Call Center Management On Fast Forward Succeeding In Todays Dynamic Customer Contact Environment

Call Center Management on Fast Forward Call Center Management on Fast Forward Contact Center Management on Fast Forward The Fast Forward MBA in Project Management Project Management in the Fast Lane Iterate The Fast Forward MBA in Project Management Be Fast Or be Gone The Definitive Guide to Project Management The Little Book of Big Management Theories Fast Facts for Wound Care Nursing Practical Customer Success Management The Time Management Book The Fast Forward MBA in Project Management The Little Black Book of Project Management Advanced Multi-Project Management Risk Management How to Manage People Business Analysis, Software Testing, Usability Management Tips 2 See Sooner, Act Faster Fast Facts: Managing immune-related Adverse Events in Oncology The Open Organization The Fast Track The Fast Forward MBA in Project Management Project Management in the Fast Lane Advanced Project Portfolio Management and the PMO Fast Circuit Boards The First 90 Days, Updated and Expanded The Making of a Manager Customer Service Management Training 101 Focused Operations Management Iterate Product Information Management for Mass Customization Innovative Quick Response Programs in Logistics and Supply Chain Management Holacracy Leading the Customer Experience Fast-food Operations and Their Management Risk Management: Fast Track to Success Earned Value Management – Fast Start Guide

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Project Management in the Fast Lane Jul 01 2022 This cutting edge, "how to" manual details proven methods for turning around chronically late, overbudget, and underperforming projects. Project Management in the Fast Lane explains how Theory of Constraints tools can be applied to achieve effective, breakthrough solutions in virtually any environment. It includes a complete discussion of the Criti

Call Center Management on Fast Forward Oct 04 2022 This is the only book available today that provides a very readable, step-by-step guide for managing an incoming call center. The book combines theory with practical advice and is filled with over 100 charts and graphs, several case studies and an extensive glossary and index. Readers will learn how to: achieve service level with quality in an era of more transactions, growing complexity and heightened caller expectations; understand the "how" behind best practices; boost caller satisfaction; win top management's support; and discover what separates a good call center from a great one.

Innovative Quick Response Programs in Logistics and Supply Chain Management Dec 02 2019 Quick Response (QR) policy is a market-driven business strategy in which supply chain members work together to react quickly to volatile market demand. Nowadays, with advances in information technologies (such as RFID and ERP systems), new challenges and opportunities arise for the application of QR. This handbook explores QR extensively with a view to discovering innovative QR measures that can help tackle the observed and emerging challenges. The book is organized into four parts, which include chapters on analytical modeling and analyses, information technologies, cases, reviews, and applications. This handbook provides new analytical and empirical results with valuable insights, which will not only help supply chain agents to better understand the latest applications of QR in business, but also help practitioners and researchers to know how to improve the effectiveness of QR using innovative methods.

Risk Management Jun 19 2021 EVERYTHING YOU NEED TO ACCELERATE YOUR CAREER A complete resource to show you get ahead as a manager faster by gaining a clearer understanding of risk management. Fast Track to Success brings together the latest business thinking, practical techniques and cutting edge online material. Risk management has become a hot topic since the economic downturn. By the end of 2009 half of all companies employed a dedicated risk manager, compared with only 12% in 2008. Fast Track to Success: Risk Management shows you how to quickly assess your current state of risk management effectiveness using a simple framework. It goes on to show you how to develop your own approach to risk management. FAST TRACK books all feature the following: – A combination of skills development and career development that includes a framework to help you develop your career as well as produce terrific results. – A clear structure which makes it easy to navigate information quickly. Summaries, quick tips, FAQs and Expert Voices help you find information quickly. – Fresh, contemporary full colour design. – Real life stories to give examples of what works and critically what doesn?t. – Custom-designed, highly interactive companion website www.fast-track-me.com

Holacracy Oct 31 2019 Holacracy is a revolutionary management system that redefines management and turns everyone into a leader. Holacracy distributes authority and decision-making throughout an organization, and defines people not by hierarchy and titles, but by roles. Holacracy creates organizations that are fast, agile, and that succeed by pursuing their purpose, not following a dated and artificial plan. This isn't anarchy – it's quite the opposite. When you start to follow Holacracy, you learn to create new structures and ways of making decisions that empower the people who know the most about the work you do: your frontline colleagues. Some of the many champions of Holacracy include Tony Hsieh, CEO of Zappos (author of the #1 New York Times bestseller Delivering Happiness), Evan Williams (co-founder of Blogger, Twitter, and Medium), and David Allen.

