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*No. 1/2009*

**MANAGEMENT**

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*No. 1/2009*

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- **Pour nous contacter :**

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# BOOKS LIVRES\*

**BUSINESS COMMUNICATION**Error! Bookmark not defined.

65.012 /00178

Bridging the Culture Gap : A Practical Guide to International Business  
Communication - London : Kogan Page.

xiv, 202 p.; 24 cm.

ISBN: 9780749452742

Author(s):

1. Carte, Penny
2. Fox, Chris J.

Subject(s):

1. INTERCULTURAL COMMUNICATION
2. BUSINESS COMMUNICATION
3. COMMUNICATION IN ORGANIZATIONS

Notes:

Bibliography: p. 190-195. Includes index.

'The more national boundaries a company crosses, the greater the scope for misunderstanding and conflict. To succeed internationally, it is essential to be able to break the barriers of culture, language and set patterns of thinking. This book is based on real-life business situations. Among many other skills, it shows you how to : deal sensitively with other cultures; mind your manners; avoid hidden dangers; get people to play ball; communicate with style; win the deal. Including a chapter on making yourself understood in English, and packed with cultural awareness scales, communication style tests and practical tips, this lively guide will help anyone - of any nationality - to become a better communicator.'

ID number: 80022170

Edition: 2nd ed.

Year: 2008

65.012 /00171

Failure to Communicate : How Conversations Go Wrong and What You Can Do  
to Right Them - Boston, MA : Harvard Business School Publishing.

vi, 240 p.; 24 cm.

ISBN: 9781578518999

Author(s):

1. Weeks, Holly

Subject(s):

1. BUSINESS COMMUNICATION
2. INTERPERSONAL COMMUNICATION
3. ORAL COMMUNICATION

Notes:

Includes index.

'You might suspect the conversation is going to be tough. You might even map out what you're going to say ahead of time. But somehow, it blows up in your face. You're left wondering, What just happened ? We've all been blindsided by these failures to communicate. In the blink of an eye, you're on the defensive or the offensive - or both. You want to get out of the conversation, but you definitely don't want to lose. Very few of us know how to deal with these unexpected clashes. We would all like to avoid them. But sometimes they're inevitable - and if they end without a clear resolution, problems only fester.'

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\* This list contains material received as of February 2<sup>nd</sup>, 2009 – Cette liste est arrêtée au 2 février 2009.

With skill and practice, you can get better at even the hardest talks, keep them from turning toxic, and manage them toward the outcomes you want. You can move forward, even in uncertain terrain. And you don't need your counterpart's buy-in to get the conversation back on track. You can do it unilaterally. In this book the author gives you both the strategies and the tactics to handle the thorniest situations, including : When the other person has more power than you do; when he or she isn't listening to reason; when your counterpart is lying, making threats, or even mocking you; when you're in the wrong and need to save face. The worst conversations put our friendships, reputations, and sometimes even our jobs on the line. This book will help you dissect these toxic conversations with surgical precision, understand exactly what causes them to go so wrong, and get them back on track.'

ID number: 80022182

Year: 2008

## **BUSINESS PLANNING**

65.012 /00184

Successful Strategy Execution : How to Keep Your Business Goals on Target

- London : Profile Books.

xi, 164 p. : ill. ; 23 cm.

ISBN: 9781861978943

Author(s):

1. Syrett, Michel

Subject(s):

1. BUSINESS PLANNING
2. PROJECT MANAGEMENT

Notes:

Bibliography: p. 154-156. Includes index.

'However smart your business strategy is in theory, it will have little effect if you fail to carry it out. Corporate politics, personalities and turf wars, and misunderstood intentions and silo thinking combined with changing circumstances result in the strategic focus becoming dimmed or distorted. And this loss of focus is rarely noticed because few companies track performance against long-term plans. Drawing on original research, this book outlines the ways in which organisations are carrying out their strategy more effectively by : clearly identifying priorities; considering the deployment of resources well in advance; monitoring performance continuously; breaking strategy down into easily achieved objectives; intensive team-based coaching that ensures everyone understands their role and priorities; fostering a risk-friendly culture that encourages freedom of action if it supports key strategic goals.'

ID number: 80022270

Year: 2007

## BUSINESS PRESENTATIONS

65.012 /00172

Giving Presentations : Expert Solutions to Everyday Challenges - Boston, MA : Harvard Business School Press.

x, 83 p. : ill. ; 18 cm.

(Pocket Mentor Series)

ISBN: 9781422114759

Subject(s):

1. BUSINESS PRESENTATIONS

Notes:

'Getting the results you expect from your presentation involves more than visual packaging. This guide provides you the vital skills needed to connect with your audience and hold their attention. Learn to : Customize your message; engage your audience; manage the Q&A session on time.'

ID number: 80022187

Year: 2007

## BUSINESS WRITING

651 /00034

The Language of Success : Business Writing that Informs, Persuades, and Gets Results - New York : American Management Association.

xi, 209 p. : ill. ; 23 cm.

ISBN: 9780814474730

Author(s):

1. Sant, Tom

Subject(s):

1. BUSINESS WRITING
2. LETTER-WRITING
3. COMMERCIAL CORRESPONDENCE
4. ENGLISH LANGUAGE--STYLE

Notes:

Includes index.

'This book shows you how to eliminate the pseudo-languages from your writing so that you can write clearly, concisely, and effectively in your own voice. Drawing on decades of experience with corporations around the world, the author shows you simple, practical steps to write successful e-mails, letters, performance appraisals, status reports, sales letters, and proposals.'

ID number: 80022211

Year: 2008

## BUSINESS--CROSS-CULTURAL STUDIES

65.012 /00119

Mind Your Manners : Managing Business Cultures in Europe - London : Nicholas Brealey.

iv, 236 p. ; 24 cm.

ISBN: 1857880855

Author(s):

1. Mole, John

Subject(s):

1. BUSINESS--CROSS-CULTURAL STUDIES

Notes:

'Managers working in a multicultural environment often make two mistakes : they misunderstand the behavioural and cultural differences, or are over-sensitive and defensive. Both can lead to reduced effectiveness and alienation - even confrontation. This book addresses such crucial issues as communication; leadership;

decision making; formal and informal meetings; teams; networking.'  
ID number: 80011903  
Year: 1995

65.012 /00116

Riding the Waves of Culture : Understanding Cultural Diversity in

Business - London : Nicholas Brealey.

x, 192 p. : ill.; 24 cm.

ISBN: 1857880331

Author(s):

1. Trompenaars, Fons

Subject(s):

1. BUSINESS--CROSS-CULTURAL STUDIES

Notes:

Includes index.

'Using research involving 15,000 employees in 50 countries, the author explores the cultural extremes and the incomprehension that can arise when doing business across cultures - even when people are working for the same company. He explains that there are five key factors that affect how we all deal with each other, together with the cultural dimensions of our attitude to time (especially the future) and nature. Furthermore, these dimensions combine to create four basic 'types' of corporate culture : the Family (e.g. Japan, Spain, Belgium), the Eiffel Tour (e.g. large French and German companies), the Guided Missile (e.g. US, UK), and the Incubator (e.g. start-up companies in Silicon Valley).'

ID number: 80011670

Year: 1993

#### CHANGE (PSYCHOLOGY)

65.012 /00146

I Moved Your Cheese - London : New Holland.

96 p.; 20 cm.

ISBN: 1843301652

Author(s):

1. Bristow-Bovey, Darrel

Subject(s):

1. SELF-ACTUALIZATION (PSYCHOLOGY)

2. CHANGE (PSYCHOLOGY)

Notes:

'The problem with most self-help books is that they expect you to do all the work. Not this self-help book. This book is for people who want to take no steps at all. This is the humorous self-help book for people lying on the sofa.'

ID number: 80019069

Year: 2001

65.012 /00141

Who Moved my Cheese ? : An Amazing Way to Deal with Change in Your Work and in Your Life - London : Vermilion.

94 p. : ill.; 20 cm.

ISBN: 0091816971

Author(s):

1. Johnson, Spencer

Subject(s):

1. CHANGE (PSYCHOLOGY)

2. SELF-ACTUALIZATION (PSYCHOLOGY)

Notes:

'This is a simple parable that reveals profound truths. It is an amusing and enlightening story of four characters who live in a maze and look for cheese to nourish them and make them happy. Cheese is a metaphor for what you want to have in life -

whether it is a good job, a loving relationship, money or a possession, health or spiritual peace of mind. And the maze is where you look for what you want - the organisation you work in, or the family or community you live in. This book will show you how to anticipate change, adapt to change quickly, enjoy change and be ready to change quickly, again and again. Discover the secret for yourself and learn how to deal with change, so that you suffer less stress and enjoy more success in your work and in life.'

ID number: 80018805

Year: 1998

#### **CIVIL SERVICE--PERSONNEL MANAGEMENT**

65.012 /00125

Ne dites pas a ma mere que je suis fonctionnaire, elle croit que je travaille - Bruxelles : Labor.

192 p.; 21 cm.

ISBN: 2804007960

Author(s):

1. Riche, Francois

Subject(s):

1. CIVIL SERVICE--PERSONNEL MANAGEMENT

2. PERSONNEL MANAGEMENT

Notes:

Bibliography: p. 183-186.

'Depoussierer le service public, le rendre plus performant, donner du tonus aux relations entre ses agents et ses utilisateurs : ce livre n'est pas que celui d'une ambition. Il relate aussi des experiences, des premieres realisations dans un domaine qui n'est plus partout celui de l'apathie, de la resignation et du ronron des ronds de cuir.'

ID number: 80012640

Year: 1992

#### **COMMUNICATION IN MANAGEMENT**

65.012 /00110

Communicate with Confidence! : How to Say It Right the First Time and Every Time - New York : McGraw-Hill.

xv, 413 p.; 24 cm.

ISBN: 007006606X

Author(s):

1. Booher, Dianna Daniels

Subject(s):

1. COMMUNICATION IN MANAGEMENT

2. ORAL COMMUNICATION

Notes:

Bibliography: p. 401-412.

'You will learn here how to answer questions so that people understand and remember what you say; win people over to your way of thinking; negotiate so that everyone feels like a winner; apologize sincerely without groveling; mediate conflicts without getting caught in the line; give advice that someone can really use; establish a track record for truthfulness; take the sting out of criticism leveled at you, and give feedback to others without leaving them devastated; listen so that you really hear; minimize 'cross talk' between the genders at home and in the workplace; build rapport across cultural lines.'

ID number: 80011649

Year: 1994

65.012 /00145

Guide to Internal Communication Methods - Aldershot, UK : Gower.

xi, 156 p.; 25 cm.

ISBN: 0566082179

Subject(s):

1. COMMUNICATION IN MANAGEMENT
2. COMMUNICATION IN ORGANIZATIONS

Added entry(s):

1. Scholes, Eileen, ed.

Notes:

Includes index.

'Handling communication techniques effectively is an integral part of modern management. But making the right choices is becoming increasingly difficult - and increasingly important. On the one hand, technology is opening up new possibilities all the time. On the other, organizations are more and more adopting strategies that demand improved communication. This guide offers the kind of help the beleaguered manager or team leader needs. It is based on material originally compiled for the widely acclaimed 'Gower Handbook of Internal Communication'. Each chapter examines a particular group of communication techniques and uses practical examples to show their strengths and weaknesses, highlight common pitfalls and review issues such as costs and timing. If you've something serious to announce, is it better to bring people together for a face-to-face meeting or rely on the printed word? What are the pros and cons of focus groups? How significant is corporate identity? Where do electronic techniques fit in? The way you resolve questions like these can make the difference between success and failure. Providing both information and advice across the entire range of available methods, this guide will help you to plan and manage your communication processes to achieve the aims of your organization.'

ID number: 80018944

Year: 1999

65.012 /00056

Le guide pratique de la communication - Paris : Eyrolles.

167 p. ; 24 cm.

Subject(s):

1. COMMUNICATION IN MANAGEMENT

Added entry(s):

1. Institut des Relations Publiques et de la Communication (FR)

Notes:

Bibliogr.

ID number: 70005854

Year: 1989

65.012 /00142

Making the Connections : Using Internal Communication to Turn Strategy into Action - Aldershot, UK : Gower.

xii, 286 p.; 24 cm.

ISBN: 0566085178

Author(s):

1. Quirke, Bill

Subject(s):

1. COMMUNICATION IN MANAGEMENT
2. COMMUNICATION IN ORGANIZATIONS
3. INFORMATION RESOURCES MANAGEMENT
4. ORGANIZATIONAL CHANGE

Notes:

Bibliography: p. 275-278. Includes index.

'Companies know that communication with their people is important. However, the road to incoherence is paved with good communications. Internal communication is often less than the

sum of parts, because the parts do not fit together. This book looks at what a business needs from its people to succeed, what gets in the way, and the role of communication in helping to bridge the gap. It is designed to help companies link the components of their internal communication together for a more effective result. The book examines how businesses can use internal communication to achieve differentiation, to improve their quality, customer service, innovation and to manage change more effectively. It describes the why, the what and the how of internal communication - why business needs better communication to achieve its objectives, what internal communication needs to deliver to add value, and how organizations need to manage their communication for best results. This book provides a step-by-step approach for creating best practice.'

