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Working Virtually - Trina Hoefling 2001-01-01
A practical how to for anyone who has to manage geographically dispersed teams.
Legendary Service: The Key is to Care - Ken Blanchard 2014-04-18
Take Care of Your Customers--or Someone Else Will! Legendary Service Great customer service is a concept organizations love to be known for. Yet most people consider the service they receive to be average, at best. Successful companies make the connection between legendary customer service and a thriving business--they recognize that the way employees treat customers is directly related to the way managers treat employees. Kelsey Young is an optimistic but disillusioned sales associate working her way through college. Her world opens up when one of her professors challenges her to create a culture of service at her workplace by putting the five components of Legendary Service into practice. Although Ferguson's, the store where Kelsey works, certainly isn't known for service excellence, Kelsey believes she can make a positive difference. She quickly learns that culture change isn't easy--and that her role as a frontline employee is more significant than she ever could have imagined. In characteristic Blanchard style, Legendary Service: The Key Is to Care is a quick and entertaining read for people at all organizational levels in every industry. When applied, its lessons will have a profound impact on the service experience your customers will receive. Whether a CEO or a part-time employee, every person can make a difference-- and customer service is everyone's job. PRAISE FOR LEGENDARY SERVICE: "Read this book and establish a service culture in your organization." -- Horst Schulze, Chairman/CEO, Capella Hotel Group "Legendary Service has great learnings for people at all organizational levels: for executives and managers, the value of a service culture; and for frontline staff, the reality that they are the face of the company and

can make a difference. Legendary service--it's everyone, always." -- Mark King, CEO and President, TaylorMade Golf "Everything I know about service I learned from my career at Hilton Hotels, Marriott International, The Walt Disney Company, and Ken Blanchard. The One Minute Manager dramatically changed my thinking 32 years ago. Legendary Service will teach the next generation how to deliver sensational service. Buy it, study it, implement it." -- Lee Cockerell, Executive Vice President, Walt Disney World (Retired & Inspired), and author of Creating Magic and The Customer Rules "Kathy Cuff and Vicki Halsey have created a fantastic customer service model called ICARE. When you add their voices to that of the master storyteller Ken Blanchard, you have a masterpiece entitled Legendary Service. It is a must-read for everyone who, like me, has a passion for service." -- Colleen Barrett, President Emeritus, Southwest Airlines, and coauthor of Lead with LUV "Ken Blanchard has done it again and delivered the right book at the right time. Legendary Service provides the essentials of hospitality and servant leadership in a way that everyone can adopt--right now--today!" -- John Caparella, President and COO, The Venetian, The Palazzo, and Sands Expo "Ken, Kathy, and Vicki show us how to change everyday service events into memorable experiences. Their book is a must-read for anyone unwilling to accept mediocrity." -- Leonardo Inghilleri, coauthor of Exceptional Service, Exceptional Profit
Managing the Mobile Workforce: Leading, Building, and Sustaining Virtual Teams - David Clemons 2010-11-12
Tools and strategies for hiring, training, supporting, and motivating the fast-growing modern mobile workforce, which in 2011 will surpass 1 billion worldwide Clemons, a leading training solutions innovator, outlines the eight essentials for creating and sustaining a passionate and productive mobile work force Includes sections on choosing the right technologies to enable and empower mobile workers

Simple Truths of Leadership - Ken Blanchard 2022-01-31
Leadership legend and bestselling author Ken Blanchard and trust expert and thought leader Randy Conley present this carefully curated collection of fifty-two essential leadership principles that are easy to implement and practice. Effective leadership is an influence process where leaders implement everyday, commonsense approaches that help people and organizations thrive. Yet somehow, many of these fundamental principles are still missing from most workplaces. In Simple Truths of Leadership, legendary servant leadership expert Ken Blanchard, whose books have sold millions of copies worldwide, and his colleague Randy Conley, known and recognized for his many years of thought leadership and expertise in the field of trust, share fifty-two Simple Truths about leadership that will help leaders everywhere make commonsense leadership common practice. Readers will discover profound, memorable, and in some cases counterintuitive leadership wisdom such as • Who should make the first move to extend trust • What role a successful apology plays in building trust • When to use different strokes (leadership styles) for different folks—and for the same folks • Where the most important part of leadership happens • How to create autonomy through boundaries • Why the key to developing people is catching them doing something right A fun, easy read that will make a positive difference in leadership and organizational success, Simple Truths of Leadership will show readers how to incorporate simple but essential practices into their leadership style, build trust through servant leadership, and enhance their own lives and the lives of everyone around them.
The ASTD Management Development Handbook - Lisa Haneberg 2012-05-01