Contact Center Management on Fast Forward Sep 03 2022

The Open Organization Dec 14 2020 This is a story of reinvention. Jim Whitehurst, celebrated president and CEO of one of the world's most revolutionary software companies, tells first-hand his journey from traditional manager (Delta Air Lines, Boston Consulting Group) and "chief" problem solver to CEO of one of the most open organizational environments he'd ever encountered. This challenging transition, and what Whitehurst learned in the interim, has paved the way for a new way of managing—one this modern leader sees as the only way companies will successfully function in the future. Whitehurst says beyond embracing the technology that has so far disrupted entire industries, companies must now adapt their management and organizational design to better fit the Information Age. His mantra? "Adapt or die." Indeed, the successful company Whitehurst leads—the open source giant Red Hat—has become the organizational poster child for how to reboot, redesign, and reinvent an organization for a decentralized, digital age. Based on open source principles of transparency, participation, and collaboration, "open management" challenges conventional business ideas about what companies are, how they run, and how they make money. This book provides the blueprint for putting it into practice in your own firm. He covers challenges that have been missing from the conversation to date, among them: how to scale engagement; how to build healthy debates that net progress; and how to attract and keep the "Social Generation" of workers. Through a mix of vibrant stories, candid lessons, and tested processes, Whitehurst shows how Red Hat has blown the traditional operating model to pieces by emerging out of a pure bottom up culture and learning how to execute it at scale. And he explains what other companies are, and need to be doing to bring this open style into all facets of the organization. By showing how to apply open source methods to everything from structure, management, and strategy to a firm's customer and partner relationships, leaders and teams will now have the tools needed to reach a new level of work. And with that new level of work comes unparalleled success. The Open Organization is your new resource for doing business differently. Get ready to make traditional management thinking obsolete.

Product Information Management for Mass Customization Jan 03 2020 Successfully managed product information for mass customization avoids disclosure of how these systems work. This is the first book to provide a holistic recognition of the essential aspects of an IT-supported product configuration system. It reveals the basic building blocks of these systems and their operational and strategic implications.

Iterate May 31 2022 Iterative Management Is Nimble Management ?This book is a guide to the iterative organization, the only kind of organization that can learn and adapt fast enough to keep up in today's world. For anyone running a team of managers, or advising someone who does, it describes the fundamental behaviors that create iteration, explains how to implement them, and includes videos and online assessment to get the process started. Iterate defines what management really is and helps readers create a fast, flexible, focused management team that does it well. Ed Muzio, award-winning author, CEO, and "one of the planet's clearest thinkers on management practice," provides a research-based blueprint for a management team that will take the next best step for the organization in any situation. This book

enables senior leadership, front line and middle management, and human resource executives to equip their teams with both knowledge and practical skills so that they not only understand their own purpose but also perform that purpose well amidst ever-changing conditions. Iterate will help readers create measurable business results on any management team, of any size, in any industry where complex work and frequent change are the norm.

Immunotherapeutic products, and immune checkpoints inhibitors in particular, are increasingly used in the management of malignancies, both as monotherapies and in combination. Adverse events tend to be mild to moderate, but they can be severe or even life-threatening. Prompt recognition and effective management are vital. 'Fast Facts: Managing Immune-Related Adverse Events' is an accessible overview that brings together clear explanations and management summaries. This highly readable handbook examines the possible effects of immunotherapies on the skin, gastrointestinal tract, liver, endocrine system and lungs, as well as less frequent reactions. Detailed descriptions and evidence-based guidance for practical application make 'Fast Facts: Managing Immunotherapy-Related Adverse Events' an invaluable resource for all healthcare professionals who may encounter patients using immunotherapy, including nurses, who are particularly well placed to identify changes linked to use of immunotherapy, those working in the emergency department and primary care providers. Table of Contents: • Immunotherapy and its side effects: an overview • Gastrointestinal and hepatic adverse events • Dermatologic adverse • Endocrine-related adverse events • Pulmonary adverse events • Less frequent adverse events • Optimizing patient care and early recognition of immune-related adverse events • Management summaries