ID number: 80018910

Year: 2000

65.012 /00057

Are You Communicating? : You Can't Manage Without It - New York : McGraw-Hill.

ix, 244 p. : ill. ; 24 cm.

ISBN: 0070680523

Author(s):

1. Walton, Donald W.

Subject(s):

1. COMMUNICATION IN MANAGEMENT

Notes:

Includes index.

ID number: 70005732

Year: 1989

#### COMMUNICATION IN ORGANIZATIONS

65.012 /00103

Communicating in Multinational Organizations - Thousand Oaks, CA : Sage.

viii, 194 p. : ill.; 22 cm.

ISBN: 0803955383

Subject(s):

1. COMMUNICATION IN ORGANIZATIONS

2. CORPORATE CULTURE

3. ORGANIZATIONAL BEHAVIOR

Added entry(s):

1. Wiseman, Richard Lee, ed.

2. Shuter, Robert, ed.

Notes:

Bibliography: p. 166-186. Includes index.

'This book brings together key scholars throughout the discipline to combine the latest theories and research with practical illustrations applicable to training. They examine communication within organization between people of different cultural backgrounds, highlighting the means in which misunderstandings arise And the methods that foster better relations. Part one provides the theoretical and research issues on communication in multinational organizations; the second section probes cultural foundations by contrasting Latin American, Asian, Western European and North American styles of communicating; and part three details such issues as cultural diversity, intercultural training, and adjustment in the workforce.'

ID number: 80010283

Year: 1994

651 /00006  
Writing in Organizations : Purposes, Strategies, and Processes - New York  
: McGraw-Hill.  
xxi, 401 p. : ill. (some col.)  
ISBN: 0070303614  
Author(s):  
1. Maki, Peggy  
2. Schilling, Carol  
Subject(s):  
1. ENGLISH LANGUAGE--RHETORIC  
2. ENGLISH LANGUAGE--BUSINESS ENGLISH  
3. COMMUNICATION IN ORGANIZATIONS  
Notes:  
Bibliography: p. 386-389.  
Includes index.  
ID number: 70004316  
Year: 1987

#### COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT

65.012 /00164 REF  
Continual Service Improvement - London : TSO.  
xi, 221 p. : ill.; 28 cm.  
ISBN: 9780113310494  
Subject(s):  
1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT  
Notes:  
Includes index.  
'Even with a successful service operation in place, there is still a need to consider improvements at every opportunity. This will help protect against losing your competitive edge and will ensure that the best possible outcomes are being achieved. This book focuses on the process elements involved in identifying and introducing a cycle of service management improvements. It provides structure for your approach to assessing and measuring services and helps you to avoid short-term fixes in favour of a continual improvement in quality that truly benefits your business customers.'  
ID number: 80022093  
Year: 2007

65.012 /00163  
The Official Introduction to the ITIL Service Lifecycle - London : TSO.  
xi, 238 p. : ill.; 22 cm.  
ISBN: 9780113310616  
Subject(s):  
1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT  
Notes:  
Includes index.  
'Why has ITIL become the most recognized framework for IT service management in the world ? Created by the UK government in the 1980s as an efficiency-improving initiative, ITIL's value was quickly recognized by companies and organizations around the world. Today, its vital role in improving service management is widely documented. In this book you will find an essential guide to the overall structure of ITIL and an outline of its principles. The core publications are referenced throughout and diagrams show you how the practices fit together. Adaptable to large and small-scale operations, ITIL makes high quality service provision accessible to all.'  
ID number: 80022089  
Year: 2007

65.12 /00164 REF

Service Transition - London : TSO.

xi, 261 p. : ill. ; 28 cm.

ISBN: 9780113310487

Subject(s):

1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT

Notes:

Includes index.

'Successfully bringing a well-designed service into the live environment takes efficient planning. It is necessary to deliver new or changed services with the appropriate balance of speed, cost and safety while ensuring minimum disruption to operations. This book provides and supports the 'business as usual' delivery of the organization's requirements from IT. It provides guidance on managing the many aspects of service changes, preventing undesired consequences while allowing for innovation.'

ID number: 80022091

Year: 2007

65.12 /00164 REF

Service Strategy - London : TSO.

xii, 264 p. : ill. ; 28 cm.

ISBN: 9780113310456

Subject(s):

1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT

Notes:

Bibliography: p. 225-227. Includes index.

'A sound service strategy is essential in the creation of high quality IT services. It provides a base upon which to build a successful service management function and ensures that best value is delivered to business customers. This book introduces the service lifecycle and encourages the development of a business perspective. Whether you are a service provider or a business customer, this book guides you through the choices that you need to make to achieve service excellence.'

ID number: 80022092

Year: 2007

65.012 /00164 REF

Service Operation - London : TSO.

xi, 263 p. : ill. ; 28 cm.

ISBN: 9780113310463

Subject(s):

1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT

Notes:

Includes index.

'Once services have been successfully delivered into the live environment they need to be managed effectively on a day-to-day basis. It is here, at the customer interface, that perceptions about your performance as a service provider are created. This book introduces and explains delivery and control activities that support high quality service operation. Use of the guidance will help to ensure a balanced and flexible approach, setting you firmly on the road to achieving excellence as a service provider.'

ID number: 80022094

Year: 2007

65.012 /00164 REF

Service Design - London : TSO.

xii, 334 p. : ill. ; 28 cm.

ISBN: 9780113310470

Subject(s):

1. COMPUTER INDUSTRY--CUSTOMER SERVICES--MANAGEMENT

Notes:

Includes index.

'Well-designed services play a vital role in realizing a sound service strategy. Effective design contributes towards the delivery of quality services that meet or exceed customer expectations. This book shows you how to create valuable IT service assets for your organization, but within business constraints, such as time and money. It provides a framework for service design that considers customer requirements, both now and in the future, while keeping the business view firmly in sight.'

ID number: 80022095

Year: 2007

## CORPORATE CULTURE

65.012 /00032

The Constraints of Corporate Tradition : Doing the Correct Thing, Not Just What the Past Dictates - New York : Harper.

xvii, 216 p. ; 22 cm.

ISBN: 0060157534

Author(s):

1. Kantrow, Alan M., 1947-

Subject(s):

1. ORGANIZATIONAL EFFECTIVENESS
2. MANAGEMENT
3. CORPORATE CULTURE

Notes:

Bibliography: p. 203-207. Includes index.

ID number: 70004293

Edition: 1st ed.

Year: 1987

65.012 /00179

Organizational Culture and Leadership - San Francisco : Jossey-Bass.

xvi, 437 p. ; 24 cm.

ISBN: 0787968455

Author(s):

1. Schein, Edgar H.

Subject(s):

1. CORPORATE CULTURE
2. LEADERSHIP

Notes:

Bibliography: p. 419-428. Includes index.

'The author shows how to transform the abstract concept of culture into a practical tool that managers and students can use to understand the dynamics of organizations and change. Focusing on today's business realities, he draws on a wide range of contemporary research to redefine culture, offers new information on the topic of occupational cultures, and demonstrates the crucial role leaders play in successfully applying the principles of culture to achieve organizational goals. He also tackles the complex questions of how an existing culture can be changed - one of the toughest challenges of leadership. The result is a vital resource for understanding and practicing organizational effectiveness.'

ID number: 80022221

Edition: 3rd ed.

Year: 2004

**CORPORATE CULTURE--RUSSIA (FEDERATION)**

65.012 /00140

Dealing with the New Russia : Management Cultures in Collision -  
Chichester, UK : Wiley.

xiv, 290 p. : ill. ; 23 cm.

ISBN: 0471964565

Author(s):

1. Holden, Nigel
2. Cooper, Cary L.
3. Carr, Jennifer

Subject(s):

1. CORPORATE CULTURE--RUSSIA (FEDERATION)
2. MANAGEMENT--RUSSIA (FEDERATION)
3. INTERCULTURAL COMMUNICATION

Notes:

Bibliography: p. 269-284. Includes index.

'Since the collapse of the Soviet Union, Russia and the CIS have become a hunting ground for business and management adventurers. Management consultants, business people, educators, and economists have rushed to do business in the New Russia, taking advantage of the huge sums of money poured into Russia by global investors. But dealing with a fragile, volatile and unpredictable economy is only part of the difficulty facing those wishing to take advantage of a bargain-priced if risky marketplace. Westerners are often faced with serious and sometimes intractable communication problems. The differences in economic and political systems, infrastructures, national and business cultures and managerial attitudes and habits present difficulties not previously encountered elsewhere. In order to have any hope of meeting long-term business objectives in this most restless of countries, it is essential to build intense interpersonal relationships. Knowing how to do this requires an informed understanding of Russia's past as well as an appreciation of the complexities of the present transition to market-economy conditions and insights into the Russian business mentality. Without such knowledge, all forms of management cooperation with Russia are placed under severe stress. This book helps to demystify the boundaries which must be crossed by focusing on : Russians and their assumptions about and attitudes to the West; the new-style Russian manager/business executive; the skills needed to initiate and develop a business relationship with Russians; the Russian approach to business negotiation.'

ID number: 80018683

Year: 1998

## CORPORATE PLANNING

65.012 /00021

Business Strategy : An Introduction - Oxford, UK : Blackwell.  
vii, 196 p. : ill. ; 22 cm.  
ISBN: 0631139869  
Author(s):  
1. Grieve Smith, John  
Subject(s):  
1. CORPORATE PLANNING  
2. MANAGEMENT  
Notes:  
Bibliography: p. [187]-191. Includes index.  
ID number: 70004283  
Year: 1985

## DELEGATION OF AUTHORITY

65.012 /00077

Les singes et le manager : l'art de la delegation - Paris :  
InterEditions.  
140 p. : ill. ; 22 cm.  
ISBN: 272960331X  
Author(s):  
1. Blanchard, Kenneth  
2. Oncken, William  
3. Burrows, Hal  
Subject(s):  
1. DELEGATION OF AUTHORITY  
  
2. MANAGEMENT  
ID number: 80006026  
Year: 1990

65.012 /00076

La pyramide du pouvoir - Paris : InterEditions.  
157 p. ; 22 cm.  
ISBN: 2729603344  
Author(s):  
1. Tracy, Diane  
Subject(s):  
1. DELEGATION OF AUTHORITY  
2. LEADERSHIP  
3. PERSONNEL MANAGEMENT  
4. MANAGEMENT  
Notes:  
'Un dirigeant peut accroître son pouvoir en le partageant : c'est  
ce que démontre Diane Tracy en vous invitant à suivre les dix  
principes de la pyramide du pouvoir qui rendront votre entreprise  
plus compétitive et contribueront à la réussite de votre carrière'.  
ID number: 80006027  
Year: 1990

**EMPLOYEES--COACHING OF**

65.012 /00192

Le coaching quotidien : mieux diriger son equipe tous les jours - Paris :  
Maxima.

189 p. : ill. ; 24 cm.

ISBN: 9782840015000

Author(s):

1. Desponds, Jacques

Subject(s):

1. EMPLOYEES--COACHING OF
2. EMPLOYEE MOTIVATION

Notes:

Bibliography: p. 183. Includes index.

'Pour faire partager a vos collaborateurs vos imperatifs de management et les impliquer dans le travail de l'equipe, vous devez instaurer avec chacun une relation de confiance fondee sur un dialogue constructif. Ce livre traite de toutes les situations auxquelles vous etes confronte dans votre management de chaque jour. Il a pour objectif de vous aider dans le coaching quotidien de vos collaborateurs en sachant mettre en adequation vos paroles et vos actes. A partir d'analyses et d'exemples concrets avec, a chaque fois, une presentation du 'comportement ideal' directement applicable sur le terrain, ce guide vous explique tout ce qu'il faut savoir dire et comment lorsque vous voulez : deleguer, promouvoir le changement, gerer un conflit ... mais aussi motiver un collaborateur, lui annoncer une decision, le faire evoluer, le reprimander, le valoriser. Parce qu'un dialogue authentique passe par une connaissance lucide de ce que vous etes et voulez etre, ce livre fait une large place aux theories comportementales pour vous permettre de mieux vous cerner et de bien comprendre les autres. Il vous rappelle egalement les principes de base d'une bonne direction d'equipe.'

ID number: 80022282

Edition: 3eme ed.

Year: 2007

65.012 /00176

A Manager's Guide to Coaching : Simple and Effective Ways to Get the Best  
Out of Your Employees - New York : American Management Association.

ix, 229 p. : ill. ; 23 cm.

ISBN: 9780814409824

Author(s):

1. Emerson, Brian, 1967-
2. Loehr, Anne

Subject(s):

1. EMPLOYEES--COACHING OF
2. EMPLOYEE MOTIVATION
3. PROBLEM SOLVING

Notes:

Includes index.

'This concise guide for busy managers gives you the tools you need to coach your people, and yourself, through any work situation. The book takes you through the entire coaching process from discovery, through clarifying wants, problem solving, defining action, and developing accountability. It provides specific, powerful questions to ask when coaching and motivating employees to peak performance, and supplies sample conversations, responses, and different ways you can follow up on them.'

ID number: 80022208

Year: 2008

## EMPLOYEES--RATING OF

658 /00065

Appraising Your Staff - London : Kogan Page.

