THEMATIC BIBLIOGRAPHIES
No. 1/2009

MANAGEMENT

LE MANAGEMENT

Bibliographies thématiques
No. 1/2009
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- Bibliothèque de l'OTAN
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  1110 Bruxelles
  Belgique
  Tél.: 32.2.707.44.14
  Télécopieur: 32.2.707.42.49
  E-mail: library@hq.nato.int
- Intranet: http://hqweb.hq.nato.int/oip/library/
- Internet: http://www.nato.int/library

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• Comment obtenir les publications de la Bibliothèque:

   Toutes les publications de la Bibliothèque sont disponibles sur les sites Intranet et Internet de l'OTAN.
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65.012 /00178
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:
'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
v, 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.'

* This list contains material received as of February 2nd, 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
xii, 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
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
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.
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;
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
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.'
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
viii, 194 p. : ill. ; 22 cm.
ISBN: 0803955383
Subject(s):
1. COMMUNICATION IN ORGANIZATIONS
2. CORPORATE CULTURE
3. ORGANIZATIONAL BEHAVIOR
Added entry(s):
2. Shuter, Robert, ed.
Notes:
'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
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

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
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

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

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
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

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:  
ID number: 70004293  
Year: 1987

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:  
'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.
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:

'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 demistify 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
vii, 196 p. : ill. ; 22 cm.
ISBN: 0631139869
Author(s):
  1. Grieve Smith, John
Subject(s):
  1. CORPORATE PLANNING
  2. MANAGEMENT
Notes:
ID number: 70004283
Year: 1985

DELEGATION OF AUTHORITY

65.012 /00077
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 accroitre son pouvoir en le partageant : c'est
ce que demontre Diane Tracy en vous invitant a suivre les dix
principes de la pyramide du pouvoir qui rendront votre entreprise
plus competitive et contribueront a la reussite de votre carriere'.
ID number: 80006027
Year: 1990
Le coaching quotidien : mieux diriger son équipe 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 à vos collaborateurs vos imperatifs de management et les impliquer dans le travail de l'équipe, vous devez instaurer avec chacun une relation de confiance fondée sur un dialogue constructif. Ce livre traite de toutes les situations auxquelles vous êtes confronté dans votre management de chaque jour. Il a pour objectif de vous aider dans le coaching quotidien de vos collaborateurs en sachant mettre en adéquation vos paroles et vos actes. À partir d'analyses et d'exemples concrets avec, à chaque fois, une présentation du 'comportement idéal' directement applicable sur le terrain, ce guide vous explique tout ce qu'il faut savoir dire et comment lorsque vous voulez : délégue, promouvoir le changement, gérer un conflit ... mais aussi motiver un collaborateur, lui annoncer une décision, le faire évoluer, le reprimander, le valoriser. Parce qu'un dialogue authentique passe par une connaissance lucide de ce que vous êtes et voulez être, ce livre fait une large place aux théories comportementales pour vous permettre de mieux vous cerner et de bien comprendre les autres. Il vous rappelle également les principes de base d'une bonne direction d'équipe."

ID number: 80022282
Edition: 3ème ed.
Year: 2007

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 -
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
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
xi, 258 p. : ill.; 24 cm.
ISBN: 0787968315
Author(s):
1. Frame, J. Davidson
Subject(s):
1. INDUSTRIAL PROJECT MANAGEMENT
Notes:
'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 at 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
xix, 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
xi, 256 p.; 23 cm.
ISBN: 0803956460
Author(s):
  1. Gudykunst, William B.
Subject(s):
  1. INTERCULTURAL COMMUNICATION
Notes:
  ID number: 80010163
  Edition: 2nd ed.
  Year: 1994

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

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
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
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 : harcelement 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 enquête menée auprès des centaines de personnes qui lui ont adressé des témoignages écrits, l'auteur affirme ici son analyse et précise la notion de harcèlement, pour éviter que le terme soit utilisé abusivement et à contresens. Y a-t-il une spécificité de la victime ? Un profil de l'agresseur ? Des cas de fausses allégations ? Comment démeler le vrai du faux ? Qu'est-ce qui n'est pas du harcèlement moral ? Comment repérer ce qui en est ? Quels contextes de travail favorisent les procédés pervers ? Ce livre, nourri de nombreux cas concrets, répond avec précision à ces questions, sans esquiver la complexité des situations. Enfin, convaincue que l'organisation du travail est une donnée nécessaire mais pas suffisante pour expliquer le phénomène, l'auteur consacre la dernière partie du livre à la prévention sur le lieu de travail et auprès des professionnels, en redonnant un sens fort à l'éthique et à la responsabilité individuelle.'