Discover How to Make Your Project Control Even More Effective and Bring More Transparency and Security to Your Projects This book covers the basic concepts of EARNED VALUE MANAGEMENT in an easy understandable way. You will find on more than 200 pages comprehensive knowledge about Earned Value Management, simply explained with more than 50 illustrations – and aligned with the PMBOK® Guide 6th Edition 2018. Project control and reporting of costs, schedules, technical progress and risks is essential in projects. With EARNED VALUE MANAGEMENT (EVM) you get an extremely effective project control tool to bring the necessary transparency and security to your projects. Find out the answers to this difficult questions: – The actual costs are lower than the planned costs. Does this mean that the project is working well or that it is behind schedule? – The actual costs are higher than the planned costs and the project is half completed. What are the estimated costs of the project when it is completed? – When will the project be completed? – How efficiently are we using our time and resources? – How much will the profit or ROI be at the end of the project? With the answers to these questions you will quickly know the real status and health of your project. Overly optimistic estimates regarding actual project progress are quickly revealed with the EVM performance figures. This way you obtain early warning signals to manage y our project successfully and you can also make early forecasts of the project end costs and the probable project duration. In this book you will discover the most important concepts of Earned Value Management in order to apply it successfully. You will learn about the following topics: – Project control fundamentals – The Genesis of Earned Value Management – What is Earned Value Management and why do we need it? – Project and budget planning when using Earned Value Management – The calculation of the Earned Values and its derived EVM performance figures – Project monitoring and forecasts with EVM performance figures – Reporting when using Earned Value Management – Implementing Earned Value Management With its comprehensive glossary containing definitions of all key terms, this book is equally suitable as a comprehensive introduction and as a reference book for everyday work. This book is an indispensable manual for beginners in the EVM topic but also for experienced Project Managers, Project Controls Specialists and Project Portfolio Managers who have the first contact with EVM. The terminology used in this book is Check out the preview! Buy this book to make your projects even more successful!

"There are many books about topics and disciplines in Information Technology. But most books concentrate on a single area. This book is an exception – it looks at three disciplines and ties them together. Excellent idea. Congratulations to Koray for putting this book together, and also for his generosity in donating profits to schools." -- Dorothy Graham, Best-selling Author "Koray does a great job of using clever, insightful metaphors to illustrate concepts. He writes in an accessible, easy-to-read style. I hope you enjoy reading this book as much as I did." -- Rex Black, Best-selling Author "In his book Koray uses two phrases again and again. The first is "Quality is not tested, but built."The other phrase is ..". should first be handled as a people issue rather than a technology issue." To those in the IT world who need an understanding of these principles, I recommend this book." -- Lee Copeland, Best-selling Author This book is a quick guide to business analysis, software testing, and usability disciplines. Throughout the book, different perspectives are brought to the following interesting comparisons and relationships: Business Analysis – Business analysts and software testers – Usability specialists and business analysts – System analysts and business analysts – Project management and business analysis – Business requirements and system requirements – Use cases and user requirements – The object-oriented approach versus the business process approach – Functional requirements and non-functional requirements – Scope management and stakeholder management – Change management and project management – Process flows, class diagrams, and sequence diagrams – Use case modelling and project scope definition – In-scope items and out-of-scope items – Unclear requirements and test cases – Traceability matrix and gold plating – Change request management process and requirements management tools – Impact analysis and traceability matrix – Project Management Institute (PMI) knowledge areas and business analysis Software Testing – Software test design techniques and high jump techniques – Software testing and road traffic – Priority versus severity – Risk and software testing – Software testing levels and software testing types – Black-box testing versus white-box testing – Statement coverage versus decision coverage Usability – User Experience (UX) and usability – Usability specialists and business analysts – Usability testing versus user acceptance testing – Interaction design and process flow design – User profiling versus persona identification – Interface design and interaction design This book targets broad range of professionals such as: – Business analysts, software testers, usability specialists and UX designers – Systems analysts and developers – Project managers, entrepreneurs, product owners, scrum masters and product managers – Business units, sales managers and marketing managers – Business consultants, management consultants, C-level executives – Managers of all divisions"

Iterative Management Is Nimble Management ?This book is a guide to the iterative organization, the only kind of organization that can learn and adapt fast enough to keep up in today's world. For anyone running a team of managers, or advising someone who does, it describes the fundamental behaviors that create iteration, explains how to implement them, and includes videos and online assessment to get the process started. Iterate defines what management really is and helps readers create a fast, flexible, focused management team that does it well. Ed Muzio, award-winning author, CEO, and "one of the planet's clearest thinkers on management practice," provides a research-based blueprint for a management team that will take the next best step for the organization in any situation. This book enables senior leadership, front line and middle management, and human resource executives to equip their teams with both knowledge and practical skills so that they not only understand their own purpose but also perform that purpose well amidst ever-changing conditions. Iterate will help readers create measurable business results on any management team, of any size, in any industry where complex work and frequent change are the norm.

Successful project management is delivering your projects on time, to brief and within budget. The Definitive Guide to Project Management shows you step by step how to master the techniques of effective project management so that your projects deliver what you want, every time. Suitable for both beginners and more experienced project managers, The Definitive Guide to Project Management is the essential companion for anyone looking to develop their project management skills. Revised and improved to follow the presigious PMI certification scheme, its indispensable advice can be put to work immediately. Inside you will find key exam questions, templates and action checklists to help you at each stage of your well-executed project. Get the job done and on time with The Definitive Guide to Project Management The Definitive Business Series will ensure you get up to speed fast with all the business essentials you need to be a success. With their guided step-by-step approach the latest practical business techniques and concepts and their easy-to-read style, The Definitive Business Series cover every aspect of the topic from the business basics to the essential skills needed to progress in your career. The Definitive Business Series. Your fast-track to business success.

