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Developing Digital Governance Choong-sik Chung 2020-05-29 Why and how did South Korea become the world's top digital government leader? This book examines the Korean model and how it is different from the digital government models of the West, specifically of the United States and the UK. The book also looks at the successes and failures that South Korea has encountered during the process of helping developing nations set up digital governments. The book begins with the origins and historical development of digital governance. It examines digital government strategies and informatization policies in Korea's nation development and its promotion of the information and communications technology (ICT) industry. The book explains that one of the key successes was the result of leadership and a strong pan-governmental propulsion system, namely ICT governance. The book also suggests a new digital government development model in response to rapid changes in the ICT environment, specifically in view of the Fourth Industrial Revolution. It is a useful reference for developing countries that are looking at developing their own national information master plan, including digital government.

Decision-Making in Management Kesra Nermend 2021-08-10 Making important business decisions is usually a difficult and complicated task. In the modern economy where businesses have to solve increasingly complex decision-making problems, it is important to learn and use methods and techniques including the analysis of behavioral data to support decision-making in practice. This book presents various methods and solutions to problems in modern data acquisition techniques and practical aspects of decision making. In particular, it addresses such important issues as: business decision making, multi-criteria decision analysis (MCDA), multidimensional comparative analysis (MCA), decision games and data acquisition techniques for decision making (declarative techniques and cognitive neuroscience techniques). Important topics such as consumers' rational behavior, environmental management accounting, operational research methods, neuroscience including epigenetics, DEA analysis etc., as well as case studies related to decision making in management are also included.

Small Business Management Tim Mazzarol 2019-11-21 This textbook familiarises students with the theory and practice of small business management and challenges assumptions that may be held about the way small business management can or should adopt the management practices of larger firms. For students interested in establishing and managing their own small firm, this book helps them to focus their thinking on the realities of life as a small business owner-manager - both its challenges and its rewards. For postgraduate students that are keen to 'make a difference', this text enables them to understand how they might consult to small firms and assist owner-managers to establish and grow their ventures. In addition to students, this book is also useful to small business owner-managers as a general guide on how they might better manage their operations. Managers in large corporations and financial institutions who deal with small businesses as clients or suppliers, and professionals such as accountants, lawyers and consultants who provide advice and other services to small businesses will also find the book of interest.

Inspiring Stewardship Didier Cossin 2016-05-10 Transform from leader to steward to drive growth and make an impact Inspiring Stewardship helps leaders drive sustainable development and growth by balancing short- and long-term objectives amidst competing interests. By examining a range of exceptional individual and organisational stewards alongside insights from quantitative studies, this book unlocks the contributions you can make to enhance your influence and secure your legacy. Profiles of leaders from Ratan Tata to Bill Gates illustrate what stewardship really means, and the attributes and characteristics of steward leaders. Are they fundamentally different? Where do they get their exceptional drive and resilience? Why do they shoulder such huge responsibility? Risks, rewards, motivations and actions are explored in depth to give you a real-world view of stewardship, and to show you how to embody these principles in your own everyday life. The notion of stewardship has never been more relevant to business than it is today, as managers struggle to balance present and future interests. This book provides clarity, direction and guidance for more purpose-driven action. Understand the concepts and principles of stewardship Discover characteristics of steward leaders across cultures Learn how stewards have shifted the course of their organisations Examine the capabilities that deepen organisational resilience Today, ownership of firms is increasingly fragmented, investment structures are more and more complex and the time horizons of investors, executives and owners do not always coincide. Inspiring Stewardship helps you break through the tension and drive sustainable growth through adaptability and good leadership.

Key Factors and Use Cases of Servant Leadership Driving Organizational Performance Pressentin, Maria 2021-12-03 Effective leadership is a major influence in the value creation for the success and sustainability required for organizations to thrive. Servant leader, or service minded-behaving leader, motivation and interactions tend to promote exemplary performance and collaboration in organizations. This is a 21st century must-have workplace-applicable style to develop cohesive high performing teams, purposeful and engaging environments, and build trust and organization vitality. Key Factors and Use Cases of Servant Leadership Driving Organizational Performance provides findings and recommendations to support practical application of servant leadership theory for the 21st century economy. Moreover, the book seeks to share evidence of how servant or service mindset and behavior-oriented leaders might mitigate organizational existing conditions to promote team member empowerment through servant-like interactions, as a result influencing their performance. Covering topics such as empathetic leadership and employee satisfaction, it is ideal for executives, managers, researchers, practitioners, aspiring leaders, educational institutions/libraries, academicians, consulting firms, and students.

The Malaysian Banking Industry Rozaimah Zainudin 2018-06-27 The book provides students and academics in finance and banking with the most recent updates and changes in the Malaysian banking sector post-AFC period. The book explores the evolution of banking policies and practices after the "Tomyam Goong Crisis" and investigates the health of Malaysian banks via efficiency measurement. In addition, it also presents the evolution of bank risk management regulations and practices in Malaysia. The book also discusses the effectiveness of the Malaysian bank bailout strategy with comparison to the banks' bailout in developed countries such as the US. This book is important and timely since there are very limited books in the market that cover the recent developments on Malaysian banking sectors post-AFC period. Hence, this

book serves as the valuable resource for all finance and banking students, academic researchers, and practitioners not limited to the Asian region that require in-depth insights on the latest policies and practices in the Malaysian banking sector.