134 p.; 22 cm.

ISBN: 0749411368

Author(s):

1. Moon, Philip

Subject(s):

1. EMPLOYEES--RATING OF

2. PERSONNEL MANAGEMENT

Notes:

'This practical book, which is written for line-managers rather than for the designers of appraisal systems, is intended to help appraisers understand their own appraisal systems and get the best out of appraisal for themselves, their staff and their organisations. Topics covered include: why appraise?; the problems with appraisal; understanding appraisal systems; motivation, job design and job satisfaction; identifying training and development needs; structured interviewing; communicating and listening skills; constructive criticism.'

ID number: 80011426

Year: 1993

## EMPLOYMENT INTERVIEWING

658 /00045

88 mistakes interviewers make... and how to avoid them - New York :

AMACOM.

xiii, 252 p. ; 24 cm.

ISBN: 0814459064

Author(s):

1. Uris, Auren

Subject(s):

1. PERSONNEL MANAGEMENT

2. EMPLOYMENT INTERVIEWING

3. INTERVIEWING

Notes:

'A James Peter book.'

Includes index.

ID number: 70004414

Year: 1988

## HUMAN CAPITAL

65.012 /00159

Strategy Maps : Converting Intangible Assets into Tangible Outcomes -

Boston, MA : Harvard Business School Press.

xviii, 454 p. : ill.; 24 cm.

ISBN: 1591391342

Author(s):

1. Kaplan, Robert S.

2. Norton, David P., 1941-

Subject(s):

1. STRATEGIC PLANNING

2. ORGANIZATIONAL CHANGE

3. HUMAN CAPITAL

Notes:

Includes index.

'Just as you can't manage what you can't measure, you can't measure what you can't describe. Using dozens of vivid company examples, the authors show how to create customized strategy

maps that allow organizations to : clarify their strategies and communicate them to all employees; identify the key internal processes that drive strategic success; align investments in people, technology, and organizational capital for the greatest impact; expose gaps in the strategies and take early corrective action. Providing the missing link between strategy formulation and implementation, this book is a blueprint for describing, measuring, and aligning intangible assets for superior performance.'

ID number: 80021056

Year: 2004

65.012 /00144

Play to Your Strengths : Managing Your Internal Labor Markets for Lasting Competitive Advantage - New York : McGraw-Hill.

ix, 274 p. : ill. ; 24 cm.

ISBN: 0071422536

Subject(s):

1. HUMAN CAPITAL
2. LABOR PRODUCTIVITY
3. ORGANIZATIONAL EFFECTIVENESS
4. PERSONNEL MANAGEMENT

Notes:

Includes index.

'All leaders know people are critical to the success of organizations. Executives just don't act that way sometimes. Why ? Because they lack the facts. Too often they don't know which workforce practices create the greatest value or which attributes of a workforce are critical to business strategy. Absent these facts, executives look outside for cues on what to do through benchmarking and searching for so-called best practices. The result is a perverse reality in which other companies, often competitors, are in effect telling them how to run their company. Such copycat tactics can't be right, and the evidence shows they aren't. All of this is changing. Now companies can measure the links between their specific workforce practices and business results - learning what's creating value and what's not. Consequently, important decisions about where to cut costs, where to re-allocate spending, and where to invest more for greater returns can be based on facts specific to their enterprise. It's an extraordinary opportunity. Indeed it's the last great unexploited source of competitive advantage for companies today. This book describes this new science of human capital management. Using it gives companies the advantage of acting based on the measured impact of their firm-specific practices. Learn how to break the typically squishy thinking around workforce decisions; learn why understanding your 'internal labour market' is key to creating a productive workforce; learn how to actually predict what effect new practices will have on business results; learn how to beat the competition with advantages others can't copy; learn how to build true accountability for optimizing the return on your human capital investments. Whether your strategic imperative is being the low cost producer, delivering world-class customer service, producing matchless quality, or generating head-turning returns for shareholders, this book will show you how to make the necessary decisions to meet your goals.'

ID number: 80018935

Year: 2004

## INDUSTRIAL PROJECT MANAGEMENT

65.012 /00143

Managing Projects in Organizations : How to Make the Best Use of Time, Techniques, and People - San Francisco : Jossey-Bass.  
xix, 258 p. : ill. ; 24 cm.

ISBN: 0787968315

Author(s):

1. Frame, J. Davidson

Subject(s):

1. INDUSTRIAL PROJECT MANAGEMENT

Notes:

Bibliography: p. 249-250. Includes index.

'What information age project professionals want and need is a practical and flexible approach to managing their projects. This book is designed to give them such an approach. It recognizes that many of the commonly employed tools used on traditional projects are of limited utility to information age knowledge workers. It shows how the traditional tools, with some modifications, can be usefully employed on these projects. It also offers insights into new tools that are emerging and are ideally suited for application on information age projects. Part One of the book addresses the overall project context, encompassing people, teams, and the organization. Part Two casts light on the interrelated topics of needs and requirements analysis. Part Three looks a pitfalls in the management of projects, and ties together the many components of project management.'

ID number: 80018920

Edition: 3rd ed.

Year: 2003

## INTERCULTURAL COMMUNICATION

659 /00060

Intercultural Communication Training : An Introduction - Thousand Oaks, CA : Sage.

ix, 222 p. : ill. ; 23 cm.

ISBN: 0803950748

Author(s):

1. Brislin, Richard W., 1945-
2. Yoshida, Tomoko

Subject(s):

1. INTERCULTURAL COMMUNICATION

Notes:

Bibliography: p. 201-211. Includes index.

'This book provides an organizational framework for planning and establishing intercultural communication training programs. Drawing from intercultural communication and cross-cultural training, this guide emphasizes those aspects of training that explicitly involve face-to-face communication. The approaches this volume covers, such as assessing needs, establishing goals, and building positive attitudes, apply to any situation where good personal relations and effective communication need to be established with people from different cultural backgrounds.'

ID number: 80010160

Year: 1994

659 /00058

Bridging Differences : Effective Intergroup Communication - Thousand  
Oaks, CA : Sage.  
xi, 256 p.; 23 cm.  
ISBN: 0803956460  
Author(s):  
1. Gudykunst, William B.  
Subject(s):  
1. INTERCULTURAL COMMUNICATION  
Notes:  
Bibliography: p. 231-247. Includes index.  
ID number: 80010163  
Edition: 2nd ed.  
Year: 1994

659 /00087

When Cultures Collide : Managing Successfully Across Cultures - London :  
Nicholas Brealey.  
iv, 462 p. : ill.; 23 cm.  
ISBN: 1857880870  
Author(s):  
1. Lewis, Richard D.  
Subject(s):  
1. INTERCULTURAL COMMUNICATION  
2. DIVERSITY IN THE WORKPLACE  
Notes:  
Bibliography: p. 447-449. Includes index.  
'The successful managers of the twenty-first century will be the  
culturally sensitive ones. If you are in a business meeting, in  
negotiations, part of a joint venture or just face-to-face with  
someone from another culture, you gain a competitive advantage  
from having strategies to deal with the cultural differences  
you will encounter. The author provides a truly global and  
practical guide to working and communication across cultures,  
explaining how our own culture and language affect the ways in  
which we organise our world, think, feel and respond, before  
going on to suggest both general and specific ways of making  
our influence felt across the cultural divide. There are  
penetrating insights into how different business cultures  
accord status, structure their organisations and view the role  
of leader, alongside invaluable advice on global negotiation,  
sales and marketing. The book ranges from differences in  
etiquette and body language to new thinking in the areas of  
international management and team-building in Europe and the  
USA, as well as covering challenging new geographical ground in  
Russia, China and the Far East.'  
ID number: 80018638  
Edition: 2nd ed. rev.  
Year: 1999

#### **INTERNATIONAL AGENCIES--MANAGEMENT**

65.012 /00139

The Administration of International Organizations : Top Down and Bottom  
Up - Aldershot, UK : Ashgate.  
xxiii, 446 p. : ill.; 23 cm.  
ISBN: 0754609057  
Author(s):  
1. Davies, Michael D. V.  
Subject(s):  
1. INTERNATIONAL AGENCIES--MANAGEMENT  
Notes:  
Bibliography: p. 435-441. Includes index.  
'Drawing on its extensive practical experience as an international

civil servant in a number of organizations, Davies writes in a lively and readable manner about all aspects of administrative policy and its related implications. Divided into two parts, the first - 'Top down' - will enable policy makers in government, academia and elsewhere who have an interest in the proper governance and management of international institutions to gain fresh insight into the topic. The second part - 'Bottom up' - provides a substantial body of knowledge of administrations, including case studies of best and worst practice. The book includes analysis of : the UN system; International Financial Institutions; Co-ordinated Organizations; Regional European Institutions; The Consultative Group for International Agricultural Research. This is a work that fills a well-defined gap in organizational knowledge in a rigorous, but accessible way. It is essential reading for both practitioners and academics involved with international organizations.'

ID number: 80018409

Year: 2002

65.012 /00061

International Administration : Law and Management Practices in International Organisations. Volume 1 - The Hague : Nijhoff. loose-leaf; 27 cm.

ISBN: 0792304659

Subject(s):

1. INTERNATIONAL AGENCIES--MANAGEMENT
2. UNITED NATIONS--MANAGEMENT

Added entry(s):

1. Cooker, Chris de, ed.
2. United Nations Institute for Training and Research

ID number: 80015610

Year: 1998

65.012 /00061

International Administration : Law and Management Practices in International Organisations. Volume 2 - Dordrecht : Nijhoff. loose-leaf; 27 cm.

ISBN: 0792304659

Subject(s):

1. INTERNATIONAL AGENCIES--MANAGEMENT
2. UNITED NATIONS--MANAGEMENT

Added entry(s):

1. Cooker, Chris de, ed.
2. United Nations Institute for Training and Research

Notes:

Includes bibliography and index.

ID number: 80015611

Year: 1998

## **INTERPERSONAL CONFLICT**

65.012 /00148

Malaise dans le travail : harcèlement moral : demeler le vrai du faux - Paris : La Decouverte.

289 p.; 22 cm.

ISBN: 2707144576

Author(s):

1. Hirigoyen, Marie-France

Subject(s):

1. INTERPERSONAL CONFLICT
2. VIOLENCE IN THE WORKPLACE

Notes:

'Prenant appui sur une enquete menee aupres des centaines de personnes qui lui ont adresse des temoignages ecrits, l'auteur affirme ici son analyse et precise la notion de harcelement, pour eviter que le terme soit utilise abusivement et a contresens. Y a-t-il une specificite de la victime ? Un profil de l'agresseur ? Des cas de fausses allegations ? Comment demeler le vrai du faux ? Qu'est-ce qui n'est pas du harcelement moral ? Comment reperer ce qui en est ? Quels contextes de travail favorisent les procedes pervers ? Ce livre, nourri de nombreux cas concrets, repond avec precision a ces questions, sans esquiver la complexite des situations. Enfin, convaincue que l'organisation du travail est une donnee necessaire mais pas suffisante pour expliquer le phenomene, l'auteur consacre la derniere partie du livre a la prevention sur le lieu de travail et aupres des professionnels, en redonnant un sens fort a l'ethique et a la responsabilite individuelle.'

ID number: 80020084

Year: 2004

## LABOR COSTS--ACCOUNTING

65.012 /00138

Costing Human Resources : The Financial Impact of Behavior in Organizations - Cincinnati, OH : South-Western College.  
xv, 363 p. : ill. ; 24 cm.

ISBN: 0324007094

Author(s):

1. Cascio, Wayne F.

Subject(s):

1. LABOR COSTS--ACCOUNTING
2. PERSONNEL MANAGEMENT

Notes:

Includes index.

'This book addresses the methods available for estimating the dollar value of human resource development programs. Some of the features included are : Intellectual capital as a framework for integrating HR costing measures and as a new way of strategic thinking; New company examples that illustrate the causes, costs, and methods for dealing with employee turnover and absenteeism; Extensive coverage of the costs, benefits, types, and program-evaluation issues associated with worksite health-promotion programs, plus company-level evaluations of such programs; Examination of the utilities of competing predictors that differ in adverse impact, how to deal with risk and uncertainty in utility analysis, and how to maximize the impact of utility analysis on decision makers; Improved treatment of costing procedures for proposed or ongoing HR development programs, including effect-size estimation; Updated treatment and examples of alternative competitive strategies, and methods for linking effective HR management to profits.'

ID number: 80017050

Edition: 4th ed.