Get an Insider's Edge on Launching Your Career. Are you thinking about working for the likes of McKinsey, Merrill Lynch, or Salomon Brothers? Thousands of undergraduates, MBA students, and others are rushing for prestigious entry-level positions in the highly competitive and lucrative fields of management consulting, investment banking, and securities trading. How are you going to compete? In The Fast Track, experienced recruiter and fast-track insider Mariam Naficy helps you make the right decisions every step of the way as she guides you through the rigorous, highly specialized recruiting process. The Fast Track includes: Comprehensive job descriptions of consultants, analysts, and traders, explained in layperson terms. Over twenty in-depth interviews with people in the business at every level from first-year analysts to CEOs and recruiting managers. Tips on preparing an irresistible rŰsumŰ, giving a great interview, and choosing the right firm. Listen in as recruiters at a top firm review candidates they interviewed. Profiles of the top forty firms across the country with information you can't find anywhere else, including career paths, office culture, and interviews with employees.

For any professional responsible for coordinating projects among different departments, across executive levels, or with technical complexity, "The Fast Forward MBA in Project Management" offers comprehensive instruction on how to deliver on time and on budget.

"This book contains so much common sense that my neck was getting tired from nodding my

head in agreement so often." Peter Armaly, Senior Director Customer Success, Oracle "...a comprehensive review of the Customer Success role and responsibilities..." Anne Marie Ponder, Senior Manager, IT Infrastructure, Astellas Pharma US "...a must read playbook for all business leaders and customer success-focused professionals." Jason Noble, Global Customer Success and SaaS Leader "I wish a book like this existed when I started in Customer Success!" Cyn Taylor, Enterprise Customer Success Manager, LogicMonitor "...provides all the ingredients to create the right customer success strategy." Baptiste Debever, Head of Growth & Co Founder, Alkalab "...an invaluable resource for anyone with an interest in Customer Success." Adam Joseph, CEO, CSM insight "A structured and logical approach that will help new and experienced CSMs to bridge the gap between Customer Success theory and practical application." James Scott, General Partner, Success Hacker Customer success management is "the practice of helping customers to generate value from using our products" and it is a relatively new and fast-growing profession with many new CSMs coming into it from other customer-facing professions. Due to the speed with which the profession is undergoing change as it matures and expands, both new and existing CSMs need to keep abreast of customer success best practice. However there are relatively few books that provide much in the way of practical guidance for customer success practitioners and even less options for resources such as tools, templates and checklists that enable a consistently high quality approach whilst increasing the CSM's productivity. Practical Customer Success Management is a practical guide book and comprehensive training manual for CSMs that provides a simple to follow, best practice framework that lays out the core steps at every stage of the customer journey to business outcome success. It describes and explains which situations each step applies to and provides recommendations for activities or tasks that the CSM can perform to complete each step, together with detailed guidance for successfully completing those activities. The book also includes a suite of tools and templates that enable rapid completion of tasks whilst ensuring consistency of approach both across multiple customer engagements and by multiple CSMs within a team.

The Time Management Book Oct 24 2021 The Ultimate Time Management Book .Increase your Productivity, GetThings Done Fast and boost your Effectivity within 2 Weeks Life is filled with assignments, tasks, challenges and expectations. Life's variations can be prodigious. Even the most organized person can plan their day or life right down to the last second but may encounter roadblocks that interfere with those plans. It's life. Sometimes you can get things done and other times, it's almost impossible. What is your daily life like? Do you spend hour upon hour trying to keep a schedule or meet certain goals? How do you feel if you fail to accomplish those goals or maintain a perfect schedule? It would be nice if there was a handbook on how to successfully accomplish tasks each time. While there may not be a handbook, there are strategies that can help you progress productively and lead a progressively operative life. We are focussing on following areas Tips to getting things done effectively End the Running Late Cycle Tips to improve Daily Production End Procrastination Effective Use of Time at Work and in your Carrer Social Life Effective Time Management ? Productivity Planne?r ? Many exercises and practical tasks? Getting things done on time and in an efficient manner provides a sense of relief. Understanding the process or knowing that you are taking the proper steps to achieve a goal or accomplish a task helps to reduce a sense of overwhelm that you may feel otherwise. There is an association among your purpose, motivation and effectiveness in life. All these factors work together in one way or another to help you achieve most of the things you set out to do. Remove the inconveniences of stress or overwhelm in your life by zoning in on the most effective system in getting things done in your life. If you can't produce or manage your time appropriately can interfere with various avenues of life. This guide is designed to help you take control of the areas in your life that are less organized and possibly causing you to experience undue stress and chaos But watch out! This book offers more than just theory. It contains plenty of easy-to-use tips that can be implemented immediately in everyone's life. Practice-oriented, vivid, detailed and straight to the point