Not the work of a single, isolated management consultant, *The ASTD Management Development Handbook* is instead a collection of the best and most current thinking from a wide range of contemporary management experts. Presented in a variety of styles and focused on different aspects of management, the pieces contained in *The ASTD Management Development Handbook* nonetheless share a common purpose and vision: to provide lessons, wisdom, and perspectives that are deeply relevant for leaders and trainees in today's challenging corporate environment.

E-Collaboration Technologies and Organizational Performance: Current and Future Trends - Kock, Ned 2010-12-31 "This book reviews recent advances in the e-collaboration discipline with a focus on virtual teams, firm performance, social capital formation, and Web-based communities"-- Provided by publisher.

Knowledge Solutions - Olivier Serrat 2017-05-22 This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible "chunks," it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; "cheat sheets" that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition and The Standard for Project Management (BRAZILIAN PORTUGUESE) - Project Management Institute Project Management Institute 2021-08-01 PMBOK&® Guide is the go-to resource for project management practitioners. The project management profession has significantly evolved due to emerging technology, new approaches and rapid market changes. Reflecting this evolution, The Standard for Project Management enumerates 12 principles of project management and the PMBOK&® Guide &– Seventh Edition is structured around eight project performance domains.This edition is designed to address practitioners' current and future needs and to help them be more proactive, innovative and nimble in enabling desired project outcomes.This edition of the PMBOK&® Guide:•Reflects the full range of development approaches (predictive, adaptive, hybrid, etc.);•Provides an entire section devoted to tailoring the development approach and processes;•Includes an expanded list of models, methods, and artifacts;•Focuses on not just delivering project outputs but also enabling outcomes; and• Integrates with PMIstandards+™ for information and standards application content based on project type, development approach, and industry sector.

Managing the Reality of Virtual Organizations - Sandhya Shekhar 2016-03-04 This book comes at a time when virtual organizations (VO), are proliferating exponentially due to the twin catalysts of globalization and technological enablement. It provides conceptual frameworks and simple tools for identifying and addressing the complexities of managing geographically dispersed, virtually linked organizations, which may have grown organically or inorganically into a potpourri of multiple cultures, capabilities and practices. These can help to scientifically assess the impact of virtualization, balance the physical with the virtual and manage risks using early indicators. The book provides mechanisms to recognize, localize, measure and address vulnerabilities. Ensuring knowledge transfer effectiveness (KTE) is vital in VOs. A diagnostic tool has been evolved to measure KTE, isolate problems and weak links and plan effective interventions. A set of critical factors to increase the probability of success of globalization strategies have been identified. This book interleaves theory with practice and provides insights drawn from conversations with business leaders, exploratory surveys, and in-depth research using a large sample. The solid methodological underpinnings serve as a useful template for researchers, while the models can be contextualized to suit any organization. Foreword by Mr. Ajit Balakrishnan, Chairman and CEO, Rediff.com; Chairman, Board of Governors, Indian Institute of Management Calcutta.

Managing Virtual Teams - Silvester Ivanaj

2016-08-26

The book Managing Virtual Teams, explores the critical elements that must be considered in managing virtual teams in organizations – from structural, managerial, and process points-of-view. Based in solid research, the book provides a deep look at the nature of virtual teams and the factors that enable their success. It lays out in clear detail the key characteristics of virtual teams and traces their emergence within organizations and the research literature. It makes a valuable contribution with clear guidelines for managerial practice - both to researchers interested in learning about virtual teams and to managers and organizations dealing with the challenges of managing virtual teams.

The Future of Leadership Development - Susan E. Murphy 2003
First Published in 2003. Routledge is an imprint of Taylor & Francis, an informa company.