Year: 2000

## LEADERSHIP

65.012 /00058

Great Leaders - Guildford : Talbot Adair Press.  
312 p. : ill. ; 25 cm.  
ISBN: 0951183575  
Author(s):  
1. Adair, John  
Subject(s):  
1. LEADERSHIP  
2. MANAGEMENT  
Notes:  
Includes bibliography and index.  
ID number: 80002822  
Year: 1989

65.012 /00014

Diriger - Paris : InterEditions.  
197 p. ; 22 cm.  
ISBN: 2729600515  
Author(s):  
1. Bennis, Warren G.  
2. Nanus, Burt  
Subject(s):  
1. LEADERSHIP  
2. MANAGEMENT  
Notes:  
Includes index. Bibliography : p. 186-190.  
Translation of : Leaders: The Strategies for Taking Charge.  
ID number: 70004277  
Year: 1985

65.012 /00031

Leaders : The Strategies for Taking Charge - New York : Harper.  
xi, 244 p. ; 22 cm.  
ISBN: 0060913363  
Author(s):  
1. Bennis, Warren G.  
2. Nanus, Burt  
Subject(s):  
1. LEADERSHIP  
2. MANAGEMENT  
Notes:  
Bibliography: p. 230-235. Includes index.  
ID number: 70004292  
Edition: 1st ed.  
Year: 1986

65.012 /00104

Le manager minute - Paris : Ed. d'Organisation.  
115 p. ; 24 cm.  
ISBN: 2708108662  
Author(s):  
1. Blanchard, Kenneth  
2. Johnson, Spencer  
Subject(s):  
1. MANAGEMENT  
2. LEADERSHIP  
Notes:  
'Le Manager Minute enseigne la methode la plus efficace pour  
accroitre La productivite et les profits de l'organisation en meme  
temps que l'equilibre et l'epanouissement personnels. Elle repose  
sur trois techniques tres simples : les Objectifs Minute, les

Felicitations Minute et les Reprimandes Minute.'  
ID number: 80010954  
Year: 1987

65.012 /00102

The Power of Persuasion : Improving your Performance and Leadership  
Skills - London : Kogan Page.

189 p. : ill.; 22 cm.

ISBN: 0749406828

Author(s):

1. Eales-White, Rupert

Subject(s):

1. LEADERSHIP

Notes:

Bibliography: p. 183-184. Includes index.

'This book helps you to discover how effective and skilful you are in persuading others, and then explains how to focus and develop your persuasion techniques to achieve what you desire. Integral to the book is a self-assessment test designed to gauge which persuasion skills are your own personal strenghts and weaknesses.'

ID number: 80010122

Year: 1992

65.012 /00084

Comment dominer et influencer les autres - Montr?al : Le Jour.

196 p.; 21 cm.

ISBN: 2890440559

Author(s):

1. Gabriel, H. W.

Subject(s):

1. LEADERSHIP

2. SELF-ACTUALIZATION (PSYCHOLOGY)

3. INTERPERSONAL RELATIONS

Notes:

'A l'aide de cet ouvrage, vous penetrerez dans un monde inconnu ou vous ferez d'extraordinaires decouvertes - dans votre propre personnalite. Dans le trefonds de votre subconscient, vous decouvrirez des possibilites et des raisons latentes et, des que vous les aurez eveillees en vous basant sur des lois psychologiques precises, votre pouvoir personnel et votre assurance vous entoureront d'un halo lumineux, suscitant le respect et la consideration de votre entourage.'

ID number: 80008292

Year: 1981

65.012 /00191

Guide du management et du leadership - Paris : Retz.

896 p. : ill.; 23 cm.

ISBN: 9782725625904

Subject(s):

1. MANAGEMENT

2. LEADERSHIP

Added entry(s):

1. Muller, Jean-Louis, ed.

Notes:

'Destine aux cadres de tout niveau hierarchique, d'entreprises et d'organisations des secteurs prive et public, aux directeurs des ressources humaines et aux dirigeants, ce guide propose une vision complete, diversifiee et synthetique du management. En offrant un panorama sans equivalent des savoirs incontournables, des bonnes pratiques et des pistes innovantes, ce guide apporte des cles decisives aux managers operationnels pour faire face avec aisance et efficience aux exigences de leur metier. Mine d'informations expertes sur les acquis et

source de reflexions strategiques sur les defis, cet ouvrage de reference devoile les diverses facettes du metier de manager, avec ses contraintes et ses potentialites, dans les contextes les plus varies. Il invite a allier professionalism et creativite, et a vivre le plaisir de l'action et de la reussite collectives.'

ID number: 80022281

Year: 2007

65.012 /00175

Leadership Lessons from West Point - San Francisco : Jossey-Bass.

xxx, 397 p.; 25 cm.

ISBN: 9780787987732

Subject(s):

1. LEADERSHIP
2. COMMAND OF TROOPS

Added entry(s):

1. Crandall, Doug, ed.

Notes:

Includes index.

'Leaders in the business, nonprofit, and government sectors can learn leadership techniques and practices from contributors who are teaching or have taught at the US Military Academy at West Point and have served in positions of leadership that span the globe. These military experts cover a broad range of topics that are relevant to any leadership development program in any sector. The contributors offer insight into what leadership means to these experts - in both war and peacetime - and describe their views on quiet leadership, mission, values, taking care of people, organizational learning, and leading change.'

ID number: 80022210

Year: 2007

65.012 /00023

A Passion for Excellence : The Leadership Difference - London : Collins.

xxv, 437 p. : ill., 1 port. ;

ISBN: 0002175290

Author(s):

1. Peters, Thomas J.
2. Austin, Nancy

Subject(s):

1. LEADERSHIP
2. MANAGEMENT

Notes:

Includes index.

ID number: 70004284

Year: 1985

65.012 /00188

Guide du leadership : progresser vers la fonction de dirigeant - Paris : Dunod.

xv, 246 p. : ill.; 24 cm.

ISBN: 9782100507153

Author(s):

1. Radon, Bernard

Subject(s):

1. LEADERSHIP

Notes:

Bibliography: p. 241-246.

'Loin de l'image fantasmee du leader heros, charismatique et omnipotent, cet ouvrage en dresse un portrait plus en accord avec la realite du terrain et propose des modeles originaux pour un leadership de proximite efficace. Illustre de cas

d'écoles et de nombreuses fiches conseils, ce livre dessine une cartographie précise pour se repérer dans l'organisation et progresser vers la fonction de leader.'

ID number: 80022279

Year: 2007

65.012 /00147

The First 90 Days : Critical Success Strategies for New Leaders at All Levels - Boston, MA : Harvard Business School Press.

xvi, 253 p. : ill.; 22 cm.

ISBN: 1591391105

Author(s):

1. Watkins, Michael

Subject(s):

1. LEADERSHIP

2. MANAGEMENT

Notes:

Includes index.

'You have just been promoted to a new leadership position. You are not yet sure of the challenges ahead or how you will meet them. All you know is that you have three months to get on top of the job and move forward - or fail. This book is your road map for taking charge quickly and effectively during critical career transition periods, whether you are a first-time manager or a new CEO. Based on three years of research into leadership transitions at all levels and hands-on work designing transition programs for top companies, the author provides illustrative examples and actionable tools that will show you how to : Assess your strengths and weaknesses and identify personal vulnerabilities; Diagnose your situation and understand its challenges and opportunities; Negotiate a productive working relationship with your boss; Secure early wins that establish credibility and create momentum; Build your team and connect with influential support coalitions; Align strategy, structure, systems and skills to enable success; Balance personal and professional demands during the transition.'

ID number: 80019583

Year: 2003

## **MANAGEMENT**

65.012 /00152

Execution : The Discipline of Getting Things Done - New York : Crown.

viii, 278 p.; 24 cm.

ISBN: 0609610570

Author(s):

1. Bossidy, Larry

2. Charan, Ram

3. Burck, Charles

Subject(s):

1. MANAGEMENT

2. ACHIEVEMENT MOTIVATION

Notes:

Includes index.

ID number: 80020520

Year: 2002

65.012 /00149

Les fabliaux du management : observer, penser, decider et agir autrement

- Paris : Chiron.

174 p. : ill.; 24 cm.

ISBN: 2702707858

Author(s):

1. Charles, Francois

Subject(s):

1. MANAGEMENT

Notes:

'Comment adapter son discours en fonction des circonstances ? Anticiper face a la concurrence ? Etre performant ? Faire preuve d'initiative ? Gerer les relations avec ses collaborateurs et ses clients ? Heritier de Jean de la Fontaine, l'auteur invite a envisager d'un oeil neuf les problemes complexes que le manager doit resoudre au quotidien, en les 'mettant en scene' dans un tout autre contexte : ou il sera question de plage et de surf, de fourmis et de libellules, d'une secretaire au pouvoir extraordinaire, d'un arbre venerable, d'un palais des Mille et Une Nuits ... Ces fables et tableaux, pleins de vie et d'humour, sont autant d'occasions de decouvrir ou de redécouvrir des methodes et des concepts originaux qui concourent a l'optimisation du fonctionnement et du developpement de l'entreprise - la theorie des cycles, le systeme 'bottom-up-down', la 'medecine d'entreprise', le 'bio-management', l'approche et la vision globales, pour n'en citer que quelques-uns. Tous ces outils d'optimisation sont ensuite repris, analyses, developpes et expliques pour permettre au manager d'appliquer dans son activite l'enseignement des fabliaux.'

ID number: 80020287

Year: 2002

65.012 /00112

Managing Upwards - Aldershot, UK : Gower.

xi, 95 p. : ill.; 25 cm.

ISBN: 0566074850

Author(s):

1. Coates, Jonathan

Subject(s):

1. MANAGEMENT

Notes:

Bibliography: p. 91-92. Includes index.

'Would you like your staff to take more decisions on their own initiative? Would you in turn like to exercise more influence on your own boss? Dr Coates questions here the assumption that management is a downward process. He analyses what happens within the organization and sets out ways in which managers can encourage involvement and creativity. Using 'real life' examples and case studies from three continents he shows how the necessary structures and attitudes can be developed - as well as the dangers of ignoring the problem. Among the issues he tackles are lateral relationships, the role of performance appraisal and the personal skills needed to make the new approach effective.'

ID number: 80011667

Year: 1994

65.012 /00029

The Effective Executive - New York : Harper.

viii, 178 p. ; 21 cm.

(Harper colophon books)

ISBN: 006091209X

Author(s):

1. Drucker, Peter Ferdinand, 1909-

Subject(s):

1. MANAGEMENT
2. ORGANIZATIONAL EFFECTIVENESS
3. EXECUTIVES

Notes:

Includes index.

ID number: 70004290

Edition: 1st Harper colophon

65.012 /00030

The Frontiers of Management : Where Tomorrow's Decisions Are Being Shaped

Today - New York : Harper & Row.

xi, 368 p. ; 19 cm.

ISBN: 0060971118

Author(s):

1. Drucker, Peter Ferdinand, 1909-

Subject(s):

1. MANAGEMENT

Notes:

Includes index.

ID number: 70004291

Edition: 1st Perennial Librar

Year: 1987

65.012 /00072

Handbook of Organization Management - New York : Dekker.

xii, 548 p. : ill. ; 27 cm.

(Public administration and public policy ; 19)

ISBN: 0824718135

Subject(s):

1. MANAGEMENT
2. PUBLIC ADMINISTRATION

Added entry(s):

1. Eddy, William B., 1923- , ed.

Notes:

Includes bibliographies and indexes.

ID number: 70004396

Year: 1983

65.012 /00170

Guide to Management Ideas and Gurus - London : Profile Books.

322 p. ; 23 cm.

ISBN: 9781846681080

Author(s):

1. Hindle, Tim

Subject(s):

1. MANAGEMENT

Notes:

'This guide is in two parts. Part one provides a clear overview of more than one hundred ideas that have most influenced the management of business over the past century or so. As well as explaining each idea, it gives a brief run-down of the history behind it, and lists suggestions for further reading. Part two gives the low-down on more than 50 of the world's most influential management thinkers past and present. The majority are American, but more than 20 come from countries such as

Britain, Japan, India, France and the Netherlands.'  
ID number: 80022179  
Year: 2008

65.012 /00100

Key Management Tools : 50 Time-Saving Techniques to Solve Everyday  
Business Problems - London : Pitman.

xxii, 250 p. : ill.; 24 cm.

ISBN: 0273603841

Author(s):

1. Lambert, Tom

Subject(s):

1. MANAGEMENT

Notes:

Bibliography: p. 246-247. Includes index.

'This book is designed to help hard pressed managers to achieve and go on achieving excellence with minimal resources in a rapidly changing world. It provides a complete kit for strategic planning and implementation ; presents tools for motivation, team building and leadership skills ; focuses on problem solving and decision-making; approaches financial management from the perspective of the non-financial manager ; develops models of the organisation and offers tools to understand attitudes to change and culture ; develops tool and models to identify training needs and to design, develop and conduct training. The book also has more than fifty tools and models for immediate application which can help you improve your effectiveness and efficiency at work.'

ID number: 80010096

Year: 1993

65.012 /00095

Reflexions sur le management - Paris : Dunod.

x, 194 p.; 22 cm.

ISBN: 2100000691

Author(s):

1. Levitt, Theodore, 1925-

Subject(s):

1. MANAGEMENT

Notes:

Includes index.

'Les "reflexions" de Theodore Levitt veulent aider le lecteur : a reflechir aux fins de l'entreprise et aux orientations qu'il convient de prendre; a promouvoir et gerer le changement; a conduire les activites de maniere a ce que l'entreprise et les hommes fonctionnent harmonieusement et avec efficacite.'

ID number: 80009983

Year: 1991

65.012 /00062

Le manager au quotidien : les dix roles du cadre - Paris : Ed.  
d'Organisation.

220 p. : ill.; 24 cm.

ISBN: 2708105582

Author(s):

1. Mintzberg, Henry

Subject(s):

1. MANAGEMENT

Notes:

Translation of : The nature of managerial work.