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The Fast Forward MBA in Project Management Aug 02 2022 The all-inclusive guide to exceptional project management The Fast Forward MBA in Project Management is the comprehensive guide to real-world project management methods, tools, and techniques. Practical, easy-to-use, and deeply thorough, this book gives you answers you need now. You'll find the cutting-edge ideas and hard-won wisdom of one of the field's leading experts, delivered in short, lively segments that address common management issues. Brief descriptions of important concepts, tips on real-world applications, and compact case studies illustrate the most sought-after skills and the pitfalls you should watch out for. This new fifth edition features new case studies, new information on engaging stakeholders, change management, new guidance on using Agile techniques, and new content that integrates current events and trends in the project management sphere. Project management is a complex role, with seemingly conflicting demands that must be coordinated into a single, overarching, executable strategy — all within certain time, resource, and budget constraints. This book shows you how to get it all together and get it done, with expert guidance every step of the way. Navigate complex management issues effectively Master key concepts and real-world applications Learn from case studies of today's leading experts Keep your project on track, on time, and on budget From finding the right sponsor to clarifying objectives to setting a realistic schedule and budget projection, all across different departments, executive levels, or technical domains, project management incorporates a wide range of competencies. The Fast Forward MBA in Project Management shows you what you need to know, the best way to do it, and what to watch out for along the way.

The Little Black Book of Project Management Aug 22 2021 For nearly twenty years, The Little Black Book of Project Management has provided businesspeople everywhere with a quick and effective introduction to project management tools and methodology. The revised and updated third edition reflects the newest techniques, the latest project management software, as well as the most recent changes to the Project Management Body of Knowledge (PMBOKTM). Readers will find invaluable strategies for organizing any project; implementing the Six Sigma approach; choosing the project team; preparing a budget and sticking to it; scheduling, flowcharting, and controlling a project; preparing project documentation; managing communications; and much more. Project management has increasingly become about getting more and better results with fewer resources. In this fast-read solution for both seasoned and first-time project managers, author Michael C. Thomsett shares his not-so-little secrets to achieving the results professionals want, increasing their organizational ability, generating consistent profit, and gaining a reputation for both quality and dependability.

How to Manage People May 19 2021 From bestselling author Michael Armstrong comes a new edition of the business staple, How to Manage People. Providing valuable insight into the skills required to be an effective manager, this one-stop guide to people management will help you get the best from your staff through motivation, reward and leadership. Fully updated for 2019, this 4th edition now features even more practical exercises, useful templates, and top tips, alongside advice on managing virtual teams, enhancing employee engagement and managing conflict. Essential reading for anyone who wants to get the best from their teams, How to Manage People distils the essence of good management into one handy, easy-to-use book. The Creating Success series of books... Unlock vital skills, power up your performance and get ahead with the bestselling Creating Success series. Written by experts for new and aspiring managers and leaders, this million-selling collection of accessible and empowering guides will get you up to speed in no time. Packed with clever thinking, smart advice and the kind of winning techniques that really get results, you'll make fast progress, quickly reach your goals and create lasting success in your career.

The Fast Forward MBA in Project Management Apr 29 2022 The all-inclusive guide to exceptional project management that is trusted by hundreds of thousands of readers—now updated and revised The Fast Forward MBA in Project Management: The Comprehensive, Easy to Read Handbook for Beginners and Pros, 6th Edition is a comprehensive guide to real-world project management methods, tools, and techniques. Practical, easy-to-use, and deeply thorough, this book gives you the answers you need now. You'll find cutting-edge ideas and hard-won wisdom of one of the field's leading experts, delivered in short, lively segments that address common management issues. Brief descriptions of important concepts, tips on real-world applications, and compact case studies illustrate the most sought-after skills and pitfalls you should watch out for. This sixth edition now includes: A brand-new chapter on project quality A new chapter on managing media, entertainment, and creative projects A new chapter on the project manager's #1 priority: leadership A new chapter with the most current practices in Change Management Current PMP certification study tips Readers of The Fast Forward MBA in Project Management also receive access to new video resources available at the author's website. The book teaches readers how to manage and deliver projects on-time and on-budget by applying the practical strategies and concrete solutions found within. Whether the challenge is finding the right project sponsor, clarifying project objectives, or setting realistic schedules and budget projections, The Fast Forward MBA in Project Management shows you what you need to know, the best way to do it, and what to watch out for along the way.

Advanced Project Portfolio Management and the PMO Aug 10 2020 Advanced Project Portfolio Management is a comprehensive book which presents a roadmap for the achievement of high value enterprise strategies and superior project management results. It provides methods for best project selection, faster completion, optimal project portfolio management, and how to explicitly measure the PMO for rapidly increasing project ROI.