Management 3.0 - Jurgen Appelo 2011
In many organizations, management is the biggest obstacle to successful Agile development. Unfortunately, reliable guidance on Agile management has been scarce indeed. Now, leading Agile manager Jurgen Appelo fills that gap, introducing a realistic approach to leading, managing, and growing your Agile team or organization. Writing for current managers and developers moving into management, Appelo shares insights that are grounded in modern complex systems theory, reflecting the intense complexity of modern software development. Appelo's Management 3.0 model recognizes that today's organizations are living, networked systems; and that management is primarily about people and relationships. Management 3.0 doesn't offer mere checklists or prescriptions to follow slavishly; rather, it deepens your understanding of how organizations and Agile teams work and gives you tools to solve your own problems. Drawing on his extensive experience as an Agile manager, the author identifies the most important practices of Agile management and helps you improve each of them. Coverage includes • Getting beyond "Management 1.0" control and "Management 2.0" fads • Understanding how complexity affects your organization • Keeping your people active, creative, innovative, and motivated • Giving teams the care and authority they need to grow on their own • Defining boundaries so teams can succeed in alignment with business goals • Sowing the seeds for a culture of software craftsmanship • Crafting an organizational network that promotes success • Implementing continuous improvement that actually works Thoroughly pragmatic–and never trendy–Jurgen Appelo's Management 3.0 helps you bring greater agility to any software organization, team, or project.

A Manager's Guide to Virtual Teams - Yael Sara Zofi 2011
With an increasing number of employees working remotely, it is more difficult than ever to ensure that team members are working smoothly and productively. This books provides a roadmap for bridging the logistical, cultural and communication gaps that can prevent any virtual team from reaching its full potential.

Virtual Professional Development and Informal Learning via Social Networks - Dennen, Vanessa P. 2012-06-30
"This book will examine how individuals and organizations are using Web 2.0 tools to create informal learning and professional development opportunities"-- Provided by publisher.

Connectivity and Knowledge Management in Virtual Organizations: Networking and Developing Interactive Communications - Camison, Cesar 2008-10-31
"This book analyzes different types of virtual communities, proposing Knowledge Management as a solid theoretical ground for approaching their management"--Provided by publisher.

Virtual Teams That Work - Cristina B. Gibson 2003-03-21
Virtual Teams That Work offers a much-needed, comprehensive guidebook for business leaders and managers who want to create the organizational conditions that will help virtual teams thrive. Each chapter in this important book focuses on best practices and includes case studies and illustrative examples from a wide variety of companies, including British Petroleum, Lucent Technologies, Ramtech, SoftCo, and Whirlpool Corporation. These real-life examples demonstrate how the principles identified in the book play out within virtual teams. Virtual Teams That Work shows how

organizations can put in place the structure to help team members who speak different languages and have different cultural values develop effective ways of communicating when there is little opportunity for the members to meet face-to-face. The authors also reveal how organizations can implement performance management and reward systems that will motivate team members to cooperate across multiple boundaries. And they offer the information to determine which technologies best fit a variety of virtual-team tasks and the level of information technology support needed.

Working Virtually - Trina Hoefling 2003
"How are you going to guide, coach, and evaluate your team when you lay eyes on them just four times a year? Take a look at Working Virtually."--Fortune Magazine "Managers involved first hand with off-site employees will find Hoefling's advice and checklists most useful."--Publishers Weekly Virtual working is a fact of life as companies manage teams of individuals dispersed on sites across the country or around the globe; take increasing advantage of improving technology and software to telecommute and teleconference; and begin to think about the human element in disaster recovery. The key to successful dispersed working is not technological expertise, but a clear understanding of what it takes to get the enterprise ready for virtual work, and of the skills for bonding individuals into cohesive, high-performance teams across distances and differences. This book provides that guidance--through work charts, vivid "composite" examples, definitions and actual cases--and shows how the technological tools support and expand the options for collaboration. It answers such critical questions as "What makes working virtually work?", "How do we start?", "How do you develop new leaders in a virtual environment?", "What skills do virtual managers and team members need?", "How do you determine how ready they are?", "Which technologies are most appropriate for your purposes?", "What's the impact on existing systems and structures?" This book is an indispensable practical guide and reference for virtual team leaders, HR managers, CEO's and trainers. It will also be suitable for professional certification and business courses in organizational development.

The Art of Managing Software Development People - Paul Steven Licker 1985
This volume systematically describes the theory, practice and special challenges involved in managing computer programmers, exploring the wealth of information on software development management that managers can use to solve the unique problems of their industry. It examines such techniques of supervision as performance appraisal, communication, meetings, staffing and organizing human resources. It also proposes solutions for improving the relationship between the firm and the software shop, and shows managers new career paths created by the information revolution.