Wage bargaining under the new European Economic Governance Guy Van Gyes 2015-09-28 Within the framework of the new European economic governance, neoliberal views on wages have further increased in prominence and have steered various reforms of collective bargaining rules and practices. As the crisis in Europe came to be largely interpreted as a crisis of competitiveness, wages were seen as the core adjustment variable for 'internal devaluation', the claim being that competitiveness could be restored through a reduction of labour costs. This book proposes an alternative view according to which wage developments need to be strengthened through a Europe-wide coordinated reconstruction of collective bargaining as a precondition for more sustainable and more inclusive growth in Europe. It contains major research findings from the CAWIE2 - Collectively Agreed Wages in Europe - project, conducted in 2014-2015 for the purpose of discussing and debating the currently dominant policy perspectives on collectively-bargained wage systems under the new European economic governance.

The Future of Coaching Hetty Einzig 2017-05-18 We live in a world that is volatile, uncertain, complex and ambiguous, in which our work and lives are constantly disrupted and changing. But coaches and leaders are still trained to operate within stable models with a uni-focus on performance. Coaches are starting to question the remit of 'raising performance' within existing systems, many of which are outdated, dysfunctional and even toxic. The role of the coach today must evolve to become fit for purpose in challenging times and coaching must re-articulate its values, as the essential compass for navigating turbulent waters. In *The Future of Coaching*, Hetty Einzig examines the role of coaching and leadership in the twenty-first century, and sets out a compelling vision for its future. Drawing on experience gained over twenty-five years of coaching leaders in the corporate and public sectors, in the UK and globally, she challenges the tenet of coaching neutrality. Rather than simply following the client agenda, she encourages coaches to see themselves as partners in courageous leadership and to work towards building an ethical, holistic and networked coaching approach to help create businesses that serve society and our globalised world. The book asks essential questions of coaches working today: how can leaders and coaches become 'positive deviants' and transform the rules of the game within cultures where denial and group-think are rife? How can coaches work with the anxious and depressed, embracing the dark as well as the light? Are coaches prepared for the rise of Millennials, women leaders and those over sixty (the Third Actors)? Einzig challenges the model of the Strong Leader in favour of Responsible leadership based on authentic strength, distributed power and responsive thinking. And she shows how this vision of a transformed workplace is essential for the transformations society must undertake to reclaim a positive future. This thought provoking collection of essays, designed to be read in any order, is enlightening and inspiring reading for coaches in practice and in training, HR and L&D professionals and for leaders everywhere.

Advances in Intelligent Networking and Collaborative Systems Fatos Xhafa 2018-08-25 This book provides the latest research findings, and discusses, from both theoretical and practical perspectives, innovative research methods and development techniques related to intelligent social networks and collaborative systems, intelligent networking systems, mobile collaborative systems and secure intelligent cloud systems. It also presents the synergies among various paradigms in such a multi-disciplinary field of intelligent collaborative systems. With the rapid development of the Internet, we are experiencing a shift from the traditional sharing of information and applications as the main purpose of the Web to an emergent paradigm, which locates people at the very centre of networks and exploits the value of individuals' connections, relations and collaboration. Social networks are also playing a major role in the dynamics and structure of intelligent Web-based networking and collaborative systems. Virtual campuses, virtual communities and organizations strongly leverage intelligent networking and collaborative systems by means of a great variety of formal and informal electronic relations, such as business-to-business, peer-to-peer and various types of online collaborative learning interactions, including the emerging e-learning systems. This has resulted in entangled systems that need to be managed efficiently and autonomously. In addition, the latest, powerful technologies based on grid and wireless infrastructure as well as cloud computing are currently enhancing collaborative and networking applications significantly, but are also facing new issues and challenges. The principal purpose of the research and development community is to stimulate research that will lead to the creation of responsive environments for networking and, in the longer term, the development of adaptive, secure, mobile, and intuitive intelligent systems for collaborative work and learning.

Measure What Matters John Doerr 2018-04-24 #1 New York Times Bestseller Legendary venture capitalist John Doerr reveals how the goal-setting system of Objectives and Key Results (OKRs) has helped tech giants from Intel to Google achieve explosive growth—and how it can help any organization thrive. In the fall of 1999, John Doerr met with the founders of a start-up whom he'd just given \$12.5 million, the biggest investment of his career. Larry Page and Sergey Brin had amazing technology, entrepreneurial energy, and sky-high ambitions, but no real business plan. For Google to change the world (or even to survive), Page and Brin had to learn how to make tough choices on priorities while keeping their team on track. They'd have to know when to pull the plug on losing propositions, to fail fast. And they needed timely, relevant data to track their progress—to measure what mattered. Doerr taught them about a proven approach to operating excellence: Objectives and Key Results. He had first discovered OKRs in the 1970s as an engineer at Intel, where the legendary Andy Grove ("the greatest manager of his or any era") drove the best-run company Doerr had ever seen. Later, as a venture capitalist, Doerr shared Grove's brainchild with more than fifty companies. Wherever the process was faithfully practiced, it worked. In this goal-setting system, objectives define what we seek to achieve; key results are how those top-priority goals will be attained with specific, measurable actions within a set time frame. Everyone's goals, from entry level to CEO, are transparent to the entire organization. The benefits are profound. OKRs surface an organization's most important work. They focus effort and foster coordination. They keep employees on track. They link objectives across silos to unify and strengthen the entire company. Along the way, OKRs enhance workplace satisfaction and boost retention. In *Measure What Matters*, Doerr shares a broad range of first-person, behind-the-scenes case studies, with narrators including Bono and Bill Gates, to demonstrate the focus, agility, and explosive growth that OKRs have spurred at so many great organizations. This book will help a new generation of leaders capture the same magic.