Bibliography : p. 213-220.

ID number: 80005335

Year: 1984

65.012 /00038

Thriving on Chaos : Handbook for a Management Revolution - [s.l.] :  
Macmillan.  
xii, 561 p.  
ISBN: 0333454278  
Author(s):  
1. Peters, Thomas J.  
Subject(s):  
1. MANAGEMENT  
ID number: 70004297  
Year: 1988

65.012 /00038B

Le chaos management - Paris : InterEditions.  
610 p.; 22 cm.  
ISBN: 2729602194  
Author(s):  
1. Peters, Thomas J.  
Subject(s):  
1. MANAGEMENT  
Notes:  
Bibliography: p. 599-607.  
ID number: 80006029  
Year: 1988

65.012 /00024

Effective Assignment : Skills and Strategies : A Guide for Management  
Services Staff, Line Managers and Others - London : HMSO.  
94 p. : ill. ; 20 cm.  
ISBN: 0114300151  
Author(s):  
1. Ruston, Alan  
2. Ram, Ronald  
Subject(s):  
1. MANAGEMENT  
Added entry(s):  
1. Cabinet Office. Management and Personnel Office (GB)  
2. Civil Office College (GB)  
Notes:  
ID number: 70004285  
Year: 1987

65.012 /00059

Top Management Strategy : What It Is and How to Make it Work - New York :  
Simon & Schuster.  
128 p. : ill.; 23 cm.  
ISBN: 0671254014  
Author(s):  
1. Tregoe, Benjamin B.  
2. Zimmerman, John W.  
Subject(s):  
1. MANAGEMENT  
ID number: 80004732  
Year: 1980

## MANAGEMENT BY OBJECTIVES

65.012 /00079

La direction par objectifs et ses applications - Paris : Publi-Union.

351 p. : ill. ; 25 cm.

Subject(s):

1. MANAGEMENT BY OBJECTIVES

Added entry(s):

1. Humble, John W., ed.

Notes:

Bibliography: p. 343-347. Includes index.

ID number: 80007131

Year: 1970

## MANAGEMENT INFORMATION SYSTEMS

65.012 /00082

Handbook of IS Management - Boston : Auerbach.

xvi, 824 p. : ill. ; 25 cm.

ISBN: 0791309525

Subject(s):

1. MANAGEMENT INFORMATION SYSTEMS

Added entry(s):

1. Umbaugh, Robert E., ed.

Notes:

Includes index.

'This book is directed to those who have the responsibility for managing and guiding the application of information technology in an organization - large or small.'

ID number: 80007408

Edition: 3rd ed.

Year: 1991

## MANAGEMENT--DICTIONARIES

65.012 /00074 REF

International Dictionary of Management - London : Kogan Page.

375 p. : ill. ; 24 cm.

ISBN: 0749413166

Author(s):

1. Johannsen, Hano, 1933-
2. Page, G. Terry

Subject(s):

1. MANAGEMENT--DICTIONARIES

Notes:

'Entries cover virtually all branches of management, personnel, training, production, marketing, finance, accounting, administration and information technology, as well as industrial relations, and the social, economic, legal and statistical environment in which management must operate. Numerous charts and diagrams give fuller definition to many entries.'

ID number: 80012040

Edition: 5th ed.

Year: 1995

65.012 /00118

Les 100 mots cles du management des hommes - Paris : Dunod.

160 p. : ill.; 22 cm.

ISBN: 2100017357

Author(s):

1. Ohana, Paul

Subject(s):

1. MANAGEMENT--DICTIONARIES

Notes:

'A travers 100 mots cles, cet ouvrage explore la realite complexe de l'entreprise contemporaine. Pour rendre compte du changement et des nouveaux rapports entre l'homme et l'entreprise, les mots et les concepts ne cessent d'evoluer. Des mots anciens redeviennent actuels, d'autres encore se vident de leur substance ou recelent de facheuses ambiguites. On assiste egalement a l'emergence d'un vocabulaire nouveau, qu'il s'agisse de mots importes ou de veritables neologismes. C'est donc a un exercice de definition et de clarification que se livre Paul Ohana, avec pour objectifs de reunir des concepts epars et d'offrir une vision globale de l'entreprise. Une vision qui n'exclut pas la subjectivite volontaire et affiche les preferences de l'auteur pour un management moderne des hommes.'

ID number: 80011778

Year: 1995

658 /00059 REF

Le Robert & Collins du management : dictionnaire francais-anglais, anglais-francais - Paris : Le Robert.

1022 p.; 25 cm.

ISBN: 2850361461

Subject(s):

1. BUSINESS--DICTIONARIES

2. MANAGEMENT--DICTIONARIES

ID number: 80008161

Year: 1992

#### **MANAGEMENT--EUROPE**

65.012 /00083

Pratiques du management en Europe : gerer les differences au quotidien -

Paris : Ed. d'Organisation.

223 p.; 24 cm.

ISBN: 2708114840

Author(s):

1. Simonet, Jean

Subject(s):

1. MANAGEMENT--EUROPE

Notes:

'Ce livre propose une analyse des modeles nationaux de management a travers le contexte local, a savoir les elements d'histoire et de culture nationale, le systeme educatif, le systeme de relations sociales, les specificites de l'economie et des entreprises, le role des managers; une description des pratiques manageriales des pays de la Communaute Europeenne comme les regles de savoir-vivre, les specificites en matiere de communication, de reunions, de leadership, de gestion du temps et d'organisation; une synthese permettant de situer l'unite et la diversite dans une perspective historique et a travers une typologie des modeles d'organisation dans chacun des pays europeens.'

ID number: 80008173

Year: 1992

**MANAGEMENT--USA**

65.012 /00071

In Search of Excellence : Lessons from America's Best-Run Companies - New York : Harper.  
xxvi, 360 p. ; 22 cm.  
ISBN: 0060150424  
Author(s):  
1. Peters, Thomas J.  
2. Waterman, Robert H.  
Subject(s):  
1. MANAGEMENT--USA  
Notes:  
Includes bibliographical references and index.  
ID number: 70004397  
Edition: 1st ed.  
Year: 1982

65.012 /00111

The Frontiers of Excellence : Learning from Companies That Put People First - London : Nicholas Brealey.  
318 p. ; 24 cm.  
ISBN: 1857880404  
Author(s):  
1. Waterman, Robert H.  
Subject(s):  
1. MANAGEMENT--USA  
Notes:  
Includes index.  
'This new book from the co-author of the bestseller 'In Search of Excellence' explores the fundamental secrets of success of some of The world's most admired companies. Waterman's purpose is simple : To discover, in depth and at first hand, the reason that these organisations do so well.'  
ID number: 80011648  
Year: 1994

**MEETINGS**

65.012 /00012

Des reunions efficaces - Lyon : Chronique sociale.  
245 p. ; 23 cm.  
ISBN: 2850080713  
Author(s):  
1. Maccio, Charles  
Subject(s):  
1. MEETINGS  
2. MANAGEMENT  
ID number: 80004107  
Year: 1986

65.012 /00018

How to Organise a Better Conference - London : Hutchinson.

368 p. ; 24 cm.

ISBN: 009164190X

Author(s):

1. Clayton, Ken

Subject(s):

1. MEETINGS

2. MANAGEMENT

Notes:

Includes index.

ID number: 70004281

Year: 1986

65.012 /00193

Intervenir dans une reunion en anglais comme en francais = Taking the Floor in Meetings in French as Well as in English - Paris : Ed. d'Organisation.

109 p. : ill. ; 21 cm.

ISBN: 2708129066

Author(s):

1. Lapeyre, Benedicte

2. Sheppard, Pamela

Subject(s):

1. ENGLISH LANGUAGE--BUSINESS ENGLISH

2. MEETINGS

3. FRENCH LANGUAGE--BUSINESS FRENCH

Notes:

'Pour tous ceux qui doivent de plus en plus frequemment participer a des reunions tenues en anglais, ce livre bilingue analyse les differentes situations que l'on rencontre dans une reunion et les differents types de presentation que l'on est amene a y faire : commentaires de rapports, d'analyses, de documents juridiques, etc. En face de chaque expression francaise appropriee il donne l'equivalent anglais ainsi que des conseils en communication.'

ID number: 80022283

Year: 2003

65.012 /00101

Manipulating Meetings : How to Get What You Want, When You Want It - London : Pitman.

vi, 186 p. ; 24 cm.

ISBN: 0273605216

Author(s):

1. Martin, David, 1914-

Subject(s):

1. MEETINGS

Added entry(s):

1. Institute of Management Foundation (GB)

Notes:

'This book provides techniques to enable you to achieve your objectives including : how to decide if your meeting is really necessary ; how to chair and control meetings effectively ; how to encourage positive meetings ; how to compose dynamic agendas ; how to handle hidden agendas ; how to manipulate management meetings ; how to prevent manipulations ; how to handle ambushes and surprises. Practical, ready-to-use ideas from over 100 case studies will ensure that your meetings are really effective so that your business opportunities are maximised.'

ID number: 80010097

Year: 1994

**NEGOTIATION IN BUSINESS**

65.012 /00036

Comment mener adroitement discussions et negociations - Paris : Dunod.

164 p.; 22 cm.

ISBN: 2040169563

Author(s):

1. Laurent, Louis

Subject(s):

1. NEGOTIATION IN BUSINESS

2. MANAGEMENT

Notes:

Bibliography: p. 161-164

ID number: 80005878

Year: 1987

65.012 /00041

La negociation - Paris : Ed. d'Organisation.

27 p.; 19 cm.

(Mementos E.O.)

ISBN: 2708109111

Author(s):

1. Missenard, Bernard

Subject(s):

1. NEGOTIATION IN BUSINESS

2. MANAGEMENT

ID number: 80000841

Year: 1988

65.012 /00094

Getting to Yes : Negotiating Agreement Without Giving In - London : Arrow Books.

xiii, 161 p.; 18 cm.

ISBN: 0099517302

Author(s):

1. Fisher, Roger

2. Ury, William

Subject(s):

1. NEGOTIATION

2. NEGOTIATION IN BUSINESS

Added entry(s):

1. Patton, Bruce, ed.

Notes:

'Everyone negotiates something every day. Whether it's who cooks the dinner or how you handle a company takeover, successful negotiation means getting what you want without getting enemies too. This handbook shows how to speak to be understood - and listen to understand; change the size of the pie; focus on interests, not positions; be concrete but flexible; be hard on the problem, soft on people; make the most of your assets; tame the tough bargainers and reach a win/win situation.'

ID number: 80009984

Year: 1987

65.012 /00161

The Expert Negotiator : Strategy, Tactics, Motivation, Behaviour,  
Leadership - Leiden : Nijhoff.  
291 p. : ill.; 24 cm.  
ISBN: 9789004165021

Author(s):

1. Saner, Raymond

Subject(s):

1. NEGOTIATION
2. NEGOTIATION IN BUSINESS

Notes:

Bibliography: p. 267-284. Includes index.

'Success in negotiation is not a matter of chance, but the result of careful planning and specialized skills. Some of these skills are inborn, others need to be learnt. In this book, the author draws on his long years of experience to show that two-third of negotiation practice is learnable. Yet very few people are specifically trained in this everyday task. The author does not limit himself to the over-simplified tips generally put out on successful bargaining in every imaginable situation. Rather, he treats the different aspects of negotiation practice in a way that is useful to both academics and practitioners, such that the general laws and principles gradually become evident as and of themselves.'

ID number: 80021942

Edition: 3rd ed.

Year: 2008

65.012 /00108

Thinking on Your Feet in Negotiations : Rapid Response Tactics - London :  
Pitman.  
v, 202 p. : ill.; 24 cm.

ISBN: 0273604015

Author(s):

1. Hodgson, Jane

Subject(s):

1. NEGOTIATION IN BUSINESS

Notes:

Includes index.

'This book introduces the latest techniques to help you develop your negotiations skills further, showing you how to think creatively in situations which require a quick response. It explains innovative approaches to building rapport and breaking stalemate; preparing to negotiate; putting your case effectively; making the most of your power; listening effectively; asking the right questions; handling conflict and the unexpected.'

ID number: 80011429

Year: 1994

65.012 /00174

How to Become a Better Negotiator - New York : American Management  
Association.  
ix, 98 p.; 23 cm.

ISBN: 9780814400470

Author(s):

1. Luecke, Richard A.
2. Patterson, James G.

Subject(s):

1. NEGOTIATION IN BUSINESS

Notes:

Bibliography: p. 93. Includes index.

'Packed with tips, quizzes, questions, and chapter reviews, this book shows you how to arrive at a successful conclusion for every situation. It lets you in on the common characteristics shared by great negotiators; different tactics for handling

conflict (and when to use each one); how to plan and carry out a successful negotiation strategy; and proven methods for counteracting the tactics of others. The book covers important topics such as listening, assertiveness, and how to deal with hostile opponents.'

ID number: 80022196

Edition: 2nd ed.

Year: 2008

65.012 /00096

Negociier : les cles pour reussir - Paris : Dunod.

236 p. : ill; 24 cm.