Managing Virtual Teams - Martha Haywood 1998-01-01
Containing practical tools and proven techniques for managing virtual teams for optimum performance, this text uses real-world examples and specific guidelines to show the reader how distributed work groups can be even more productive, effective and flexible than traditional co-located teams. The book looks at communication, control, monitoring, team buiding, cultural differences, and legal and process issues. There are step-by-step procedures for transitioning teams, and tips on using high-speed networks and groupware as tools for solving problems.

Developing People Pocketbook - Ian Fleming 2014-01-01
Author Ian Fleming directs the 'Developing People Pocketbook' at full time trainers and managers with staff training as part of their jobs. He deals with training needs identification, the pros and cons of different training methods, learning styles and learning blocks, finding and briefing external trainers, assessing the outcome and applying the learning. Reviewing an earlier edition of this title, Training Education Employment Journal wrote: 'A worthy overview of training needs identification, design, delivery and evaluation. Read this and you could save many hours ploughing through far less accessible tomes on the subject'.

Managing Technology and Middle- and Low-skilled Employees - Claretha Hughes 2019-07-23
Managing Technology and Middle- and Low-

Skilled Employees explores the rapidly changing use of digital and systems innovations in the management of specific sectors of the workforce in the modern workplace across different industrial contexts.

Virtual Leadership - Penny Pullan 2016-08-03
The future of work is virtual, with dispersed teams, telecommuting, remote working and virtual meetings becoming the norm in many sectors and industries around the world. At its best, virtual working can be productive and creative, tapping into the best people wherever they are and bringing skills and experience together efficiently and at low cost. But it can also lead to isolated and disengaged workers, ineffective communication, and uncoordinated and even counter-productive activity. Virtual Leadership discusses how leading a virtual team in our fast-paced world requires a new set of skills and a facilitative leadership approach.Virtual Leadership provides practical strategies, tools and solutions for the key issues involved in managing at a distance. How can I provide leadership, motivation and vision through virtual channels? How do I make virtual meetings effective, engaging and productive, and ensure actions are followed through? How do I create engaged and cohesive teams across distance, cultures and languages? How do I stop virtual team members silently checking out, distracted by local challenges and offline issues? With diverse case studies and examples, this is the essential guide to making a difference as a leader of virtual work.

Leading Virtual Teams (HBR 20-Minute Manager Series) - Harvard Business Review 2016-07-12
Leading any team involves managing people, technical oversight, and project administration, but leaders of virtual teams perform these functions from afar. Leading Virtual Teams walks you through the basics of: Connecting your people to each other--and to the team's mission Surmounting language, distance, and technology barriers Identifying and using the right communication channels Don't have much time? Get up to speed fast on the most essential business skills with HBR's 20-Minute Manager series. Whether you need a crash course or a brief refresher, each book in the series is a concise, practical primer that will help you brush up on a key management topic. Advice you can quickly read and apply, for ambitious professionals and aspiring executives--from the most trusted source in business. Also available as an ebook.

Career Planning and Succession Management: Developing Your Organization's Talent—for Today and Tomorrow, 2nd Edition - William J. Rothwell 2015-06-30
This timely guide explains how businesses can effectively integrate and coordinate career and succession planning programs to meet the personnel demands of the future. • Examines career development in a much broader manner than is traditionally the case by focusing on both the personal and professional development planning needs of employees • Demonstrates how employees who are given tools and organizational guidance necessary to plan their development will usually be more successful in meeting their career aspirations • Expands on the organization's role in establishing career development programs to answer the question of who is responsible—the organization, the employee, or both • Includes cutting-edge research by leading consulting firms such as BlessingWhite, Manpower Group, and DDI • Offers content that will be equally valuable to students, practitioners, and academicians