Smart Technologies K. B. Akhilesh 2019-08-27 The book introduces the concept of 'smart technologies', especially 'Internet of Things' (IoT), and elaborates upon various constituent technologies, their evolution and their applications to various challenging problems in society. It then presents research papers and case studies based upon inception, application and implementation of IoT-based smart technologies for various application areas from some of the most technologically conservative domains like agriculture and farming to the most advanced areas such as automobiles, financial transactions and industrial applications. The book contents is thus applicable not only to academic researcher, but also to interested readers from industries and corporates, and those involved in policy making. Excerpt from the Foreword (read the complete text on Springerlink): "This book contains besides the two introductory chapters, written by the project leaders from Indian Institute of Science (IISc) Bangalore, and TU Clausthal (TUC), Germany, the different areas of research work done within the INGPART (Indo-German Partnership in Advanced Research, founded by DAAD

in Germany and UGC in India) project so far by the Indian and German young researchers. It offers new perspectives and documents important progress in smart technologies. I can say without reservation that this book and, more specifically, the method it espouses will change fundamental ideas for cutting-edge innovation and disruption in the smart technology area." - Prof. Dr. Thomas Hanschke, President, TU Clausthal, Clausthal-Zellerfeld, Germany

International HRM and Development in Emerging Market Multinationals Paresha Sinha 2021-12-22 Emerging multinational enterprises (or EMNEs) have made a huge impact on the international business stage by internationalising at a rapid rate. And they have performed remarkably well in both developing and developed countries. Accordingly, there is a growing strand of literature on how EMNEs manage their international human resource (IHRM) practices in different international contexts. However, the majority of the literature on IHRM practices of EMNEs is limited to explaining what international management practices EMNEs implement in their foreign subsidiaries and how they implement them. Too often, EMNEs struggle to transfer their weak management practices across national borders as they have limited experience, resources and capabilities when compared to MNEs from developed countries. Developing a better understanding on the manner in which EMNEs adopt their international human resource management and development practices abroad is, therefore, paramount to fully understand their globalisation-related behaviours. This dedicated book will aim to provide a holistic picture and contemporary insights on IHRM in emerging multinational enterprises. It will be of interest to researchers, academics and students in the fields of business and management, especially those with a particular interest in human resource management, firm internationalisation and emerging markets.

Sports Media, Marketing, and Management: Breakthroughs in Research and Practice Management Association, Information Resources 2018-03-02 The application of marketing and management concepts to sports products and services is vital to the success of the industry. When appealing to the target audience of an event, it is essential to construct a strong marketing plan by utilizing emergent technologies and strategies. *Sports Media, Marketing, and Management: Breakthroughs in Research and Practice* is a comprehensive reference source for the latest scholarly material on the effectiveness of current methodologies and theories, in an effort to improve promotional activities, management, and the organization of all aspects of the sports industry. Highlighting a range of pertinent topics, such as brand management, social media, and sports tourism marketing, this publication is ideally designed for students, researchers, academicians, professionals, and practitioners as well as scientists and executive managers interested in the marketing strategies of sporting media and events.

Social Media and Crisis Communication Yan Jin 2022-02-25 The second edition of this vital text integrates theory, research, and application to orient readers to the latest thinking about the role of social media in crisis communication. Specific crisis arenas such as health, corporate, nonprofit, religious, political, and disaster are examined in depth, along with social media platforms and newer technology. *Social Media and Crisis Communication, Second Edition* provides a fresh look at the role of visual communication in social media and a more global review of social media and crisis communication literature. With an enhanced focus on the ethics section, a short communication overview piece, and case studies for each area of application, it is practical for use in a variety of learning settings. A must-read for scholars, advanced students, and practitioners who wish to stay on the leading edge of research, this book will appeal to those in public relations, strategic communications, corporate communications, government and NGO communications, and emergency and disaster response.

Flapjacks and Feudalism Cara Courage 2021-03-16 *Flapjacks and Feudalism: Social Mobility and Class in The Archers* is an excavation into the family and class politics found in the clans of the residents of Ambridge, in BBC Radio 4's *The Archers*.

The Trend Management Toolkit A. Kjaer 2014-10-07 In a fast moving world, businesses need to keep up with data analysis and pattern spotting to identify future opportunities. Anne Lise Kjaer presents a unique methodology for global trend spotting along with practical tools and approaches to help companies and organizations analyse market changes and determine the way ahead.

Unternehmen erfolgreich restrukturieren und sanieren Derik Evertz 2014-10-20 Das Buch stellt die neuesten Entwicklungen in der Restrukturierung und Sanierung von Unternehmen dar und zeigt aktuelle Lösungsansätze. Dabei geht es um weit mehr Aspekte, als nur das in der Öffentlichkeit breit diskutierte ESUG: Aktuelle Managementansätze für die Krisenvorsorge und -bewältigung Neues Insolvenzrecht Stakeholdermanagement Mitarbeiterführung in Krisenphasen Analysen zum Automarkt und der Schifffahrtskrise In der Fallstudie zu einer Krankenhaussanierung wird eine stark im öffentlichen Fokus stehende Branche ausführlich betrachtet.