ISBN: 2040198164

Author(s):

1. Maubert, Jean-Francois

Subject(s):

1. NEGOTIATION IN BUSINESS

Notes:

Bibliography: p. 231-232.

'Toutes les techniques, toutes les astuces du metier, qui constituent le savoir-faire du negociateur sont developpees, exemples a l'appui, dans cet ouvrage ecrit par un praticien et destine a tous ceux que la negociation interesse a titre professionnel ou a titre d'information.'

ID number: 80009982

Year: 1991

65.012 /00186

Seven Secrets for Negotiating with Government : How to Deal with Local, State, National, or Foreign Governments - and Come Out Ahead - New York : American Management Association.

xi, 210 p.; 24 cm.

ISBN: 9780814409084

Author(s):

1. Salacuse, Jeswald W.

Subject(s):

1. NEGOTIATION IN BUSINESS

2. BUSINESS AND POLITICS

Notes:

Includes index.

'Almost everyone has faced the frustrating tasks of negotiating with a government - local, state, national, or foreign - at some point. Whether you are applying for a building permit from your local zoning board, trying to sell software to the US Defense Department, seeking approval for a merger, or planning to set up a business in Limerick or Bangalore, you confront a unique set of challenges when dealing with any form of government. The author provides expert guidance to allow individuals, companies, and organizations to succeed at the very special task of negotiating with governments. He addresses the key challenges involved - from influencing bureaucracies to counter-balancing the apparently overwhelming power on the government side of the negotiating table. This guide offers succinct, realistic, and accessible advice to help you recognize the often-hidden interests driving government negotiators and use that knowledge to your advantage.'

ID number: 80022248

Year: 2008

65.012 /00107

Negotiate in French and English = Negociier en anglais comme en francais -  
London : Nicholas Brealey.

136 p.; 23 cm.

ISBN: 185788017X

Author(s):

1. Sheppard, Pamela
2. Lapeyre, Benedicte

Subject(s):

1. NEGOTIATION IN BUSINESS
2. FRENCH LANGUAGE--BUSINESS FRENCH
3. ENGLISH LANGUAGE--BUSINESS ENGLISH

Notes:

'This book will enable you to feel confident and communicate effectively at any negotiation table; defuse tension and win the esteem of your opposite number; get to grips with the language, culture and business philosophy of your French-speaking counterpart; negotiate a better deal; communicate the right words and phrases - what a French or English person would actually say, not just a translation.'

ID number: 80011430

Year: 1993

#### **NEGOTIATION IN BUSINESS--RUSSIA (FEDERATION)**

341.7 /00094

Russian Negotiating Behavior : Continuity and Transition - Washington :  
United States Institute of Peace Press.

ix, 225 p.; 23 cm.

ISBN: 187837978X

Author(s):

1. Schecter, Jerrold L.

Subject(s):

1. NEGOTIATION--RUSSIA (FEDERATION)
2. NEGOTIATION IN BUSINESS--RUSSIA (FEDERATION)
3. DIPLOMACY
4. RUSSIA (FEDERATION)--FOREIGN RELATIONS

Notes:

Bibliography: p. 201-208. Includes index.

'Whether bargaining for strategic arms reductions, rights to drill Siberian oil fields, or an apartment in Moscow, Americans are faced across the table by a distinct Russian negotiating style. What are its chief characteristics, and how can US diplomats and business people best deal with it as they pursue their own objectives ? The author explores these questions with a wealth of personal experiences as a former government official, journalist, and corporate executive. His insights, deepened by his working knowledge of the Russian language, also draw on the testimony of US and former Soviet diplomats and negotiators. As he examines the historical and cultural underpinnings of contemporary Russian negotiating behavior, Schecter finds that the Bolshevik legacy remains largely intact despite the Soviet Union's demise. A step-by-step examination of the negotiating process, based on unique inside accounts from retired Soviet officials, exposes the areas of greatest continuity in Russian interests and style, as well as areas of change. The book also identifies counterstrategies that western negotiators can use to protect their interests, and it outlines the requirements for doing business in Russia's nascent market economy.'

ID number: 80018601

Year: 1998

**ORGANIZATIONAL BEHAVIOR**

65.012 /00090

Organizing and Organizations : An Introduction - London : Sage.

xi, 324 p. : ill. ; 24 cm.

ISBN: 080398703X

Author(s):

1. Sims, David, 1948-
2. Fineman, Stephen
3. Gabriel, Yiannis

Subject(s):

1. ORGANIZATIONAL BEHAVIOR
2. MANAGEMENT
3. PERSONNEL MANAGEMENT

Notes:

Bibliography: p. 309-316. Includes index.

'This book is in two main parts. The first explores the processes of organizing through a series of chapters, each based on a different facet of organizational life. These reveal the texture of everyday organizing. Theoretical concepts and practical implications are woven lightly into an accessible and engrossing narrative, which draws on a large number of first-hand accounts from members of organizations. The second part of the book comprises a substantial thesaurus/dictionary that discusses in more detail over 150 terms and concepts from the first part. A table connecting the chapters with traditional categories in organizational behaviour is also included.'

ID number: 80009876

Year: 1993

65.012 /00091

Why Organizations? : How and Why People Organize - Newbury Park, CA :

Sage.

xiii, 247 p. ; 24 cm.

ISBN: 0803950403

Author(s):

1. Abrahamsson, Bengt, 1937-

Subject(s):

1. ORGANIZATIONAL BEHAVIOR
2. MANAGEMENT

Notes:

Bibliography: p. 233-241. Includes index.

'Why do organizations exist? Why can't the market - free contract between single buyers and sellers - solve all production and distribution problems? What are the causes behind the rise of industrial enterprises and other hierarchies? This book goes beyond the basics of organizational theory to discuss these and other questions. The author frames his discussion in rationalistic organizational theory based on such concepts as rationality, interest, power, form and function, external forces and inner logic, and organizational mandators and executives.'

ID number: 80009886

Year: 1993

## ORGANIZATIONAL CHANGE

65.012 /00075

Les champions du renouveau - Paris : InterEditions.

380 p.; 22 cm.

ISBN: 2729602364

Author(s):

1. Waterman, Robert H.

Subject(s):

1. ORGANIZATIONAL CHANGE

2. MANAGEMENT

Notes:

Bibliography: p. 367-375. Includes index.

ID number: 80006028

Year: 1990

65.012 /00109

Opportunities for Change - London : Industrial Society Press.

x, 359 p. : ill.; 23 cm.

ISBN: 0852909144

Author(s):

1. Dawson, Marguerite

Subject(s):

1. ORGANIZATIONAL CHANGE

2. MANAGEMENT

Notes:

'This manual has been designed to help you, as one who has responsibility for the motivation of others, to create and maintain an environment where change will be viewed as an opportunity with positive benefits. This unique European venture is a comprehensive guide to initiating and effecting change. It has been designed to overcome the first stage of resistance to change - lack of understanding.'

ID number: 80011442

Year: 1990

65.012 /00063

Anticiper et vivre le changement - Paris : Ed. d'Organisation.

153 p. : ill.; 24 cm.

ISBN: 2708111388

Author(s):

1. Desmarais, Jean-Michel

2. Hamelle, Brigitte

3. Niewenglowski, Pierre

Subject(s):

1. ORGANIZATIONAL CHANGE

2. MANAGEMENT

ID number: 80005337

Year: 1990

65.012 /00121

Leaning into the Future : Changing the Way People Change Organisations -

London : Nicholas Brealey.

xi, 180 p. : ill.; 24 cm.

ISBN: 185788082X

Author(s):

1. Binney, George

2. Williams, Colin

Subject(s):

1. ORGANIZATIONAL CHANGE

Notes:

Includes index.

'This book offers an alternative view of how individuals at all

levels shape radical change : how they combine leading and learning in order to lean into the future. Drawing on the experience of more than 100 international companies and public organisations, it shows how successful leaders in change are reaching beyond both the 'top down ' and 'bottom up' approaches and bringing together strong leadership with a passionate commitment to learning.'

ID number: 80012374

Year: 1995

65.012 /00135

Transforming the Organization - New York : McGraw-Hill.

xii, 323 p. : ill.; 24 cm.

ISBN: 0070340676

Author(s):

1. Gouillart, Francis J.
2. Kelly, James Newell, 1940-

Subject(s):

1. ORGANIZATIONAL CHANGE

Notes:

Includes index.

'The framework revealed in this book is called business transformation. It is a bold new view of business proposed by two of today's most influential management thinkers and practitioners. Drawing on decades of combined experience in helping major companies turn themselves around, the authors use real stories that guide the reader through 'hard' disciplines such as shareholder value analysis and activity-based costing, and through 'soft' disciplines such as team-building, visioning, and individual renewal. Chapter by chapter, the reader tracks the analytical and emotional progress of a real CEO from a well-known company in the midst of transformation, as well as the wrenching experience of a production scheduler swept up in the transformation process. The authors make a compelling case for viewing the corporation not as a soul-less machine made up of discrete, replaceable parts, but as a living organism - the biological corporation - complete with mind, body, and spirit requiring comprehensive treatment, not organ-by-organ surgery, to ensure overall health.'

ID number: 80014032

Year: 1995

65.012 /00122

Reengineering the Corporation : A Manifesto for Business Revolution -

London : Nicholas Brealey.

viii, 231 p.; 24 cm.

ISBN: 1857880560

Author(s):

1. Hammer, Michael, 1948-
2. Champy, James, 1942-

Subject(s):

1. ORGANIZATIONAL CHANGE
2. CORPORATE REORGANIZATIONS

Notes:

Includes index.

'This is the pioneering book on the most important topic in business circles today : the radical redesign of a company's processes, organisation and culture to achieve a quantum leap in performance. The authors explain that instead of tinkering with, or simply computerising an aspect of the work design, the answer is to radically redesign the whole process. Business reengineering isn't about fixing anything - it's about starting again, about reinventing the nature of work and corporate structures from top to bottom.'

ID number: 80012458

Year: 1995

65.012 /00185

A Sense of Urgency - Boston, MA : Harvard Business Press.

xii, 196 p. : ill. ; 22 cm.

ISBN: 9781422179710

Author(s):

1. Kotter, John P., 1947-

Subject(s):

1. ORGANIZATIONAL CHANGE

Notes:

'True urgency is a gut-level determination to move and win, now. Its practitioners are unusually alert. They come to work each day determined to achieve something important, and they shed irrelevant activities to move faster and smarter. Those with a sense of true urgency are the opposite of complacent - but they are not stressed-out and anxious, generating great activity without much productivity. Instead, they move boldly toward the future - sharply on the lookout for the hazards and the opportunities that change brings. The author shows what a true sense of urgency really is, why it is becoming an exceptionally important asset, and how you can create and sustain it within your organization - starting today.'

ID number: 80022249

Year: 2008

65.012 /00137

Methodes d'intervention developpement organisationnel - Sillery : Presses de l'Universite du Quebec.

xxxiii, 590 p. : ill. ; 23 cm.

(Changement Planifie et Developpement des Organisations ; 8)

ISBN: 2760506193

Subject(s):

1. ORGANIZATIONAL CHANGE
2. ORGANIZATIONAL EFFECTIVENESS

Added entry(s):

1. Tessier, Roger, ed.
2. Tellier, Yvan, ed.

Notes:

'Le Groupe de Formation (T-Group) n'est plus l'instrument de base du developpement organisationnel, mais continue cependant d'y occuper une place strategique. Le developpement organisationnel envisage l'organisation comme un reseau de groupes plus ou moins unifie. Si une organisation est porteuse d'une culture, c'est qu'elle est un groupe. Les strategies visant a modifier cette culture doivent tenir compte de sa signification groupale. Le groupe, au demeurant, constitue egalement un cadre pedagogique privilegie pour divers types d'apprentissages pertinents au fonctionnement des organisations (leadership, fonctionnement des equipes, diagnostics organisationnels, gestion de projets, etc.).'

ID number: 80016097

Year: 1992

65.012 /00177

Managing Change Step by Step : All You Need to Build a Plan and Make It Happen - Harlow, UK : Pearson Prentice Hall Business.

xv, 243 p. : ill. ; 24 cm.

ISBN: 9780273711773

Author(s):

1. Newton, Richard

Subject(s):

1. ORGANIZATIONAL CHANGE

Notes:

Bibliography: p. 242-243.

'You need to implement an important change. You need to know what to do, in what order, to make sure it all runs smoothly. You

want to come out of it with the desired results and minimum stress. This book is for you. It breaks things down into easy stages to ensure nothing is left to chance. Refreshingly jargon-free, it is a book for anyone who doesn't need in-depth theory on change management but rather a foolproof guide that will ensure things go accordingly to plan now and in the future.'

ID number: 80022207

Year: 2007

## **ORGANIZATIONAL EFFECTIVENESS**

65.012 /00105

The Fifth Discipline Fieldbook : Strategies and Tools for Building a Learning Organization - New York : Currency, Doubleday.

xiii, 593 p. : ill. ; 23 cm.

ISBN: 0385472560

Subject(s):

1. ORGANIZATIONAL EFFECTIVENESS

Notes:

Includes index.

'This pragmatic guide shows how to create an organization of learners where memories are brought to life, where collaboration is the Lifeblood of every endeavor, and where the tough questions are fearlessly asked. The stories in this book show that companies, businesses, agencies and even communities can undo their 'learning disabilities' and achieve superior performance.'