Working Virtually - Trina Hoefling 2017-03-31
Unleashing Personal Success and Organizational Performance in Today's Virtual Workplace Remote working is the new reality, and transactional work – provided by freelancers, contract employees or consultants – has increased exponentially. It is forecast that as much as half the labor force will be working independently and virtually by 2020. Most organizations are still grappling with how to effectively manage their virtual staff and how to effectively support and motivate them – an increasingly urgent task as more Millennials join the workforce, bringing changed attitudes to work satisfaction. This book, the fruit of the author's three decades of experience planning and implementing remote working environments, provides expert guidance for anyone planning a shift to remote working, managing teams of teleworkers, or themselves working in a virtual team. The author's key

message is that, in an environment where there is no face to face and informal contact, virtual working requires the creation of a matrix of distributed teams, and that their success depends on the right preparation, changing corporate culture and rewards, and implementing appropriate strategies at the management level to create team cohesion and motivate team members. Working Virtually is for the executive leading changes in an enterprise that is preparing for virtual work or seeking to improve current performance. It offers tools to assess readiness, advice on creating appropriate reward policies, and strategies to adapt performance management processes to be more team-driven and technology leveraged. Working Virtually is written to and for the virtual leader who wants to establish high performing virtual teams. It provides an understanding of the roles and responsibilities of managing a virtual team, offering a wealth of advice on creating the conditions for collaboration, motivating team members, and identifying and defusing problems. Working Virtually is for the professional who works remotely from home, on the road, or in an office with remote colleagues. It is for anyone who wants to succeed in this new work environment by developing skills and networks to create a sustained and satisfying career path. With this new edition providing a 360° view of the roles and objectives of all stakeholders in the virtual workspace, this book uniquely provides readers with a rounded picture of the policies, processes, work habits, and commitments needed to achieve the shared goal of high performance remote teams. Goodreads Book Giveaway Working Virtually by Trina Hoefling Giveaway ends March 31, 2017. See the giveaway details at Goodreads. Enter Giveaway /div

Higher Creativity for Virtual Teams: Developing Platforms for Co-Creation - MacGregor, Steven P. 2007-05-31

"This book presents advanced research on the concept of creativity using virtual teams, demonstrating a specific focus and application for virtual teams. It presents tools, processes, and frameworks to advance the overall concept that leveraging ideas from different locations in an organization and within extended networks is based on creativity, which can deliver innovation"--Provided by publisher.

The Handbook of Blended Learning - Curtis J. Bonk 2012-06-29

This comprehensive resource highlights the most recent practices and trends in blended learning from a global perspective and provides targeted information for specific blended learning situations. You'll find examples of learning options that combine face-to-face instruction with online learning in the workplace, more formal academic settings, and the military. Across these environments, the book focuses on real-world practices and includes contributors from a broad range of fields including trainers, consultants, professors, university presidents, distance-learning center directors, learning strategists and evangelists, general managers of learning, CEOs, chancellors, deans, and directors of global talent and organizational development. This diversity and breadth will help you understand the wide range of possibilities available when designing blended learning environments. Order your copy today!

Uniting the Virtual Workforce - Karen Sobel Lojeski 2008-06-02

Praise for Uniting the Virtual Workforce "Uniting the Virtual Workforce offers much-needed guidance on how to navigate the largely unmapped territory of virtual work environments in the global economy. The authors do an outstanding job of presenting how organizations should address the challenges of virtual workforces so as to reap the huge potential benefits of increased growth, productivity, and innovation." -C. Warren Axelrod, PhD, Chief Privacy Officer and Business Information Security Officer, U.S. Trust, and author of Outsourcing Information Security "Lojeski and Reilly bring us something that readers of business books so rarely get-no nonsense practical guidance on how to manage distance, especially where it most often serves as an impediment to working effectively.Ê If you interface with widely dispersed team members who rarely see one another and communicate by virtue of impersonal electronics, you may expect to find this book provocative, counterintuitive, and above all, exciting. It gives all of us who have to struggle, while working with talent stretched across distance, hope, that maybe