Global Applications of Multigenerational Management and Leadership in the Transcultural Era Christiansen, Bryan 2019-09-27 While much thought has been given to how business leaders and managers can obtain the most productivity from Millennials (Generation Y) and subsequent groups such as Generation Z, the true challenge is far more complex. The workforce of the near future will be a multigenerational one, featuring members from between four and six generations in one organizational setting. This situation is made even more complex and challenging with the effect of today's globalization, which has created worldwide hypercompetition in organizations that often involves members from multiple cultures who speak different languages. How to effectively handle such a diverse population is increasingly a key concern for organizations of all types and sizes. *Global Applications of Multigenerational Management and Leadership in the Transcultural Era* is a pivotal reference source that provides vital research on the application of applying numerous leadership styles to effectively navigate generational compromise. While highlighting topics such as consumer behavior, leadership management, and workforce diversity, this publication is ideally designed for business scholars, managers, executives, human resources professionals, recruitment agencies, students, business professionals, and international business leaders seeking current research on communication strategies and the most effective ways to handle a diverse workforce.

Invitations to Tender for Facility Management Services Cinzia Talamo 2018-12-17 This book deals with Invitations to Tender (ITTs) for the provision of Facility Management (FM) services. It presents a framework to support companies in preparing clear, comprehensive and effective ITTs, focusing on such key aspects as: organizational structures, tools and procedures for managing information, allocation of information responsibilities, procedures for services monitoring and control, quality policies, and risk management. It discusses and analyzes a range of basic terms and concepts, procedures, and international standards concerning the Tendering Process, as well as the contents of ITTs, which should represent the translation of information needs into requirements related to: the client's goals, main categories of information to deal with, expected organization of information, modalities of reporting and control, and level of knowledge to be reached. A further major focus is on potential key innovation scenarios concerning current FM practice, such as Sustainable Procurement, Building Information Modeling (BIM), Big Data and Internet of Things (IoT) technologies, highlighting both the possible benefits and the possible risks and implications that could negatively affect the quality of FM service provision if not properly treated within the ITT. The book will be of interest to real estate owners, demand organizations and facility managers, enhancing their ability to prepare, interpret and/or critically analyze ITTs.

An Educator's Guide to Assessing Threats in Student Writing Brian Van Brunt 2020-10-26 Based on research from the

threat-assessment community, this important resource addresses the challenge of assessing concerning online communication, written narratives, and artistic works at schools, colleges, and universities. Drawing from the collective fields of law enforcement, law, and psychology, the authors expand on evidence-based practices to help student affairs staff and K-12 educators best assess the validity of these communications and develop intervention and management plans. Concepts are supported through numerous examples of social media posts, written fiction work, emails and examples from past attacks, as well as averted plans. Appropriate for the classroom, Behavioral Intervention Teams, frontline teaching staff and administrators, this new resource will ensure an evidence-based approach to early assessment and intervention.

Evaluating Public Communication Jim Macnamara 2017-09-05 *Evaluating Public Communication* addresses the widely reported lack of rigorous outcome and impact-oriented evaluation in advertising; public relations; corporate, government, political and organizational communication and specialist fields, such as health communication. This transdisciplinary analysis integrates research literature from each of these fields of practice, as well as interviews, content analysis and ethnography, to identify the latest models and approaches. Chapters feature: • a review of 30 frameworks and models that inform processes for evaluation in communication, including the latest recommendations of industry bodies, evaluation councils and research institutes in several countries; • recommendations for standards based on contemporary social science research and industry initiatives, such as the IPR Task Force on Standards and the Coalition for Public Relations Research Standards; • an assessment of metrics that can inform evaluation, including digital and social media metrics, 10 informal research methods and over 30 formal research methods for evaluating public communication; • evaluation of public communication campaigns and projects in 12 contemporary case studies. *Evaluating Public Communication* provides clear guidance on theory and practice for students, researchers and professionals in PR, advertising and all fields of communication.

Risk Management Cristina Florio 2022-01-03 This volume offers new, convincing empirical evidence on topical risk- and risk management-related issues in diverse settings, using an interdisciplinary approach. The authors advance compelling arguments, firmly anchored to well-accepted theoretical frameworks, while adopting either qualitative or quantitative research methodologies. The book presents interviews and surveys with risk managers to gather insights on risk management and risk disclosure in practice. Additionally, the book collects and analyzes information contained in public reports to capture risk disclosure and perceptions on risk management impacts on companies' internal organization. It sheds light on financial and market values to understand the effect of risk management on actual and perceived firm's performance, respectively. Further, it examines the impacts of risk and risk management on society and the economy. The book improves awareness and advances knowledge on the complex and changeable risk and risk management fields of study. It interweaves among topical, up-to-date issues, peculiar, under-investigated contexts, and differentiated, complementary viewpoints on the same themes. Therefore, the book is a must-read for scholars and researchers, as well as practitioners and policy makers, interested in a better understanding of risk and risk management studies in different fields.

LEAD: Leadership Effectiveness in Africa and the African Diaspora Terri R. Lituchy 2016-11-02 This book considers the new business environment of modern-day Africa, addressing how management styles must adapt to societal changes across the continent. As investment in the continent grows and African businesses begin to look beyond their own borders, there comes a real need to understand leadership from an Afro-centric perspective. This book explores the similarities and differences across African countries, compares them with other regions, and identifies particular cultural realities that managers must consider in order to be successful in the new business environment of modern Africa. Building on their *Leadership Effectiveness in Africa and the African Diaspora (LEAD)* research project, the authors provide an empirical understanding of African leadership styles and how businesses can harness these more effectively. Drawing on the African Diaspora's values, beliefs, and preferences, as well as anecdotal material from African academics and managers, this book grants a realistic view of leadership in various African countries including Egypt, Ghana, Nigeria, Kenya, Tanzania, Uganda, Ethiopia, and South Africa. It will be invaluable to academics, students, and anyone interested in African and global business leadership from a non-Western perspective.

