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This is the only comprehensive guide to getting ready to pass the Project Management Professional (PMP (R)) Certification Exam. This third edition is current and complete with 60 more pages and over 600 changes from the last edition. Tells you what to study and how to study and helps increase your confidence. This book has been selected by Project Management Institute

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(PMI(R)) for their only PMP review class in 1999 and by many PMI chapters for the chapter PMP review classes.

Communicating With Customers emphasizes the communication skills necessary for providing excellent customer service. Communicating effectively to exceed customers' expectations is critical to the success and reputation of companies and their employees. This text demonstrates the importance of customer service; identify customer

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needs; communicate effectively with customers in person, over the telephone, or over the Internet; and effectively handle customer complaints. Multimedia components enhance the impact of the workshops so users can complete a variety of exercises on the computer, watch video footage of people effectively communicating on the job, and use the Internet to conduct further research. Learner's guide (required) contains 10 workshops highlighting key workplace

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communication topics, special features, appropriate literature selections, Internet connections and project-based exercises.

Strategic Market Relationships, 2nd Edition develops the reader's understanding of the nature, relevance and importance of creating and sustaining relationships as a strategic resource. It takes a managerial perspective to the study of relationships, from strategy to implementation. The first edition was the first text

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that comprehensively addressed relationships as a strategic issue, and considering relationships as strategic and as a basis for competition is central to this book. In a nutshell, strategic market relationships is the process of analyzing, formulating and implementing a relationship strategy for an organisation. The new edition is being totally restructured in the light of teaching experience with the book and new research since it was published. Most of the

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existing content will still be there but presented in a new logic. Continues to map relationships from strategy to implementation Text more clearly divided into strategy and implementation parts Continues to focus on close relationships and on the management of relationships Continues with introductory case illustration and end of chapter teaching cases with many new ones All chapter updated with new research since the last publication Revamped

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chapter on relationship planning including a stronger focus on strategic choice and relationship development
New chapter on relationship types/archetypes to develop on the theme of classification and the management of specific relationships
New chapter on organizing relationships
New chapter on people and relationships
E-relationship chapter integrated into chapter on communication and dialogue in a relationship
New

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chapter on channel relationships Chapter on relationship performance restructured around costs and value. Ethics and researching relationships expanded in the conclusion chapter

Six Propositions about Relationship Marketing Practical Applications and Approaches to Challenge and Change

Libraries, Digital Information, and COVID A Leadership Competencies Scorecard

*Beyond Groupthink
Biology 12*

COVID-19 is profoundly

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affecting the ways in which we live, learn, plan, and develop. What does COVID-19 mean for the future of digital information use and delivery, and for more traditional forms of library provision? Libraries, Digital Information, and COVID gives immediate and long-term solutions for librarians responding to the challenge of COVID-19. The book helps library leaders prepare for a post-COVID-19 world, giving guidance on developing sustainable solutions. The need for sustainable digital access

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has now become acute, and while offering a physical space will remain important, current events are likely to trigger a shift toward off-site working and study, making online access to information more crucial. Libraries have already been providing access to digital information as a premium service. New forms and use of materials all serve to eliminate the need for direct contact in a physical space. Such spaces will come to be predicated on evolving systems of digital information, as critical needs are met by

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remote delivery of goods and services. Intensified financial pressure will also shape the future, with a reassessment of information and its commercial value. In response, there will be a massification of provision through increased cooperation and collaboration. These significant transitions are driving professionals to rethink and question their identities, values, and purpose. This book responds to these issues by examining the practicalities of running a library during and after

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the pandemic, answering questions such as: What do we know so far? How are institutions coping? Where are providers placing themselves on the digital/print and the remote/face-to-face continuums? This edited volume gives analysis and examples from around the globe on how libraries are managing to deliver access and services during COVID-19. This practical and thoughtful book provides a framework within which library directors and their staff can plan sustainable

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services and collections for an uncertain future. Focuses on the immediate practicalities of service provision under COVID-19 Considers longer-term strategic responses to emerging challenges Identifies key concerns and problems for librarians and library leaders Analyzes approaches to COVID-19 planning Presents and examines exemplars of best practice from around the world Offers practical models and a useful framework for the future

"This report was prepared by

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Nathalie Lahire and included the following team members: Priscilla Elms, Ryoko Wilcox, and Richard Johanson."

A year after a devastating epidemic swept the world, Emily and her six-year-old son, Song, are struggling south in search of more hospitable climates. A snowstorm traps them in an abandoned gas station, where starving and desperate, they encounter Aaron, an Army medic on a mission of his own, who offers them a ride to ease the journey.