ID number: 80010993

Year: 1994

## **PERSONNEL MANAGEMENT**

65.012 /00088

Human Resource Management : Key Concepts and Skills - London : Sage.

ix, 225 p. ; 24 cm.

ISBN: 080398815X

Author(s):

1. Beaumont, Phil B.

Subject(s):

1. PERSONNEL MANAGEMENT

Notes:

Includes index.

'This major textbook meets the clear need for a substantial but accessible introduction to the practice of human resource management within the context of relevant theory and current debates. In a discussion that ranges from the strategic and policy aspects of HRM to the day-to-day processes of employee management, the author identifies and explores key concepts and skills. He looks at the meaning of strategic human resource management. He considers its relations with organizational change, and its role in international competitiveness. From a HRM standpoint, he addresses such crucial topics as selection and appraisal, rewards and compensation, employee participation and development.'

ID number: 80009877

Year: 1993

65.012 /00113

Empowering People at Work - Aldershot, UK : Gower.

xx, 268 p. : ill.; 23 cm.

ISBN: 0566074362

Author(s):

1. Foy, Nancy

Subject(s):

1. PERSONNEL MANAGEMENT

Notes:

Bibliography: p. 254-263. Includes index.

'Part I of this book shows how the elements of empowerment work together: performance focus, teams, leadership and face-to-face communication. Part II explains how to manage the process of empowerment, even in a climate of 'downsizing' and 'delayering'. It includes chapters on networking, listening, running effective team meetings, giving feedback, training and using employee surveys. Part III contains case studies of IBM and BT and examines the way they have developed employee communication to help achieve corporate objectives. The final section comprises a review of communication channels that can be used to enhance the empowerment process, an extensive set of survey questions to be selected on a 'pick and mix' basis and an annotated guide to further reading.'

ID number: 80011659

Year: 1994

65.012 /00089

Human Resource Management and Technical Change - London : Sage.

xiv, 240 p. : ill.; 24 cm.

ISBN: 0803987862

Subject(s):

1. PERSONNEL MANAGEMENT

2. EMPLOYEES--EFFECT OF TECHNOLOGICAL INNOVATIONS ON

Added entry(s):

1. Clark, Jon, ed.

Notes:

Bibliography: p. 223-232. Includes index.

'Technical change is a fact of modern organizational life, inevitably impacting, to a greater or lesser extent, upon the management of human resources. This book provides the first systematic analysis of the relations between technical change and HRM. Introductory chapters overview the central themes and debates. For example, what role do human resource managers play in the processes of technical change in organizations? What opportunities or constraints are presented by different dimensions of technical change? How does technical change affect such issues as job design, supervision, total quality management, team-working, increased flexibility, skills training and employee involvement? Succeeding contributions develop these themes in more detail, drawing on research and case studies.'

ID number: 80009883

Year: 1993

65.012 /00080

Gestion des ressources humaines - Paris : Eyrolles.

xix, 219 p.; 24 cm.

Author(s):

1. Louart, Pierre

Subject(s):

1. PERSONNEL MANAGEMENT

ID number: 80007224

Year: 1991

65.012 /00189

Gestion des ressources humaines - Paris : Vuibert.

266 p. : ill. ; 18 cm.

ISBN: 9782711777792

Author(s):

1. Peretti, Jean-Marie

Subject(s):

1. PERSONNEL MANAGEMENT

Notes:

Bibliography: p. 241-245. Includes index.

'La gestion des emplois et des competences, le recrutement et la gestion des carrieres, l'investissement formation et la mise en oeuvre d'une politique de remuneration globale et personnalisee, l'amenagement des temps, des conditions de travail et de securite, la gestion de la diversite, la communication et les relations sociales sont devenus des facteurs de la competitivite des entreprises et des organisations. La fonction ressources humaines recouvre l'ensemble de ces domaines au service du developpement humain et de la performance de l'entreprise. Fonction partagee, elle eclate et se repartit dans l'organisation generale. Tous ceux qui assument des responsabilites dans le management y participent. Cet ouvrage doit les aider a maitriser la dimension ressources humaines.'

ID number: 80022278

Edition: 15eme ed.

Year: 2007

658 /00066

Jobs, Roles and People : The New World of Job Evaluation - London :

Nicholas Brealey.

x, 256 p. : ill. ; 24 cm.

ISBN: 1857880072

Author(s):

1. Pritchard, Derek

2. Murlis, Helen

Subject(s):

1. JOB EVALUATION

2. JOB ANALYSIS

3. PERSONNEL MANAGEMENT

Notes:

Bibliography; p. 249-252. Includes index.

'The authors provide here the background and the rationales for new thinking and practice in job evaluation. The book looks at all the major approaches to job measurement currently available as well as responses to equal value legislation. New approaches such as computer assisted job evaluation, job family modelling, skills and competency based pay and new, less bureaucratic ways of managing and maintaining job evaluation systems are covered in detail.'

ID number: 80011421

Year: 1992

65.012 /00086

Gestion des cadres : la nouvelle donne - Paris : First.

220 p. ; 23 cm.

ISBN: 2876911191

Author(s):

1. Shapero, Albert

Subject(s):

1. PERSONNEL MANAGEMENT

Notes:

Trad. de : Managing Professional People.

'Toutes les techniques de pointe made in USA : embauche, motivation, evaluation des performances, formation, creativite, salaires. Comment aider les nouveaux professionnels a donner le

meilleur d'eux-memes...'  
Bibliography: p. 214-216. Includes index.  
ID number: 80008744  
Year: 1991

65.012 /00120

La gestion des ressources humaines au seuil de l'an 2000 - Saint-Laurent,  
Quebec : Editions du Renouveau Pedagogique.  
xxiii, 747 p. : ill.; 26 cm.  
ISBN: 2761307909  
Author(s):  
1. Dolan, Shimon L.  
2. Schuler, Randall S.  
Subject(s):  
1. PERSONNEL MANAGEMENT--CANADA  
Notes:  
Includes index.  
ID number: 80012307  
Edition: 2e ed.  
Year: 1995

#### **PERSONNEL MANAGEMENT--EUROPE, EASTERN**

65.012 /00085

Managing Human Resources in Eastern Europe and the Former USSR - London :  
Economist Intelligence Unit.  
xiii, 118 p.; 28 cm.  
(Report ; P803)  
ISBN: 0850587018  
Subject(s):  
1. PERSONNEL MANAGEMENT--EUROPE, EASTERN  
2. PERSONNEL MANAGEMENT--CIS  
Added entry(s):  
1. Economist Intelligence Unit (GB)  
Notes:  
Includes index.  
ID number: 80008592  
Year: 1993

#### **PERSONNEL MANAGEMENT--DICTIONARIES**

65.012 /00169 REF

A Dictionary of Human Resource Management - Oxford, UK : Oxford  
University Press.  
xxvi, 552 p.; 23 cm.  
ISBN: 9780199298761  
Subject(s):  
1. PERSONNEL MANAGEMENT--DICTIONARIES  
Added entry(s):  
1. Heery, Edmund, ed.  
2. Noon, Mike, ed.  
Notes:  
'This book is an authoritative source of precise and easy to  
understand definitions of words, terms, and phrases that are  
used in the fields of Human Resource Management, Personnel, and  
Industrial Relations.'  
ID number: 80022176  
Edition: 2nd ed.  
Year: 2008

**PERSONNEL MANAGEMENT--USA**

658 /00079

Workforce Crisis : How to Beat the Coming Shortage of Skills and Talent -  
Boston, MA : Harvard Business School Press.

viii, 269 p. : ill. ; 25 cm.

ISBN: 1591395216

Author(s):

1. Dychtwald, Ken, 1950-
2. Erickson, Tamara J., 1954-
3. Morison, Robert

Subject(s):

1. MANPOWER PLANNING--USA
2. PERSONNEL MANAGEMENT--USA
3. LABOR SUPPLY--USA

Notes:

Includes index.

'Within the decade, the massive boomer generation will begin retiring. At the same time, declining birth rates will mean a deficit of younger workers. With these demographic changes, companies in developed economies will face an unprecedented brain drain. To survive, companies must rethink their workforce strategies and transform their management and human resources practices to attract, engage, and retain workers of all ages. The authors present innovative strategies for rewriting the 'employment deal' and leveraging the talent of the people your enterprise needs to succeed.'

ID number: 80020816

Year: 2006

**PROJECT MANAGEMENT**

65.012 /00183

Results without Authority : Controlling a Project When the Team Doesn't  
Report to You - New York : American Management Association.

ix, 262 p. : ill. ; 23 cm.

ISBN: 9780814473436

Author(s):

1. Kendrick, Tom

Subject(s):

1. PROJECT MANAGEMENT

Notes:

Bibliography: p. 247-248. Includes index.

'When you are a project manager with a team of people who don't technically report to you, your challenge is to get results without authority. This book delivers proven techniques for controlling projects and manage diverse teams in a wide variety of situations, and bringing those projects to successful closure. The concepts in this book are essential for all project managers, with and without authority, because they offer a productive alternative to 'command and control' management techniques that can easily backfire.'

ID number: 80022254

Year: 2006

65.012 /00162 REF

Managing Successful Projects with PRINCE2 - London : TSO.

xiv, 457 p. : ill. ; 30 cm.

ISBN: 9780113309467

Subject(s):

1. PROJECT MANAGEMENT

Notes:

Includes index.

'This reference manual describes the PRINCE2 project management method which provides detailed guidance on how to set up, organise, manage, control and deliver your projects on time, within budget and to the right quality. PRINCE2 is an easy to follow structured method suitable for any type of project. The processes and techniques in PRINCE2 will help your project team cope with the risks, challenges and opportunities of today's rapidly changing environment.'

ID number: 80022090

Edition: 4th ed.

Year: 2005

65.012 /00165

A Survival Guide for Project Managers - New York : American Management Association.

v, 312 p. : ill. ; 23 cm.

ISBN: 9780814408773

Author(s):

1. Taylor, James

Subject(s):

1. PROJECT MANAGEMENT

Notes:

Bibliography: p. 293-294. Includes index.

'While the technical side of project management is important, it is often 'people problems' that derail even the most meticulously planned of projects. This book gives you a complete understanding of what it takes to successfully finish a project, giving you not only valuable tools like Work Breakdown Schedule, Gantt Charts, and Network Analysis, but also tools to communicate, negotiate, listen, and lead. This practical guide walks you through the entire project life cycle, and shows you how to : develop the managerial and business skills required of a project manager; resolve conflicts and improve negotiation capabilities; understand and apply the technical tools of project management; establish project teams, and foster collaboration among team members, and more.'

ID number: 80022128

Edition: 2nd ed.

Year: 2006

65.012 /00180

The Principles of Project Management - Collingwood : SitePoint.

xix, 204 p. : ill. ; 23 cm.

ISBN: 9780980285864

Author(s):

1. Williams, Meri

Subject(s):

1. PROJECT MANAGEMENT

Notes:

Includes index.

'This book presents information on principles that can be used in planning, managing, and leading business projects.'

ID number: 80022240

Edition: 1st ed.

Year: 2008

**PUBLIC SPEAKING**

65.012 /00190

Parler en public avec plaisir : methode Technesthesie pour gagner aisance et conviction devant l'autre - Paris : InterEditions.

xii, 186 p. : ill. ; 24 cm.

ISBN: 9782100505494

Author(s):

1. Berthelot, Fabien
2. Leveque, Claudine

Subject(s):

1. PUBLIC SPEAKING

Notes:

Bibliography: p. 185-186.

'Parler n'engage pas que notre tete mais mobilise veritablement tout notre etre. Developpee par des comediens et des psychologues, le technesthesie constitue un authentique savoir-etre par la parole. Particulierement efficace parce qu'elle permet d'appriivoiser ses emotions meme - et surtout - quand nous parlons, elle met en lumiere tous les mecanismes en jeu dans la rencontre et l'echange. Elle vous permettra de prendre conscience de votre corps et de vos sensations pour trouver vos appuis, doper votre energie et votre confiance en vous. Et, pour bien vous mettre en scene et adopter le ton juste, elle vous montrera a travers des archetypes intemporels, tels Arlequin, Colombine, Jupiter ou Mercure, comment associer attitudes corporelles, comportements psychologiques et modes de fonctionnement.'

ID number: 80022280

Year: 2007

65.012 /00136

Speaking Globally : How to Make Effective Presentations Across International and Cultural Boundaries - London : Kogan Page.

194 p. : ill. ; 22 cm.

ISBN: 0749422211

Author(s):

1. Urech, Elizabeth

Subject(s):

1. BUSINESS COMMUNICATION
2. PUBLIC SPEAKING

Notes:

'This book is vital reading for anyone who is faced with the task of addressing audiences around the world. It enables both native and non-native English speakers to make effective presentations across international and cultural boundaries. It shows you how to present your ideas with clarity and power; control your nerves and increase your confidence; handle unexpected situations with ease; adapt language and gestures to suit your audience.'

ID number: 80014687

Year: 1997

## REENGINEERING (MANAGEMENT)

65.012 /00168

Business Analysis - Swindon, UK : British Computer Society.

xvii, 238 p. : ill. ; 25 cm.