The Routledge Companion to Leadership John Storey 2016-09-13 Leadership has never been more important - and divisive - than it is today. The idea and discourse of the leader remains a critical factor in organizational and societal performance, but there is evident tension between the persistent focus on the critical importance of individual leaders and the increasing emphasis on collective leadership. *The Routledge Companion to Leadership* provides a survey of the contentious and dynamic discipline of leadership. This collection covers key themes in the field, including advances in leadership theory, leadership in a range of contexts and geographies, leadership failure, leadership process, and leadership development. Topics range from micro studies to wider political analyses of leadership, taking in unusual but important aspects such as portrayals of leadership in architecture, media, and science fiction. Contributions from 61 internationally renowned authors from 16 countries make available the full range of perspectives, approaches, and insights on the idea of leadership. Providing both a social sciences and a psychological approach, these go beyond common themes to offer diverse perspectives on such topics as emotion and leadership, portrayals of leadership. This volume situates leadership debates and evidence within contemporary leadership crises, while ensuring that the explorations of the issues are of enduring relevance. With wide and critical coverage of the key topics and potent contextualization of themes in current events, *The Routledge Companion to Leadership* is the ideal resource for graduate study in leadership.

Managing Online Reputation Charlie Pownall 2015-09-29 *Managing Online Reputation* is a comprehensive look at online reputation management. Drawing on recent examples of organizations managing their online reputations effectively and ineffectively, it provides a practical and visual tool-kit of processes and techniques to help limit and respond effectively to negative situations on social media.

Quantitative Research in Economics and Management Sciences Agnieszka Zakrzewska-Bielawska 2022-01-01 In this thematic issue of the *Journal of Entrepreneurship, Management and Innovation*, entitled *Qualitative Research in Economics and Management Sciences*, the authors used many quantitative methods and research models, e.g. SEM, PLS-SEM, or probit models (Table 1). Each of these approaches is characterized by methodological rigor and an assessment of the reliability and validity of the research instruments used. Pini and Tchorek (2022) analyze the determinants of exports in two European, culturally related countries, such as Italy and Poland, using an econometric and probit model, which implies a normal distribution of errors and is adapted to binary responses (excluding size and age variables). The authors investigate the influence of many independent variables (size, age, management by family members or external managers) on the dependent variable (export), controlling the research model by product and process innovation, location in a less developed region, operations in a high/medium-high technology-intensive sector or cooperation with many banks. The results confirm the authors' initial assumptions that the size of companies influences the exports of the surveyed countries; the age of companies exporting their goods is more important in Italy than in Poland, where no such impact has been recorded. In addition, management by an external manager increases the likelihood of exports for younger family businesses in Italy and smaller family businesses in Poland. The authors also showed that product innovation is the

engine of exports in Italy and Poland, and geographic location affects the likelihood of exports in Italy, but not in Poland. In other studies, Paulino (2022) presents the growing business analytics and business intelligence in the Philippines, their impact on organizational performance, and marketing, financial, and business process performance indicators. Retail companies were selected for the study, focusing on advanced data management used in business operations. The author mainly used the well-known PLS-SEM model, and his research instrument was assessed in terms of content validity, construct validity, and reliability. The results of the measurement and structural model evaluation were also subject to verification. The results indicate the impact of business analytics capabilities (including the ability of the decision support system (DSS), business process improvement (BPM), data dashboard (DD), and financial analysis (FA) on the business intelligence level. In addition, it has been empirically verified that organizational performance influences marketing, financial, and business process performance. Overall, business intelligence is an essential predictor of a retail company's organizational performance. The assumption that the level of readiness to implement business analytics can be treated as a moderating factor between business analytics and organizational performance has not been confirmed. The next article by Klimontowicz and Majewska (2022) presents the positive impact of intellectual capital (IC), especially its three components, such as process capital, human capital and relational capital, on the competitiveness of banks and market efficiency. The authors used the following methods and tools: Principal Axis Factor Analysis, PLS-SEM, PAPI, and CAWI. As a result of their application, they emphasize that, in contrast to previous research, the process capital dominates the bank's potential to create a competitive advantage, not human capital, proving the vital role of technology and innovation. They found that competitive performance moderates the relationship between IC and market efficiency; the environment positively moderates the relationship between IC and competitor performance as well as the relationship between competitor performance and market efficiency. The size of the bank and the length of its market activity affect the market efficiency measured by the average rate of changes in ROA and ROE. The study expands the existing evidence, mainly from well-developed countries, on the intellectual capital of Polish banks, emphasizing the process capital to a much greater extent as a modern and so far little exposed component of IC in other research. The last two articles refer to human resource management. Hassan's study (2022) explores the impact of human resource management (HRM) practices on employee retention. In addition, he moderates the role of performance evaluation, training and development in the relationship between HRM practices and employee retention. Using SEM and questionnaires validated by other researchers, the author proves the originality of research in the retail sector in the Maldives on improving employee retention, a complementary approach to the impact of rewards and compensations, training and employee development, as well as assessing their results in human capital management, recommending practical solutions for the sector retail Maldives. In another study on workers' adaptive performance, Tan and Antonio (2022) using PLS-SEM prove that the new form of remote work and the so-called e-leadership forced by the COVID-19 pandemic have changed the way employers and employees interact. Organizational commitment, teleworking and a sense of purpose affect the adaptive performance of employees directly, while the perception of e-leadership indirectly. It is also one of the first studies to capture intrinsic motivation as the antecedent of employee adaptive performance, along with perceived e-leadership and teleworking results.