Management Tips 2 Mar 17 2021 Quick, practical management advice from Harvard Business Review to help you do your job better. Drawing from HBR's popular Management Tip of the Day newsletter, this concise, handy guide is packed with easy-to-read tips on a broad range of topics, organized into three major skills every manager must master: Managing yourself Managing your team Managing your business Management Tips 2: From Harvard Business Review puts the best management practices and insights, from top thinkers in the field, right at your fingertips. Pick it up any time you have a few minutes to spare, and you'll have a fresh, powerful idea you can immediately put into action. With this handy book as your guide, you'll stand the best chance of succeeding in your role as a manager.

Be Fast Or be Gone Mar 29 2022 Mike Knight, an executive in a semiconductor firm, learns that his eight-year-old son Tim has a rare form of brain cancer. Tim's best hope for long-term survival is a drug called Supragrel. Unfortunately, Supragrel is still in early clinical trials and may reach the market too late. Mike makes the agonizing decision to quit his job and go to work for Altus Labs, the developer of Supragrel, in hopes of helping them bring the drug to market more quickly. Mike is in for the challenge of his life as he struggles to keep his family together while racing against time to implement world-class project management in Altus Labs. Critical Chain Project Management is a superior project management process that has been quietly implemented in some of the world's best-known companies for over a decade. This book tells you the story of a Critical Chain Project Management implementation. The venue is a major pharmaceutical company, but it could happen anywhere in corporate America.

Risk Management: Fast Track to Success Jul 29 2019 EVERYTHING YOU NEED TO ACCELERATE YOUR CAREER A complete resource to show you get ahead as a manager faster by gaining a clearer understanding of risk management. Fast Track to Success brings together the latest business thinking, practical techniques and cutting edge online material. Risk management has become a hot topic since the economic downturn. By the end of 2009 half of all companies employed a dedicated risk manager, compared with only12% in 2008. Fast Track to Success: Risk Management shows you how to quickly assess your current state of risk management effectiveness using a simple framework. It goes on to show you how to develop your own approach to risk management. FAST TRACK books all feature the following: – A combination of skills development and career development that includes a framework to help you develop your career as well as produce terrific results. – A clear structure which makes it easy to navigate information quickly. Summaries, quick tips, FAQs and Expert Voices help you find information quickly. – Fresh, contemporary full colour design. – Real life stories to give examples of what works and critically what doesn't. – Custom-designed, highly interactive companion website www.fast-track-me.com

The Fast Forward MBA in Project Management Sep 22 2021 An updated and revised edition of the bestselling guide to managing projects For any professional responsible for coordinating projects among different departments, across executive levels, or with technical complexity, The Fast Forward MBA in Project Management offers comprehensive instruction on how to deliver on time and on budget. Get the step-by-step advice you need to find the right sponsor, clarify objectives, and set realistic schedules and budget projections. This Fourth Edition of the 200,000-copy bestseller now covers critical new topics including: software and IT projects, agile techniques, and project selection. Perfect for beginners or experienced managers needing to bring their systems up to date, The Fast Forward MBA in Project Management allows readers to extract maximum information in minimum time. The most comprehensive introduction to project management, updated to reflect changes in the business environment over the past few years Full of downloadable forms and spreadsheets to help you implement the techniques in the book Offers updated advice on getting the most from Microsoft Project

See Sooner, Act Faster Feb 13 2021 How organizations can anticipate threats, spot opportunities, and act faster when the time is right; with rich examples including Adobe, MasterCard, and Amazon. When turbulence is the new normal, an organization's survival depends on vigilant leadership that can anticipate threats, spot opportunities, and act quickly when the time is right. In See Sooner, Act Faster, strategy experts George Day and Paul Schoemaker offer tools for thriving when digital advances intensify turbulence. Vigilant firms have greater foresight than their rivals, while vulnerable firms often miss early signals of external threats and organizational challenges. Charles Schwab, for example, was early to see and act on the promise of "robo-advisors"; Honeywell, on the other hand, stumbled when Nest Labs came out first with a "smart" thermostat. Day and Schoemaker show leaders how to assess their vigilance capabilities and cultivate insight and foresight throughout their organizations. They draw on a range of cases, including Adobe and Intuit's move to the cloud, Shell's investment in clean energy, and MasterCard's early recognition of digital challenges. Day and Schoemaker describe how to allocate the scarce resource of attention, how to detect weak signals and separate them from background noise, and how to respond strategically before competitors do. The challenge is not just to act faster but to act wisely, and the authors suggest ways to create dynamic portfolios of options. Finally, they offer an action agenda, with tips for fostering vigilance and agility throughout an organization. The rewards are stronger market positions, higher profits and growth, more motivated employees, and organization longevity.