Contemporary Management

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Practice

What Leaders Need to Know

A Relationship Management

Approach

From Strategy to

Implementation

Strategic Market

Relationships

A Study of Small Groups and

Policy Failure

The field of professional, academic and vocational qualifications is ever-changing. The new edition of this practical guide provides thorough information on all developments in these areas in the UK. Fully indexed, it includes details on all

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university awards and over 200 career fields, their professional and accrediting bodies, levels of membership and qualifications. British Qualifications is a unique resource for human resource managers and university admissions officers to verify the qualifications of potential employees and students. Now, in the first book-length study of groupthink since Janis's work, Paul 't Hart has provided a rigorous and systematic version of this influential theory which opens several new avenues for research.

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The CAM coach brings together the writing partnership of Mark Shields and Simon Martin. Mark is a Nationally renowned NLP coach and Trainer and Simon a veteran natural health journalist and editor of CAM, the monthly magazine for practitioners of complementary and alternative medicine. Between them they have come up with a host of proven secrets, strategies and evidenced techniques of how to successfully set up and run a Complementary Health Practice. The CAM coach is based upon Mark Shields

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Coaching for Practitioners Series in CAM magazine which has been proven to help, coach, inspire and motivate many practitioners over the years This together with expert contributions from industry leading experts such as Mike Ash, Jayney Goddard, Anthony Haynes and Kate Neil makes the CAM Coach a unique and valuable resource for anyone looking to work successfully in the Complementary and Alternative Medicine industry

A Case Study of Deposit Taking Microfinance Institutions

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E-Retailing

Groupthink in Government

Principles of Stakeholder

Management

Youth Employment and Skills

Development in The Gambia

Review Material, Explanations,

Insider Tips, Exercises,

Games, and Practice Exams to

Pass PMI's PMP Exam

This book is the companion to

"Unfolding Stakeholder Thinking:

Theory, Responsibility and

Engagement", which examined many

emerging theoretical and normative

issues and was released to acclaim in

October 2002. "Unfolding Stakeholder

Thinking 2" collects a series of essays

by leading researchers worldwide to

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focus on the practice of stakeholder engagement in terms of relationship management, communication, reporting and performance. As stakeholder relationships and business in society have become increasingly central to the unfolding of stakeholder thinking, important new topics have begun to take centre stage in both the worlds of practice and academia. The first part of the book makes clear that simply engaging with stakeholders is insufficient to build successful stakeholder strategies. Companies, considered as the focal entity in a relationship, also need to actively communicate with stakeholders and manage their relationships. Dialogue is essential but can only be useful if companies listen to the messages that

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stakeholders are sending them. It is also essential to understand the role of power and influence in stakeholder engagement strategies especially if partnerships or collaborations emerge from the relationships that are engendered. The book examines a wide range of corporate-NGO collaborations to determine what makes them effective – and what makes them fail. Conflict management in stakeholder alliances is also discussed. The second part of the book addresses the critically important element of emerging schemes for the assessment, measurement and reporting of business in society and relationships involving stakeholders. A variety of current approaches to stakeholder assessment and reporting are discussed here

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including social auditing and sustainability reporting. The evolution of stakeholder thinking has led to a new view of the firm as an organism embedded in a complex web of relationships with other organisms. The role of management becomes immensely more challenging, when stakeholders are no longer seen as simply the objects of managerial action but rather as subjects with their own objectives and purposes. This book captures the complexity of managing relationships with stakeholders and will provide both practitioners and researchers with a wealth of information on the benefits and consequences of this practice. Most experts agree that the advent of internet retailing has transformed the

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marketplace, but until now students of the subject have had to search far and wide for comprehensive up-to-date analyses of the new business landscape. Coverage of the recent dot-com boom and bust obscured the fact that e-retailing is now firmly established in global business, promising growth rates that will continue to rise globally. This much-needed book provides readers with a guide to the implementation and operation of a successful e-retailing business, and has been written for students, entrepreneurs and researchers at all levels. By identifying and explaining the underlying principles of e-retailing and its relationship with conventional retail methods, this research-based book leads readers

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through this exciting and emerging subject. Throughout, case studies are explored, including: Ipod Nike Amazon e-Bay McDonald's Nokia. With accessibly written features such as key learning points, questions, think points and further reading, e-Retailing is core reading for anyone using, studying or researching the internet or e-retailing.

By following the advice in this book, managers will give employees a good start in their organisation, build loyalty, initiate sound practices and motivate the workforce. Checklists, memory prompters and examples of standard letters are included.