Implementing Enterprise Risk Management James Lam 2017-03-13 A practical, real-world guide for implementing enterprise risk management (ERM) programs into your organization Enterprise risk management (ERM) is a complex yet critical issue that all companies must deal with in the twenty-first century. Failure to properly manage risk continues to plague corporations around the world. ERM empowers risk professionals to balance risks with rewards and balance people with processes. But to master the numerous aspects of enterprise risk management, you must integrate it into the culture and operations of the business. No one knows this better than risk management expert James Lam, and now, with *Implementing Enterprise Risk Management: From Methods to Applications*, he distills more than thirty years' worth of experience in the field to give risk professionals a clear understanding of how to implement an enterprise risk management program for every business. Offers valuable insights on solving real-world business problems using ERM Effectively addresses how to develop specific ERM tools Contains a significant number of case studies to help with practical implementation of an ERM program While *Enterprise Risk Management: From Incentives to Controls, Second Edition* focuses on the "what" of ERM, *Implementing Enterprise Risk Management: From Methods to Applications* will help you focus on the "how." Together, these two resources can help you meet the enterprise-wide risk management challenge head on—and succeed.

The A to Z of Arts Management Ann Tonks 2020-02-25 The A to Z of Arts Management, Second Edition covers 97 topics about the management of arts and cultural organisations. Each section offers a theoretical and conceptual introduction to the topic, as well as storytelling and reflections about the meaning and application of such theories in the real world. Drawing on the author's past as a manager running media and performing arts companies and her present as a consultant helping Boards and managers, this book covers a wide range of topics, from leadership, motivation and cultural policy to passion, coffee and laughter. This second edition includes even more coverage and stories about the challenges of arts management, and new topics such as harassment, philanthropy and venues. Written for arts managers, students and Board members anywhere in the world, *The A to Z of Arts Management* provides information about research and academic best practice in arts management alongside stories about the reality of working in the arts and cultural industries.

The Reputable Firm Pekka Aula 2015-10-19 This book revisits the concept of reputation, bringing it up to date with the era of social media and demonstrating the significance of a good reputation for making sustainable business. Using an easy-to-follow approach, the authors present all key aspects business leaders should know about reputation in the age of the communication revolution and clearly demonstrate how a good reputation can be a company's permit to do business, its *raison d'être* and a guarantor of trust.

Routledge Handbook of Banking and Finance in Asia Ulrich Volz 2018-10-26 The Routledge Handbook of Banking and Finance in Asia brings together leading scholars, policymakers, and practitioners to provide a comprehensive and cutting-edge guide to Asia's financial institutions, markets, and systems. Part I provides a country-by-country overview of banking and finance in East, Southeast, and South Asia, including examples from China, Japan, Hong Kong, India, and Singapore. Part II contains thematic chapters, covering topics such as commercial banking, development banking, infrastructure finance, stock markets, insurance, and sovereign wealth funds. It also includes examinations of banking regulation and supervision, and analyses of macroprudential regulation, capital flow management measures, and monetary policy. Finally, it provides new insights into topical issues such as SME, green, and Islamic finance. This handbook is an essential resource for scholars and students of Asian economics and finance and for professionals working in financial markets in Asia.

Recruitment, Retention, and Engagement of a Millennial Workforce Stephanie A. Smith 2018-10-15 This book examines how to more successfully recruit, retain and engage millennial employees in various industries for increased job satisfaction and organizational performance. Experts in various areas of organizational communication share insight and best practices for working with millennials.

The Public Relations Handbook Alison Theaker 2020-10-26 The Public Relations Handbook, 6th edition provides an engaging, in-depth exploration of the dynamic and ever-evolving public relations industry. Split into four parts exploring key conceptual themes in public relations, the book offers an overview of topics including strategic public

relations, politics and the media; media relations in the social media age; strategic communication management; public relations engagement in the not-for-profit sector; activism and public relations; and the effects of globalisation and technology on the field. Featuring wide-ranging contributions from key figures in the PR profession, this new edition presents fresh views on corporate social responsibility, public relations and politics, corporate communication, globalisation, not-for-profit, financial and public sector public relations. The book also includes a discussion of key critical themes in public relations research and exploratory case studies of PR strategies in a variety of institutions, including Extinction Rebellion, Queen Margaret University, Mettis Aerospace, and Battersea Cats' and Dogs' Home. Containing student-friendly features including clear chapter aims, analytical discussion questions, and key further reading throughout the text, *The Public Relations Handbook* is an ideal resource for students of public relations, corporate and strategic communications, and media studies.

Human: Solving the global workforce crisis in healthcare Mark Britnell 2019-03-18 By 2030, the world will be short of approximately 15 million health workers – a fifth of the workforce needed to keep healthcare systems going. Global healthcare leader and award-winning author, Dr Mark Britnell, uses his unique insights from advising governments, executives, and clinicians in more than 70 countries, to present solutions to this impending crisis. *Human: Solving the Global Workforce Crisis in Healthcare*, calls for a reframing of the global debate about health and national wealth, and invites us to deal with this problem in new and adaptive ways that drive economic and human prosperity. Harnessing technology, it asks us to reimagine new models of care and levels of workforce agility. Drawing on experiences ranging from the world's most advanced hospitals to revolutionary new approaches in India and Africa, Dr Mark Britnell makes it clear what works – and what does not. Short and concise, this book gives a truly global perspective on the fundamental workforce issues facing health systems today.