The First 90 Days, Updated and Expanded Jun 07 2020 The world's most trusted guide for leaders in transition Transitions are a critical time for leaders. In fact, most agree that moving into a new role is the biggest challenge a manager will face. While transitions offer a chance to start fresh and make needed changes in an organization, they also place leaders in a position of acute vulnerability. Missteps made during the crucial first three months in a new role can jeopardize or even derail your success. In this updated and expanded version of the international bestseller The First 90 Days, Michael D. Watkins offers proven strategies for conquering the challenges of transitions—no matter where you are in your career. Watkins, a noted expert on leadership transitions and adviser to senior leaders in all types of organizations, also addresses today's increasingly demanding professional landscape, where managers face not only more frequent transitions but also steeper expectations once they step into their new jobs. By walking you through every aspect of the transition scenario, Watkins identifies the most common pitfalls new leaders encounter and provides the tools and strategies you need to avoid them. You'll learn how to secure critical early wins, an important first step in establishing yourself in your new role. Each chapter also includes checklists, practical tools, and self-assessments to help you assimilate key lessons and apply them to your own situation. Whether you're starting a new job, being promoted from within, embarking on an overseas assignment, or being tapped as CEO, how you manage your transition will determine whether you succeed or fail. Use this book as your trusted guide.

The Making of a Manager May 07 2020 Instant Wall Street Journal Bestseller! Congratulations, you're a manager! After you pop the champagne, accept the shiny new title, and step into this thrilling next chapter of your career, the truth descends like a fog: you don't really know what you're doing. That's exactly how Julie Zhuo felt when she became a rookie manager at the age of 25. She stared at a long list of logistics--from hiring to firing, from meeting to messaging, from planning to pitching--and faced a thousand questions and uncertainties. How was she supposed to spin teamwork into value? How could she be a good steward of her reports' careers? What was the secret to leading with confidence in new and unexpected situations? Now, having managed dozens of teams spanning tens to hundreds of people, Julie knows the most important lesson of all: great managers are made, not born. If you care enough to be reading this, then you care enough to be a great manager. The Making of a Manager is a modern field guide packed everyday examples and transformative insights, including: * How to tell a great manager from an average manager (illustrations included) * When you should look past an awkward interview and hire someone anyway * How to build trust with your reports through not being a boss * Where to look when you lose faith and lack the answers Whether you're new to the job, a veteran leader, or looking to be promoted, this is the handbook you need to be the kind of manager you wish you had.

Focused Operations Management Mar 05 2020 Focused Operations Management shows how to do much more with existing resources in terms of throughput, response time and quality. It provides a system view and will touch upon performance measures, operations management, quality, cost-accounting, pricing, and above all, value creation and value enhancement.

Advanced Multi-Project Management Jul 21 2021 Even in a well-managed multi-project environment, it is not unusual to see half of all projects completed either late, over budget or with cuts to original scope. However, the proven approach presented in Advanced Multi-Project Management has enabled large, medium, and even small organizations to consistently complete their projects faster, within original scope and budget, and increase the number of projects executed with the same resources by as much as 70%. The list of companies that have used this methodology for stunning results includes some of the biggest, well-known names in the world—Boeing, Rio Tinto, ABB, and Chrysler. This guide details the six gears that must work in unison to drive speed and predictability within an organization.

Fast Circuit Boards Jul 09 2020 An essential guide to modern circuit board design based on simple physics and practical applications The fundamentals taught in circuit theory were never intended to work above a few megahertz, let alone at a gigahertz. While electronics is grounded in physics, most engineers' education in this area is too general and mathematical to be easily applied to the problem of high speed circuits. Left to their own devices, many engineers produce layouts that require expensive revisions in order to finally meet specifications. Fast Circuit Boards fills the gap in knowledge by providing clear, down-to-earth guidance on designing digital circuit boards that function at high clock rates. By making the direct connection between physics and fast circuits, this book instills the fundamental universal principles of information transfer to give engineers a solid basis for hardware design. Using simple tools, simple physics, and simple language, this invaluable resource walks through basic electrostatics, magnetics, wave mechanics, and more to bring the right technology down to the working level. Designed to be directly relevant and immediately useful to circuit board designers, this book: Properly explains the problems of fast logic and the appropriate tools Applies basic principles of physics to the art of laying out circuit boards Simplifies essential concepts scaled up to the gigahertz level, saving time, money, and the need for revisions Goes beyond circuit theory to provide a deep, intuitive understanding of the mechanisms at work Demonstrates energy management's role in board design through step function-focused transmission line techniques Engineers and technicians seeking a more systematic approach to board design and a deeper understanding of the fundamental principles at work will find tremendous value in this highly practical, long-awaited text.