Internal Labor Markets

Marketing Channels

A View from the Top (an Executive

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Perspective)

Open University

A Relationship Mediated Theory of Internal Marketing

Unfolding Stakeholder Thinking 2

DIVEffects of group dynamics on decision making /div

Contemporary Management Practice

The practice of sharing information within or outside the organization for the benefit and profit of the organization is generally referred to as business communication. Some of its significant topics include interpersonal communication, consumer behavior, marketing, employee management, public

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relations, customer relations, public relations, etc. This book is compiled in such a manner, that it will provide in-depth knowledge about the theory and practice of business communications. Such selected concepts that redefine this subject have been presented in it. This book is meant for students who are looking for an elaborate reference text on business communications. Reveals the Proficiencies, Practical Steps and the Inspiration you Need to Set Up and Enjoy an Outstanding Practice
Managing Careers in Organizations

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Introduction to Organisational Behaviour

AAT Level 1

Why People are Leaving Companies to Create Kaleidoscope Careers

The CAM Coach

A brand new introductory text in strategic management which presents the key theories and frameworks for the analysis, formulation and implementation of strategy in a concise and accessible format. The book has been written for undergraduate and postgraduate students on one-semester or short courses. It is also particularly well suited to students of e.g. engineering, computing or other non-business disciplines taking a module in business strategy.

ACCA Approved and valid for exams from 01 Sept 2017 up to 31 August 2018

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Becker's F3 Financial Accounting Study Text has been approved and quality assured by the ACCA's examining team. Master's Thesis from the year 2016 in the subject Business economics - Investment and Finance, , course: Masters of Business Administration, language: English, abstract: The research project sought to examine the effect of listing with Credit Reference Bureau service on non-performing loans of deposit taking microfinance institutions in Kenya. The specific objectives were to assess how loan recoveries as a result of listing with credit reference bureau affects non-performing loans by deposit taking microfinance institutions in Kenya and to assess how write offs as a result of listing with credit reference bureau affect non-performing loans by deposit taking microfinance in Kenya. Furthermore to examine how loan quality as a result of

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listing with credit reference bureau affect non-performing loan in deposit taking microfinance in Kenya and what effect does listing with credit reference bureau has on non-performing loans levels in Deposit Taking Microfinance in Kenya. This research study adopted a descriptive survey approach on effect of listing with Credit Reference Bureau Service on non-performing loans of deposit taking microfinance institutions in Kenya. Further, this study targeted all registered deposit taking microfinance institutions by the Central Bank of Kenya (CBK). Target population was 12 registered Deposit taking microfinance institutions that have listed with Credit Reference Bureaus in Kenya. This study used primary data that was collected by use of a questionnaire. The data was analyzed by use of Descriptive and inferential statistics to measure interrelationships

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between the variables. Tables were used to display the information to improve presentation of the analyzed results for ease of interpretation. Regression analysis was used to test the relationship between dependent and independent variable. In light of the research findings, the regression model could only explain 52% in variance of non-performing loans. The study results revealed that there was a statistically significant relationship between loan recoveries and non-performance of loans ($p=0.000$); there was a statistically significant relationship between write offs and non-performance of loans ($p=0.000$) and that there was a statistically significant relationship between quality loan portfolio and non-performance of loans ($p=0.000$). Hence, credit information sharing and level of nonperforming loans are indeed related meaning there is a

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direct relationship between the number of credit checks done by the CRBs and the level of NPLs.

'Dynamic SWOT Analysis'

After Life Lessons (Book One)

Bridging Theory and Practice

Professional, Vocational and Academic

Qualifications in the UK

Developer's Guide

Systems Analysis and Design

Today's marketing challenge is to create

vibrant, interactive communities of

consumers who make products and brands

a part of their daily lives. To help students

understand how to create value and gain

loyal customers, Principles of Marketing

presents fundamental marketing

information in a comprehensive format,

organized around an innovative customer-

value framework. The fourteenth edition

includes coverage on sustainability and a

focus on marketing in today's challenging

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economic climate.

The original essays in this book discuss the origins and importance of these internal labor markets, providing new insights into their changing power and influence.

This text from Don Yeates and colleagues provides readily accessible, fully informative and directly relevant material for study on HND, degree and professional courses.

The Opt Out Revolt

Basic Principles and Practice of Business Administration

PMP Exam Prep

Communicating with Customers

Acehnese-Indonesian-English Thesaurus

Political Group Dynamics and Foreign

Policy-making

This is a key text for undergraduate and professional

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students taking a first course in organisational behaviour.