Rethinking Risk in National Security Michael J. Mazarr 2016-05-18 This book examines the role of risk management in the recent financial crisis and applies lessons from there to the national security realm. It rethinks the way risk contributes to strategy, with insights relevant to practitioners and scholars in national security as well as business. Over the past few years, the concept of risk has become one of the most commonly discussed issues in national security planning. And yet the experiences of the 2007-2008 financial crisis demonstrated critical limitations in institutional efforts to control risk. The most elaborate and complex risk procedures could not cure skewed incentives, cognitive biases, groupthink, and a dozen other human factors that led companies to take excessive risk. By embracing risk management, the national security enterprise may be turning to a discipline just as it has been discredited.

Strategic Communication Jane Johnston 2020-09-28 Communication and relationships sit at the centre of our hyper-connected lives, and their effective management is a strategic necessity for all organisations today. As the communication and public relations industries continue to grow globally, they offer a dynamic career for those with the right skills and knowledge. Jane Johnston and Leanne Glenny show how strategic communication and public relations plug into the social, economic and political world, creating crucial links between organisations and people. They explain how communication professionals build partnerships, motivate and engage stakeholders, manage content, media and planning, develop reputations, and troubleshoot crisis communication. *Strategic Communication* is a complete introduction to the fundamentals of communication and public relations for the next decade. It presents innovative and creative approaches to deliver 100 tools and tactics, over 30 theories and models, and three levels of strategy that underpin successful communication. The authors include examples from around the world, from private sector, public sector and not for profit organisations.

Crisis Communication Finn Frandsen 2020-08-24 Finn Frandsen and Winni Johansen have won the 2019 Danish communication prize (KOM-pris) for their world-class research in organisational crises, crisis management and crisis communication. This prize is awarded by The Danish Union of Journalists (Dansk Journalistforbund) and Kforum. <http://mgmt.au.dk/nyheder/nyheder/news-item/artikel/finn-frandsen-and-winni-johansen-win-the-kom-pris-2019/> The aim of this handbook is to provide an up-to-date introduction to the discipline of crisis communication. Based on the most recent international research and through a series of levels (from the textual to the inter-societal level), this handbook introduces the reader to the most important concepts, models, theories and debates within the field of crisis communication. Crisis communication is a young and very vibrant field of research and practice. It is therefore crucial that researchers, students and practitioners have access to presentations and discussions of the most recent research. Like the other handbooks in the HOCS series, this handbook contains a general introduction, a chapter on the history of crisis communication research, a series of thematic chapters on crisis communication research at various levels, a chapter perspectives, a glossary of key terms, and lists of further reading for each chapter (with references to publications in English, German, and French). Overview Section I - Introducing the field General introduction A brief history of crisis management and crisis communication: From organizational practice to academic discipline Reframing the field: Public crisis management, political crisis management, and corporate crisis management Section II - Between text and context Image repair theory Situational crisis communication theory: Influences, provenance, evolution, and prospects Contingency theory: Evolution from a public relations theory to a theory of strategic conflict management Discourse of renewal: Understanding the theory's implications for the field of crisis communication Making sense of crisis sensemaking theory: Weick's contributions to the study of crisis communication Arenas and voices in organizational crisis communication: How far have we come? Visual crisis communication Section III - Organizational level To minimize or mobilize? The trade-offs associated with the crisis communication process Internal crisis communication: On current and future research Whistleblowing in organizations Employee reactions to negative media coverage Crisis communication and organizational resilience Section IV - Interorganizational level Fixing the broken link: Communication strategies for supply chain crises Reputational interdependence and spillover: Exploring the contextual challenges of spillover crisis response Crisis management consulting: An emerging field of study Section V - Societal level Crisis and emergency risk communication: Past, present, and future Crisis communication in public organizations Communicating and managing crisis in the world of politics Crisis communication and the political scandal Crisis communication and social media: Short history of the evolution of social media in crisis communication Mass media and their symbiotic relationship with crisis Section VI - Intersocietal level Should CEOs of multinationals be spokespersons during an overseas product harm crisis? Intercultural and multicultural approaches to crisis communication Section VII - Critical approaches Ethics in crisis communication Section VIII - The future The future of organizational crises, crisis management and crisis communication For a detailed table of contents, please see here.

Building a Cybersecurity Culture in Organizations Isabella Corradini 2020-04-29 This book offers a practice-oriented guide to developing an effective cybersecurity culture in organizations. It provides a psychosocial perspective on common cyberthreats affecting organizations, and presents practical solutions for leveraging employees' attitudes and behaviours in order to improve security. Cybersecurity, as well as the solutions used to achieve it, has largely been associated with technologies. In contrast, this book argues that cybersecurity begins with improving the connections between people and digital technologies. By presenting a comprehensive analysis of the current cybersecurity landscape, the author discusses, based on literature and her personal experience, human weaknesses in relation to security and the advantages of pursuing a holistic approach to cybersecurity, and suggests how to develop cybersecurity culture in

practice. Organizations can improve their cyber resilience by adequately training their staff. Accordingly, the book also describes a set of training methods and tools. Further, ongoing education programmes and effective communication within organizations are considered, showing that they can become key drivers for successful cybersecurity awareness initiatives. When properly trained and actively involved, human beings can become the true first line of defence for every organization.