Leading the Customer Experience Sep 30 2019 Lead your organization with a customer experience vision that captures the voice of the customer and empowers employees to improve how they develop, market and sell your products and services.

Customer Service Management Training 101 Apr 05 2020 Becoming a great customer service manager requires a mastery of skills beyond those needed by frontline employees. Filled with the same accessible, step-by-step guidance as Customer Service Training 101, this user-friendly book shows readers how to develop the skills they need to communicate, lead, train, motivate, and manage those employees responsible for

customer satisfaction. Designed for new managers and veterans alike, Customer Service Management Training 101 covers essential topics, including: Planning and goal setting * Time management * Team development * Conflict resolution * Providing feedback * Monitoring performance * Conducting meetings * Managing challenges * Listening * Verbal, nonverbal, and written communication. Readers will learn to identify their personal management style, develop core leadership qualities, and efficiently focus on their own development as managers. Packed with checklists, "real world" practice lessons, and examples of the right and wrong ways to do things, this is the one book every customer service manager needs to thrive.

 Fast Facts for Wound Care Nursing Dec 26 2021 "This book is a user-friendly, real-world guide to assessing and managing any type of wound. The author presents vital information for nurses and nursing students who provide wound care in any setting...a wonderful resource for nurses."--The AORN Journal (Association of Perioperative Registered Nurses) "Wound care is arguably the single most difficult topic in medicine. It has no defined solution like insulin for the diabetic...no easy strategy that covers all wounds...we are so tremendously blessed when [a wound care specialist] like Zelia carves out time to capture a career of experiences in text so that it can be shared with others. We are indebted to her for making this important contribution to the clinician's armament for dealing with [the] difficult-to-heal wounds of their patients." Bruce Gibbins, PhD Founder, Chief Technical Officer and Chairman of the Board of AcryMed, Inc. Former faculty at the University of Otago Medical School Using the concise, compact Fast Facts format, this guide encompasses the multitude of new healing technologies and presents important breakthroughs in understanding why some wounds don't heal. Each chapter builds, step-by-step, on the essential principles of wound care including wound assessment and documentation, the spectrum of wounds from simple to complex, wound treatment guidelines and protocols, and the legal aspects and regulations surrounding wound care. This user-friendly guide organizes the vast amount of information relating to wound care products and eases the complexity of wound management. A "Fast Facts in a Nutshell" section in each chapter provides quick access to important wound care principles, and bullet-point information and tables enable readers to quickly locate relevant information. This guide will be a useful companion in the day-to-day care of wound patients, reinforcing knowledge needed in all practice settings, including acute care, critical care, long-term care, home care, operating room, and outpatient settings. Key Features: Organizes and simplifies a vast amount of wound care information into a compact, user-friendly format Addresses wound care assessment, protocol, and treatment of the spectrum of wounds from simple to complex for all levels of practitioners Encompasses new healing technologies and information regarding difficult-to-heal wounds Presents comprehensive wound care algorithms, dressings, debridement procedures, ostomy care, optimal surface and equipment for wound patients, and adjunctive therapies

 Project Management in the Fast Lane Sep 10 2020 This cutting edge, "how to" manual details proven methods for turning around chronically late, overbudget, and underperforming projects. Project Management in the Fast Lane explains how Theory of Constraints tools can be applied to achieve effective, breakthrough solutions in virtually any environment. It includes a complete discussion of the Critical Chain scheduling approach pioneered by Eli Goldratt-the most significant new development in project scheduling in the last 40 years! The project management tools described in Project Management in the Fast Lane are clearly outlined and will help project managers in manufacturing, construction, and new product development in any field find efficient, practical, and sound solutions to management issues. Common problems related to deadlines, budgets, project performance, and more are thoroughly treated, providing a solid basis for applying tools to familiar problems. This book is sure to inspire managers, executives, engineers, and MIS and quality assurance professionals to rethink their management approaches and create dramatic, profit-driven improvements in their organizations.

 The Little Book of Big Management Theories Jan 27 2022 101 management theories from the world's best management thinkers – the fast, focussed and express route to success. As a busy manager, you need solutions to everyday work problems fast. The Little Book of Big Management Theories gives you access to the very best theories and models that every manager should know and be able to use. Cutting through the waffle and hype, McGrath and Bates concentrate on the theories that really matter to managers day-to-day. Each theory is covered in two pages – telling you what it is, how to use it and the questions you should be asking – so you can immediately apply your new knowledge in the real world. The Little Book of Big Management Theories will ensure you can: Quickly resolve a wide range of practical management problems Be a better, more decisive manager who gets the job done Better motivate and influence your staff, colleagues and stakeholders Improve your standing and demonstrate that you are ready for promotion All you need to know and how to apply it – in a nutshell.