best strategies—and the most capable managers—are those that effectively match an organization's capabilities with its customers' needs. The Manager's Guide to Strategy shows managers how to analyze a firm's position in the marketplace, formulate and execute a profitable strategy, then evaluate and revise that strategy over time. It details techniques for making employees excited about and committed to a strategy, and explains how to use strategy to take advantage of opportunities as they arise—to the mutual benefit of both a company and its customers. Practical, commonsense advice on becoming an effective leader Examining the baggage that most managers have and then helping them to understand the personal traits that can limit their potential, this book guides you through the pathway of self development, then takes you through management and leadership better practices, providing many implementation tools. All you need to know when getting prepared for a 'management role' How to develop 'conquest leadership' attributes Traits to make you a 'winning' CEO Latest thinking on KPIs, quarterly rolling planning, decision based reporting and performance related pay How to create Winning Management and Leadership Habits Examines how to become More Financially Aware This book is a very practical guide with templates, 'how to do it tools', stories about gifted leaders, checklists and examples and is devoid of all intellectual arguments on

management. With directional guidance on what managers need to know in order to be able to manage and lead others, The Leading-Edge Manager's Guide to Success helps managers and 'managers to be' as they climb the 'management mountain.' Winner of the International Society for Performance Improvement (ISPI) Award of Excellence for 2008 Selected for the 2008 ISPI Award of Excellence for Outstanding Communication Foreword by Marshall Goldsmith While many supervisors know how to identify flaws in their employees+ performance, only the best managers truly know what it takes to fix the problem. A Manager+s Guide to Improving Workplace Performance offers a practical, step-by-step approach to guiding employees to excellence by analyzing their problem areas, developing creative solutions, and implementing change. Employee performance expert Roger Chevalier has helped thousands of managers and human resources professionals to bring out the best in their workers. Using case studies and real-life examples, he shows supervisors how to take their employees from good to great by: * using tools like the Performance Coaching Process, Performance Counseling Guide, and Performance Analysis Worksheets * tailoring the amount of direction and support to an employee+s specific abilities and motivations * applying the Situational Leadership model to teams and individual employees. Practical and authoritative, this book offers a positive, yet realistic solution for one of the greatest workplace challenges facing managers. Streamline project workflow with expert agile implementation The Project Management Profession is beginning to go through rapid and profound transformation due to the widespread adoption of agile methodologies. Those changes are likely to dramatically change the role of project managers in many environments as we have known them and raise the bar for the entire project management profession; however, we are in the early stages of that transformation and there is a lot of confusion about the impact it has on project managers: There are many stereotypes and misconceptions that exist about both Agile and traditional plan-driven project management, Agile and traditional project management principles and practices are treated as separate and independent domains of knowledge with little or no integration between the two and sometimes seen as in conflict with each other Agile and "Waterfall" are thought of as two binary, mutually-exclusive choices and companies sometimes try to force-fit their business and projects to one of those extremes when the right solution is to fit the approach to the project It's no wonder that many Project Managers might be confused by all of this! This book will help project managers unravel a lot of the confusion that exists; develop a totally new perspective to see Agile and traditional plan-driven project management principles and practices in a new light as complementary to each other rather than competitive; and learn to develop an adaptive approach to blend those principles and practices together in the right proportions to fit any situation. There are many books on Agile and many books on traditional project management but what's very unique about this book is that it takes an objective approach to help you understand the strengths and weaknesses of both of those areas to see how they can work synergistically to improve project outcomes in any project. The book includes discussion topics, real world case studies, and sample enterprise-level agile frameworks that facilitate hands-on learning as well as an in-depth discussion of the principles behind both Agile and traditional plan-driven project management practices to provide a more thorough level of understanding.

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