OKR John Doerr 2018-09-19 Wie Führungskräfte den Zielmuskel einer Organisation kräftigen - mit einem Vorwort von Larry Page "Dieses Buch führt Sie hinter die Kulissen, um Intels leistungsstarkes OKR-System zu verstehen - eines der größten Vermächtnisse von Andy Grove." Gordon Moore, Mitgründer und ehemaliger Chairman von Intel Eine Führungskraft muss in der Lage sein, Ziele zu formulieren, die verständlich und erreichbar sind. Ein hervorragendes Frameset dazu bietet dabei das OKR-Modell (Objectives and Key Results). John Doerr von Kleiner Perkins Caufield Byers führte das Modell bereits 1999 bei Google ein. Twitter, LinkedIn, mymuesli und viele andere Unternehmen nutzen es. Objectives definieren dabei, welche Ziele wirklich von Bedeutung sind. Key Results sind Metriken, die verdeutlichen, ob die Top-Prioritäten innerhalb einer bestimmten Zeit erreicht werden (können). Dieses Buch arbeitet die OKR „Superpowers“ heraus, die den Zielmuskel einer Organisation kräftigen. Kapitel 1: Google und OKRs Wie OKRs bei Google eingeführt wurden und die Kraft, die sie freisetzen Kapitel 2: Der Vater der OKRs Andy Grove entwickelte und lehrte moderne OKRs Kapitel 3: Intels Geschichte Wie OKRs den Mikroprozessor-Krieg gewannen Kapitel 4: Superpower #1 - Fokus und Commitment von Prioritäten Wie uns OKRs halfen zu wählen, was wirklich wichtig ist Kapitel 5: Fokus: Die Geschichte der Plattform Remind Brett Kopf nutzt OKRs, um Schwächen zu fokussieren und zu überwinden Kapitel 6: Commitment: Die Geschichten des Analytics-Unternehmens Nuna Jini Kirn transformierte den Gesundheitssektor mit Big Data und persönlichem Commitment Kapitel 7: Superpower #2 - Anpassen und verbinden für die Teamarbeit Öffentliche, transparente OKRs stärken die Zusammenarbeit Kapitel 8: Ordnung: Die MyFitnessPal Geschichte Mike Lee findet, dass Anpassung zu finden mit OKRs härter und besser ist, als er dachte Kapitel 9: Verbindung: Die Geschichte von Intuit Atticus Tysen verbesserte die Unternehmenskultur von Intuit mit OKRs Kapitel 10: Superpower #3 - Beobachten und adaptieren Wie OKRs helfen, Fortschritt und Kurskorrekturen zu beobachten Kapitel 11: Die Geschichte der Gates Foundation (von Bill Gates und Patty Stonesifer) Ein \$20 Milliarden US-Dollar-Start-up nutzt OKR, um verheerende Krankheiten anzupacken Kapitel 12: Superpower #4 - Ausdehnen für Erstaunliches Wie uns OKRs dabei halfen, Dinge zu erreichen, die wir nicht für möglich gehalten haben Kapitel 13: Ausdehnen: Die Geschichte von Google Chrom CEO Sundar Pichai nutzt OKRs, um den weltweit führenden Webbrowser zu bauen Kapitel 14: Ausdehnen: The Geschichte von YouTube CEO Susan Wojcicki und ein kühnes Milliarden-Stunden-Ziel Kapitel 15: Permanentes Leistungsmanagement: OKRs und CFRs Wie Gespräche, Feedback und Anerkennung zu Exzellenz führen Kapitel 16: Auf jährliche Leistungsgespräche verzichten: Die Geschichte von Adobe Adobe bestätigt Kernwerte durch Gespräche und Feedback Kapitel 17: Backe jeden Tag besser: Die Geschichte von Zume Pizza Ein Pionier in Robotics nutzt OKRs für Teamwork und Leadership - um die perfekte Pizza zu kreieren Kapitel 18: Kultur OKRs katalysieren Kultur, CFRs ernähren sie Kapitel 19: Kulturwandel - Die Geschichte von Lumeris Widerstand zu OKRs durch eine Transformation der Kultur überwinden Kapitel 20: Kulturwandel - Bono's ONE Geschichte Einer der bekanntesten Musiker unserer Zeit verlässt sich auf OKRs, um Leben in Afrika zu retten "Dieses Buch zeigt, wie sich jede Organisation oder jedes Team hohe Ziele setzen und sich trotzdem selbst übertreffen kann." Sheryl Sandberg, COO von Facebook und Gründerin von LeanIn.org und OptionB.org "OKR ist ein Geschenk für jede Führungskraft, die sich ein transparenteres, verantwortungsvolleres und effektiveres Team wünscht. Es fördert die Art von großen, mutigen Gedanken, die eine Organisation verändern können." John Chambers, Executive Chairman von Cisco

Corporate Communication through Social Media Asha Kaul 2019-01-28

The Millennial Myth Crystal Kadakia 2017-04-17 Ready for the Future or Stuck in the Past? Millennials have been condemned as lazy, entitled, disloyal, and disrespectful and needing constant hand-holding. But Crystal Kadakia—a Millennial herself as well as an organizational development consultant and two-time TEDx speaker—shows that not only are these negative stereotypes dead wrong, but each one conceals a positive workplace practice that forward-looking companies must adopt if they are to endure. She illuminates how the advent of digital technology is the crucial root cause of many Millennial behaviors and offers a guide for what our traditional workplace needs to do to attract, engage, and retain modern talent.