there are ways to do this right!" -Patrick J. McKenna, author of First Among EqualsÊ "A must-read for global corporate executives who manage geographically dispersed job sharing teams. Practical strategies for preventing productivity loss and optimizing innovation. The authors pull no punches in showing the real downsides to the virtual work phenomenon; they have done a great service for us all." -Jeff Saperstein, author of Creating Regional Wealth in the Innovation Economy "Uniting the Virtual Workforce charts the course for competing in the twenty-first century by tapping into the powers of virtual work. Any manager who ignores the virtual workforce is underperforming, and any company or organization that does not appreciate virtual work is already at a competitive disadvantage. Karen and Dick have tapped into a key ingredient in the recipe for global growth." -Jerry MacArthur Hultin, President, Polytechnic University, and former Under Secretary of the Navy "Authors Sobel Lojeski and Reilly have provided a useful primer for the harried executive striving for productivity improvements while seeing the workload expand and the workforce disperse. Using conceptual definitions of Physical, Operational, and Affinity Distance to describe the multifaceted dimensions of building teams of people to work effectively together, the authors construct a very powerful set of metrics for a manager to improve the capability of his or her workgroup, no matter where it resides or how it is composed. The book is rich in anecdotes and specific studies that illustrate the concepts in an engaging, pertinent, and easy-to-understand manner. In an age of outsourcing, offshoring, and decentralizing groups of people who have to get things done together, reading this small book will repay itself many times over." -Charles House, Director, Media X Lab at Stanford University, and former Director of the Societal Impact of Technology, Intel Corporation *Managing Virtual Teams* - M. Katherine Brown 2006-12-31 This book provides practical advice for managers of distributed teams who must design the internal systems and meet deadlines with a diverse team, and for team members who want to develop and maintain professional relationships. Important Notice: The digital edition of this book is missing some of the images or content found in the physical edition. *Development and Management of Virtual Schools* - Catherine Cavanaugh 2004-01-01 Virtual schools are a result of widespread changes in knowledge about learning, in available technology and in society. Virtual schooling is growing in popularity and will continue to attract students because of the benefits it offers over traditional schooling. Stakeholders in virtual schools need information to guide their decisions. For the foreseeable future, virtual schools will continue to meet diverse student needs, and to evolve in response to further change. Development and Management of Virtual Schools: Issues and Trends brings together knowledge of virtual schools as a reference for scholars and other groups involved in virtual schools. The chapters review best practice from concept and development, through implementation and evaluation.

Virtual Teams For Dummies - Tara Powers 2018-07-04 Set your virtual team on a path to success In the global marketplace, people can work practically anywhere and anytime. Virtual teams cut across the boundaries of time, space, culture, and sometimes even organizations. Rising costs, global locations, and advances in technology are top reasons why virtual teams have increased by 800 percent over the past 5 years. Packed with solid advice, interviews and case studies from well-known companies who are already using virtual teams in their business model and their lessons learned, Virtual Teams For Dummies provides rock-solid guidance on the essentials for building, leading, and sustaining a highly productive virtual workforce. It helps executives understand key support strategies that lead virtual teams to success and provides practical information and tools to help leaders and their teams bridge the communication gaps created by geographical separation—and achieve peak performance. Includes research findings based on a year-long study on the effectiveness of virtual teams Mindset and skill shift for managers from old school traditional team management to virtual team management Covers the communication and relationship strategies for virtual teams Examines how the

frequency of in-person meetings affects a remote team's success Written by an award-winning leadership expert, this book is your one-stop resource on creating and sustaining a successful virtual team.

Virtual Mentoring for Teachers: Online Professional Development Practices - Keengwe, Jared 2012-08-31
A major investment in professional development is necessary to ensure the fundamental success of instructors in technology-integrated classrooms and in online courses. However, while traditional models of professional development rely on face-to-face instruction, online methods are also gaining traction-viable means for faculty development. Virtual Mentoring for Teachers: Online Professional Development Practices offers peer-reviewed essays and research reports contributed by an array of scholars and practitioners in the field of instructional technology and online education. It is organized around two primary themes: professional development models for faculty in online environments and understanding e-Learning and best practices in teaching and learning in online environments. The objective of this scholarship is to highlight research-based online professional development programs and best practices models that have been shown to enhance effective teaching and learning in a variety of environments.

Strategic Management and Leadership for Systems Development in Virtual Spaces - Graham, Christian 2016-01-07
Leadership and the traditional concept of what makes an effective leader is being challenged in the 21st century. Today, many teams are dispersed across time, geography, and cultures and coordinating those team using traditional concepts of leadership and management has been challenging. Strategic Management and Leadership for Systems Development in Virtual Spaces provides insights into the relationship between leadership and information systems development within online environments as well as strategies for effectively managing virtual teams. Focusing on opportunities as well as challenges associated with e-collaboration and managing remote workers, this peer-reviewed collection of research is designed for use by business professionals, scholars, and

researchers in the fields of information science and technology, business and management, sociology, and computer science.