ISBN: 9781902505701

Subject(s):

1. REENGINEERING (MANAGEMENT)
2. WORKFLOW
3. BUSINESS ANALYSTS
4. PROCESS CONTROL

Added entry(s):

1. Paul, Debra, ed.
2. Yeates, Donald, ed.

Notes:

Includes index.

'This is a practical guide for anyone involved with business analysis, improving efficiency, or the alignment of IT with organisational objectives. It explores : the key early stages of the development lifecycle; the nature of business problems; how organisations develop; and the drivers that contribute to the development of the business analysis discipline.'

ID number: 80022171

Year: 2006

## RISK MANAGEMENT

65.011 /00017

For Successful Risk Management : Think M\_o\_Rr - London : TSO.

vi, 118 p. : ill. ; 24 cm.

ISBN: 9780113310647

Subject(s):

1. RISK MANAGEMENT

Notes:

Includes index.

'Risk is threaded throughout our lives. In the business world, it can dominate decisions and stifle the growth and development of an organisation. Of course you cannot avoid risk but what you can do is manage it effectively. Fortunately you don't have to develop the techniques and processes for successful management of risk because they already exist. This book introduces guidance that has been developed by the UK government, drawing upon the knowledge of experts around the world. It is recognised Best Practice for risk management and it's your starting point for managing risk to you and your organisation's advantage.'

ID number: 80022183

Year: 2007

65.011 /00016

The Ascendency of Political Risk Management and its Implications for Global Security and Business Investment - London : Royal United Services Institute for Defence and Security Studies.

viii, 146 p. ; 23 cm.

(Whitehall Paper Series ; 67)

ISBN: 0855161272

Author(s):

1. Truscott, Peter

Subject(s):

1. RISK MANAGEMENT
2. BUSINESS ENTERPRISES--GOVERNMENT POLICY
3. COMMERCIAL POLICY
4. INVESTMENTS, FOREIGN

Added entry(s):

1. Royal United Services Institute for Defence and Security Studies (GB)

Notes:

'Business has many models for commercial quantitative risk assessment, including sensitivity analysis and game theory, but it is still vulnerable to the interface between commercial and political risk. This paper argues that risk management inherently requires a deeper understanding and appreciation of political risk if it is to play an efficient role in assessing and mitigating commercial risk. Political risk has a fundamental role in the generation of commercial risk in the twenty-first century. This paper examines the defence and energy sectors. It examines a number of quantitative and qualitative risk models utilized by industry and government, and determines whether they are fit for purpose. It identifies best practice in these sectors, and asks what forms of risk management approach and business structures best mitigate political risk.'

ID number: 80021161

Year: 2006

#### **SPEECHES, ADDRESSES, ETC.**

65.012 /00115

Speeches and Presentations in French as well in English = Discours et exposes en anglais comme en francais - London : Nicholas Brealey. 111 p.; 24 cm.

ISBN: 185788048X

Author(s):

1. Sheppard, Pamela

Subject(s):

1. SPEECHES, ADDRESSES, ETC

Notes:

'Here is a step-by-step guide to the many communication techniques involved in public speaking together with a practical, easy-to-use approach to the language of speeches and presentations. The words and phrases you need in French are displayed facing the English equivalents.

ID number: 80011664

Year: 1994

Circ. Status: On the shelf

#### **SPEECHES, ADDRESSES, ETC.-ENGLISH**

65.012 /00114

Executive's Portfolio of Model Speeches for All Occasions - Englewood Cliffs, NJ : Prentice-Hall.

xi, 318 p.; 25 cm.

ISBN: 0132969890

Author(s):

1. Booher, Dianna Daniels

Subject(s):

1. SPEECHES, ADDRESSES, ETC., ENGLISH

Notes:

Includes index.

'Here is an instant source of nearly 200 carefully chosen model speeches you can use to add spice, impact, humor and clarity to your next speech or presentation. This work includes word-for-word speeches covering 65 different business situations, from anniversaries and dedications to motivation and quality control.'

ID number: 80011661

Year: 1991

65.012 /00022

Modeles de discours pour les dirigeants et cadres d'entreprise - Paris :  
Weka.  
var. pag.; 23 cm.  
ISBN: 2733700383  
Author(s):  
1. Mantrant, S.  
2. Balland, J.  
Subject(s):  
1. SPEECHES, ADDRESSES, ETC., ENGLISH  
2. COMMUNICATION IN MANAGEMENT  
ID number: 80005880  
Year: 1987

**SPEECHES, ADDRESSES, ETC.--FRENCH**

65.012 /00097

100 modeles de discours pour toutes les circonstances - Alleur, BEL :  
Marabout.  
244 p.; 18 cm.  
ISBN: 2501020006  
Author(s):  
1. Dansel, Michel  
Subject(s):  
1. SPEECHES, ADDRESSES, ETC., FRENCH  
Notes:  
'Anniversaires officiels ou prives, inaugurations, felicitations,  
informations : le discours est la manifestation la plus commentee  
de tout evenement marquant. Faciles a adapter, voici de precieux  
modeles dont chacun pourra s'inspirer quand il sera amene a prendre  
la parole devant un public plus ou moins large. On leur empruntera,  
a volonte, Le ton, la structure, la place des anecdotes, les  
formules d'exorde et de conclusion.'  
ID number: 80010005  
Year: 1994

**TEAMS IN THE WORKPLACE**

65.012 /00182

Team Building : Proven Strategies for Improving Team Performance - San  
Francisco : Jossey-Bass.  
xviii, 240 p.; 23 cm.  
ISBN: 9780787988937  
Author(s):  
1. Dyer, William G.  
2. Dyer, W. Gibb, 1954-  
3. Dyer, Jeffrey H.  
Subject(s):  
1. TEAMS IN THE WORKPLACE  
2. ORGANIZATIONAL CHANGE  
Notes:  
Includes index.  
'This book presents the concepts, ideas, and practical suggestions  
that are necessary for any manager to have at hand if he or she  
is a member or creator of a committee, team, task-force, or any  
other activity involving collaboration among several people.'  
ID number: 80022268  
Edition: 4th ed.  
Year: 2007

## TIME MANAGEMENT

65.012 /00181

Time Management : Increase Your Personal Productivity and Effectiveness -  
Boston, MA : Harvard Business School Press.

xx, 152 p. : ill. ; 24 cm.

(Harvard Business Essentials)

ISBN: 1591396336

Subject(s):

1. TIME MANAGEMENT

Notes:

Bibliography: p. 141-145. Includes index.

'Managers spend so much of their time attending meetings, handling interruptions, and putting out fires that when it comes to getting real work done, they constantly seem to come up short.

This book offers proven advice and hands-on tools to help managers consciously manage their time in ways that will dramatically increase their personal productivity and effectiveness. Managers will learn how to : identify and prioritize goals to ensure critical work gets done; make the most of scheduling tools like day-planners, PDAs, and to-do lists; mitigate work overloads and eliminate time-wasters; avoid burnout by delegating effectively.'

ID number: 80022266

Year: 2005

65.012 /00093

Objectif temps - Louvain-la-Neuve : Academia.

161 p. : ill. ; 25 cm.

ISBN: 2872092889

Author(s):

1. Tlatli, Fathi

Subject(s):

1. TIME MANAGEMENT

Notes:

Bibliography: p. 155-156.

'Après s'être attaché à la valeur, la nature et la relativité culturelle du temps, l'auteur propose une méthode pour apprivoiser le temps. Il suggère un système personnalisé de gestion du temps et prône la connaissance de soi pour déterminer des objectifs gagnants. Il définit le type de l'individu performant, capable de maîtriser son Temps de travail pour vivre une vie enrichissante et mieux profiter de ses loisirs. Ce livre s'adresse à tous ceux qui veulent concilier harmonieusement vie privée et vie professionnelle.'

ID number: 80009952

Year: 1994

## TOTAL QUALITY MANAGEMENT

65.012 /00099

Implementing Total Quality Management - London : Pitman.

xv, 304 p. : ill. ; 24 cm.

ISBN: 0273038486

Author(s):

1. Munro-Faure, Lesley
2. Munro-Faure, Malcolm

Subject(s):

1. QUALITY CONTROL
2. MANAGEMENT

Notes:

Includes index.

'Focusing on practical issues, this book shows how to introduce

Total Quality Management successfully; demonstrates the business Benefits of an effective quality system; provides clear guidelines to help managers make the best decisions for their business; shows how to minimise costs by preventing errors and waste; ensures businesses focus on doing the right things right first time. Drawing on a broad range of practical examples, this book demonstrates the benefits to companies in terms of both efficiency and financial performance of implementing Total Quality Management.'

ID number: 80010090

Year: 1992

65.012 /00167

Balanced Scorecard Step-by-Step for Government and Nonprofit Agencies -

Hoboken, NJ : Wiley.

xvii, 365 p. : ill.; 24 cm.

ISBN: 9780470180020

Author(s):

1. Niven, Paul R.

Subject(s):

1. TOTAL QUALITY MANAGEMENT

2. BENCHMARKING (MANAGEMENT)

3. PERFORMANCE STANDARDS

4. ORGANIZATIONAL EFFECTIVENESS--MEASUREMENT

Notes:

Includes index.

'The emphasis today on demonstrated organizational performance is not limited to private-sector corporations. Public and nonprofit agencies are also finding that, as financial resources decrease and demand for results increases, they too must institute performance goals along with programs and processes that consistently progress toward those goals. This book empowers your organization to turn strategy into performance at every organizational level and translate your intangible resources such as innovation, customer relationships, and intellectual capital into real value. It outlines the very real benefits of the field-proven Balanced Scorecard approach, and details how it can be tailored to the unique requirements and realities of nonprofit and public-sector organizations.'

ID number: 80022168

Edition: 2nd ed.

Year: 2008

## **TOTAL QUALITY MANAGEMENT--STANDARDS**

65.012 /00151

La qualite, c'est facile : j'en fais tous les jours ! : se former a l'ISO

9001 - Paris : AFNOR.

vii, 265 p. : ill.; 24 cm.

ISBN: 2124750992

Author(s):

1. Mougins, Yvon

Subject(s):

1. ISO 9001 SERIES STANDARDS

2. TOTAL QUALITY MANAGEMENT--STANDARDS

Notes:

'Vous avez entre les mains l'outil ideal pour : vous former de facon synthetique a la qualite; former vos equipes a l'aide de solutions inedites et ludiques; faire passer vos messages sur la qualite grace a des methodes, des tests, qui acheveront de convaincre votre hierarchie que la qualite, c'est facile, pas si complique et que sa mise en oeuvre invite le 'solide bon sens'.'

ID number: 80020425

Year: 2005

65.012 /00160

Quality Management Systems : Requirements = Systemes de management de la qualite : exigences - Geneva : International Organization for Standardization.

vii, 23 p.; 30 cm.

(ISO 9001:2000)

Subject(s):

1. ISO 9001 SERIES STANDARDS
2. TOTAL QUALITY MANAGEMENT--STANDARDS

Added entry(s):

1. International Organization for Standardization (CH)

Notes:

Bibliography: p. 23.

ID number: 80021189

Edition: 3rd ed.

65.012 /00150

Les normes ISO 9000 : 100 questions pour comprendre et agir - Paris : AFNOR.

x, 180 p. : ill.; 21 cm.

ISBN: 2124750585

Author(s):

1. Bergenhenegouwen, Louise
2. Jong, Annemarie de
3. Vries, Henk J. de

Subject(s):

1. ISO 9000 SERIES STANDARDS
2. TOTAL QUALITY MANAGEMENT--STANDARDS

Notes:

'Repondre simplement aux problemes que vous vous etes inevitablement poses a la lecture des normes ISO 9000 (version 2000), tel est le but de cet ouvrage. L'adoption et la mise en oeuvre des ISO 9000 suscitent de nombreuses questions, parfois tres simples, de la part des utilisateurs. S'inspirant des 100 questions les plus frequemment posees, cet ouvrage s'attache a y repondre de maniere directe et concise.'

ID number: 80020424

Year: 2003

65.012 /00157

ISO 9000 Quality Management - Geneva : International Organization for Standardization.

380 p.; 30 cm.

ISBN: 9267103830

Subject(s):

1. ISO 9000 SERIES STANDARDS
2. TOTAL QUALITY MANAGEMENT--STANDARDS

Added entry(s):

1. International Organization for Standardization (CH)

ID number: 80020789

Edition: 10th ed.

Year: 2003

65.012 /00156

Understanding ISO 9000 and Implementing the Basics to Quality - New York

: Marcel Dekker.

xiv, 260 p. : ill.; 24 cm.

(Quality and Reliability ; 45)

ISBN: 082479656X

Author(s):

1. Stamatis, D. H.

Subject(s):

1. ISO 9000 SERIES STANDARDS

2. TOTAL QUALITY MANAGEMENT--STANDARDS

Notes:

Bibliography: p. 245-248. Includes index.

'This practical resource examines the evolution and rationale of the ISO 9000 series of standards, their structure, interpretation, and relationship to other quality systems - providing theory as well as applications and demonstrating how to put the standards into place to achieve quality.'

ID number: 80020780

Year: 1995

## ***Previous Issues***

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