Learn how to be a New Careerist--blazing trails and redesigning the corporate landscape

Why do some companies continue to be successful while others experience difficulties and even failure? In *Leading Strategic Change*, Eric Flamholtz and Yvonne Randle

demonstrate that the key to long-term organizational success is the ability to adapt to and manage different types of change. Drawing on over 30 years' consultancy experience within major firms, they

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combine theoretical and practical models of organizational change, together with a new theory of leadership, to build a framework for understanding, planning, and leading change. The scope and value of this framework is then shown in relation to nine real-world case studies, ranging from relatively small companies (IndyMac Bank, Infogix) to large multinationals (Starbucks, Westfield). The focus throughout is to provide practical guidance to those concerned with managing and leading change in organizations. This book is an excellent guide

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to the many lessons to be learned about successful organizational change.

An Introduction to Applied and Environmental Geophysics

Effect of Credit Reference

Bureau Services on Non-

Performing Loan Portfolios in

Kenya

ACCA Approved - F3 Financial

Accounting (September 2017 to August 2018 exams)

Leading Strategic Change

Strategy

Principles of Marketing

An Introduction to Applied and Environmental Geophysics, 2nd Edition, describes the rapidly

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developing field of near-surface geophysics. The book covers a range of applications including mineral, hydrocarbon and groundwater exploration, and emphasises the use of geophysics in civil engineering and in environmental investigations. Following on from the international popularity of the first edition, this new, revised, and much expanded edition contains additional case histories, and descriptions of geophysical techniques not previously included in such textbooks. The level of mathematics and physics is deliberately kept to a minimum but is described qualitatively within the text.

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Relevant mathematical expressions are separated into boxes to supplement the text. The book is profusely illustrated with many figures, photographs and line drawings, many never previously published. Key source literature is provided in an extensive reference section; a list of web addresses for key organisations is also given in an appendix as a valuable additional resource. Covers new techniques such as Magnetic Resonance Sounding, Controlled- Source EM, shear-wave seismic refraction, and airborne gravity and EM techniques
Now includes radioactivity

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**surveying and more
discussions of down-hole
geophysical methods;
hydrographic and Sub-Bottom
Profiling surveying; and
UneXploded Ordnance
detection Expanded to include
more forensic, archaeological,
glaciological, agricultural and
bio-geophysical applications
Includes more information on
physio-chemical properties of
geological, engineering and
environmental materials
Takes a fully global approach
Companion website with
additional resources available
at www.wiley.com/go/reynolds/introduction2e Accessible
core textbook for
undergraduates as well as an
ideal reference for industry**

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professionals The second edition is ideal for students wanting a broad introduction to the subject and is also designed for practising civil and geotechnical engineers, geologists, archaeologists and environmental scientists who need an overview of modern geophysical methods relevant to their discipline. While the first edition was the first textbook to provide such a comprehensive coverage of environmental geophysics, the second edition is even more far ranging in terms of techniques, applications and case histories. BPP Learning Media delivers a range of accessible and focused study materials

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covering AAT's QCF standards. Our paper materials and online equivalents will help ensure you are ready for your assessments and prepared for your career in accounting. Career stages and life stages; Occupational choice and job choice: entry from the individual's perspective; Recruitment and selection: entry from the organization's perspective; Socialization, training, and organization; Early-career issues; Middle-career issues; Late-career issues; Career planning and management.

Introduction to Business Communications

Advances in Relationship

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Marketing Relationships, Communication, Reporting and Performance Understanding Strategic Management Successful Induction Charlesworth's Business Law

"A short, up-to-date, practitioner oriented guide to strategy formulation, this text is designed for practicing executives who are getting ready to assume broader responsibilities and for MBA and EMBA students who aspire to top management responsibilities."--publisher website. The primary purpose of this book is to provide students and others with a concise, thoroughly up-to-date book which will enable them to obtain a sound knowledge of the basic

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principles and practice of business administration for examination and practical purposes. This book has been produced to make the learning of business administration simple as well as interesting, and intelligent study should equip the reader with a basic knowledge of business administration. This book is a review and study guide. It helps in preparing for exams, in doing homework, and remains a handy reference source at all times. It will thus save hours of study and preparation time. The book provides quick access to the important principles, definitions, strategies, and concepts in business administration. Materials needed for exams can be reviewed in summary form eliminating the need to read and re-read many pages of textbook

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and class notes.

British Qualifications

Managing in organizations. T244

The Rebirth of Modern Marketing