2014 International Conference on Computer, Network - 2014-03-12
The objective of the 2014 International Conference on Computer, Network Security and Communication Engineering (CNSCE2014) is to provide a platform for all researchers in the field of Computer, Network Security and Communication Engineering to share the most advanced knowledge from both academic and industrial world, to communicate with each other about their experience and most up-to-date research achievements, and to discuss issues and future prospects in these fields. As an international conference mixed with academia and industry, CNSCE2014 provides attendees not only the free exchange of ideas and challenges faced by these two key stakeholders and encourage future collaboration between members of these groups but also a good opportunity to make friends with scholars around the word. As the first session of the international conference on CNSCE, it covers topics related to Computer, Network Security and Communication Engineering. CNSCE2014 has attracted many scholars, researchers and practitioners in these fields from various countries. They take this chance to get together, sharing their latest research achievements with each other. It has also achieved great success by its unique characteristics and strong academic atmosphere as well as its authority.

Strategic Human Resource Management and Development - Richard Regis 2008
Strategic Human Resource Management has been a topic familiar to many. But this book approaches the same topic in a current global economy with so many Indian business houses venturing into acquiring global giants and establishing themselves atop of the world of business in our growing economy. This means that with electronic communication making the world into a global village and virtual organizations and learning having made the distinction between 'place' and 'space' not a matter of importance, strategies to be adapted by the HR professionals should be totally new. That is where this book is having a new approach to SHRM. It is interspersed with

contemporary Indian cases and experience to fall back on to illustrate the different strategies HR has to play as a business partner. Issues in employee privacy in case of virtual organizations have been vividly dealt with. Gone are the days of the fire-fighting role of HR professionals. They are required to play a vital role being part of the business strategy not only at the domestic arena but also in the global business. Challenges involved in building multicultural organizations, cross border merger and acquisition and repatriation and outsourcing are topics that are significant in the local as well as the global human resource management which are discussed extensively. The book explains career planning and development and compensation packages in the context of competencies and balanced scorecard. When speed and alacrity are demanded of all the employees to stay ahead of competition, the employees are required to put in extended hours and work in a stressful environment. Hence, the new-era HR professional has to resort to developmental activities through mentoring, coaching, counseling, stress management and emotional balance. The book is divided into five parts. Apart from the stories narrated within the text of the book, and some exercises, there is a separate section of cases at the end of the book to augment the concepts narrated in each part. It would not only fully meet the requirements of MBA students but would also give new direction to the practicing HR professionals.

The Virtual Manager - Kevin Sheridan 2012-01-22
The mere suggestion of employees working from home is enough to make many managers sweat. Faced with the prospect of managing an employee they can't even see, many discover that their managerial style just doesn't work anymore. As an increasing number of jobs can be executed from home, managers must learn how to adapt their leadership style to cater to remote employees. Based on years of research, The Virtual Manager provides any manager with the tools he or she needs to successfully work with virtual employees. Trust us: it's not like managing office-bound employees! This book is a tell-all user manual for a new generation of managers. To stay competitive in a global marketplace, it is essential to incorporate virtual employees into talent management strategy. The Virtual Manager arms managers with the knowledge they need to be become effective virtual leaders, including actionable advice on how to: Leverage the top engagement drivers for virtual employees Develop or alter policies and procedures to fit virtual employees' needs Impact business outcomes through a flexible work strategy

Security in Virtual Worlds, 3D Webs, and Immersive Environments: Models for Development, Interaction, and Management - Rea, Alan 2010-11-30
Although one finds much discussion and research on the features and functionality of Rich Internet Applications (RIAs), the 3D Web, Immersive Environments (e.g. MMORPGs) and Virtual Worlds in both scholarly and popular publications, very little is written about the issues and techniques one must consider when creating, deploying, interacting within, and managing them securely. Security in Virtual Worlds, 3D Webs, and Immersive Environments: Models for Development, Interaction, and Management brings together the issues that managers, practitioners, and researchers must consider when planning, implementing, working within, and managing these promising virtual technologies for secure processes and initiatives. This publication discusses the uses and potential of these virtual technologies and examines secure policy formation and practices that can be applied specifically to each.

CIM Coursebook: Managing Marketing - Francis Nicholson 2010-09-08
Butterworth-Heinemann's CIM Coursebooks have been designed to match the syllabus and learning outcomes of our new qualifications and should be useful aids in helping students understand the complexities of marketing. The discussion and practical application of theories and concepts, with relevant examples and case studies, should help readers make immediate use of their knowledge and skills gained from the qualifications.' Professor Keith Fletcher, Director of Education, The Chartered Institute of Marketing 'Here in Dubai, we have used the Butterworth-Heinemann Coursebooks in their various forms since the very beginning and have found them most useful as a source of recommended reading material as well as

examination preparation.' Alun Epps, CIM Centre Co-ordinator, Dubai University College, United Arab Emirates Butterworth-Heinemann's official CIM Coursebooks are the definitive companions to the CIM professional marketing qualifications. The only study materials to be endorsed by The Chartered Institute of Marketing (CIM), all content is carefully structured to match the syllabus and is written in collaboration with the CIM faculty. Each chapter is packed full of case studies, study tips and activities to test your learning and understanding as you go along. •The coursebooks are the only study guide reviewed and approved by CIM (The Chartered Institute of Marketing). •Each book is crammed with a range of learning objectives, cases, questions, activities, definitions, study tips and summaries to support and test your understanding of the theory. •Past examination papers and examiners' reports are available online to enable you to practise what has been learned and help prepare for the exam and pass first time. •Extensive online materials support students and tutors at every stage. Based on an understanding of student and tutor needs gained in extensive research, online materials have been designed specifically for CIM students and created exclusively for Butterworth-Heinemann. Check out exam dates on the Online Calendar, see syllabus links for each course, and access extra mini case studies to cement your understanding. Explore marketingonline.co.uk and access online versions of the coursebooks and further reading from Elsevier and Butterworth-Heinemann. INTERACTIVE, FLEXIBLE, ACCESSIBLE ANY TIME, ANY PLACE www.marketingonline.co.uk

Best Practices for Managing BPI Projects - Gina Abudi 2015-02-17
"Best Practices for Managing BPI Projects provides process improvement project managers with a toolkit of good ideas and practices that will give them a real step up on mastering this critical discipline. I highly recommend it!" —Paul Harmon, Executive Editor, BPTrends, Author, Business Process Change, 3rd Edition "Based on real-world experience, this book provides a no-nonsense practical approach to running successful business process improvement projects, including the added complexity of managing organizational change. It has lots of useful templates, checklists, anecdotes, and practical advice to ensure your project executes as smoothly as possible." —Alexey Gerasimov, CTO, My Event Guru, Inc. While there are numerous project management books on the market and a number on business processes and initiatives, there has been a lack of comprehensive guides to successfully manage business process improvement (BPI) projects, until now. BPI projects are some of the most difficult and challenging to manage. Improving results for the business is not an easy task! Doing so requires understanding the vision and long-term goals of an organization. It also requires the ability to engage stakeholders and manage change. Best Practices for Managing BPI Projects is a guide for project managers who want to improve how they manage BPI projects. Using a simple step-by-step, six-phase approach, project managers and others involved in BPI initiatives will increase their confidence and their effectiveness in managing the complexities of business process improvement projects. Special focus is given to the necessary leadership skills required to be successful in driving change by improving processes within an organization to improve business results.

Handbook of Research on Developing a Post-Pandemic Paradigm for Virtual Technologies in Higher Education - Loureiro, Sandra Maria Correia 2021-06-25
The COVID-19 pandemic has forced companies, institutions, citizens, and students to rapidly change their behaviors and use virtual technologies to perform their usual working tasks. Though virtual technologies for learning were already present in most universities, the pandemic has forced virtual technologies to lead the way in order to continue teaching and learning for students and faculty around the world. Universities and teachers had to quickly adjust everything from their curriculum to their teaching styles in order to adapt to an online learning environment. Online learning is a complex issue and one that comes with both challenges and opportunities; there is plenty of room for growth, and further study is required to better understand how to improve online education. The Handbook of Research on Developing a Post-Pandemic Paradigm for

Virtual Technologies in Higher Education is a comprehensive reference book that presents the testimonials of teachers and students with various degrees of experience with distance learning and their utilization of current virtual tools and applications for learning, as well as the impact of these technologies and their potential future use. With topics ranging from designing an online learning course to discussing group work in an online environment, this book is ideal for teachers, educational software developers, IT consultants, instructional designers, administrators, professors, researchers, lecturers, students, and all those who are interested in learning more about distance learning and all the positive and negative aspects that accompany it.