ID number: 80020084
Year: 2004

LABOR COSTS--ACCOUNTING

65.012 /00138
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
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:
ID number: 70004277
Year: 1985

65.012 /00031
xi, 244 p.; 22 cm.
ISBN: 0060913363
Author(s):
1. Bennis, Warren G.
2. Nanus, Burt
Subject(s):
1. LEADERSHIP
2. MANAGEMENT
Notes:
ID number: 70004292
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 méthode la plus efficace pour accroître la productivité et les profits de l'organisation en même temps que l'équilibre et l'épanouissement personnels. Elle repose sur trois techniques très simples : les Objectifs Minute, les
189 p.: ill.; 22 cm.  
ISBN: 0749406828  
Author(s):  
1. Eales-White, Rupert  
Subject(s):  
1. LEADERSHIP  
Notes:  
'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 strengths and weaknesses.'  
ID number: 80010122  
Year: 1992

Comment dominer et influencer les autres - Montréal: 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

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 professionnalisme et
creativite, et a vivre le plaisir de l'action et de la reussite
collectives.'

ID number: 80022281
Year: 2007

65.012 /00175
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
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.
xxv, 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 fantassee 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 reperer dans l’organisation et progresser vers la fonction de leader.'
Les fabliaux du management : observer, penser, décider 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 à la concurrence ? Etre performant ? Faire preuve d'initiative ? Gérer les relations avec ses collaborateurs et ses clients ? Héritier de Jean de la Fontaine, l'auteur invite à envisager d'un œil neuf les problèmes complexes que le manager doit résoudre au quotidien, en les 'mettant en scène' dans un tout autre contexte : ou il sera question de plage et de surf, de fourmis et de libellules, d'une secrétaire 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 découvrir ou de redécouvrir des méthodes et des concepts originaux qui concourent à l'optimisation du fonctionnement et du développement de l'entreprise - la théorie des cycles, le système 'bottom-up-down', la 'médecine 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, analysés, développés et expliqués pour permettre au manager d'appliquer dans son activité l'enseignement des fabliaux.'
ID number: 80020287
Year: 2002

Managing Upwards - Aldershot, UK : Gower.
xi, 95 p. : ill.; 25 cm.
ISBN: 0566074850
Author(s):
1. Coates, Jonathan
Subject(s):
1. MANAGEMENT
Notes:
'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
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
xxii, 250 p. : ill. : 24 cm.
ISBN: 0273603841
Author(s):
  1. Lambert, Tom
Subject(s):
  1. MANAGEMENT
Notes:
'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
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
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
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
Les 100 mots clés 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 clés, cet ouvrage explore la réalité 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'évoluer. Des mots anciens redeviennent actuels, d'autres encore se vident de leur substance ou recelent de facheuses ambiguïtés. On assiste également à l'émergence d'un vocabulaire nouveau, qu'il s'agisse de mots importés ou de véritables néologismes. C'est donc à un exercice de définition et de clarification que se livre Paul Ohana, avec pour objectifs de réunir des concepts épars et d'offrir une vision globale de l'entreprise. Une vision qui n'exclut pas la subjectivité volontaire et affiche les préférences de l'auteur pour un management moderne des hommes.'
ID number: 80011778
Year: 1995

1022 p.; 25 cm.
ISBN: 2850361461
Subject(s):
1. BUSINESS--DICTIONARIES
2. MANAGEMENT--DICTIONARIES
ID number: 80008161
Year: 1992

223 p.; 24 cm.
ISBN: 2708114840
Author(s):
1. Simonet, Jean
Subject(s):
1. MANAGEMENT--EUROPE
Notes:
'Ce livre propose une analyse des modèles nationaux de management à travers le contexte local, à savoir les éléments d'histoire et de culture nationale, le système éducatif, le système de relations sociales, les spécificités de l'économie et des entreprises, le rôle des managers; une description des pratiques managériales des pays de la Communaute Européenne comme les règles de savoir-vivre, les spécificités en matière de communication, de réunions, de leadership, de gestion du temps et d'organisation; une synthèse permettant de situer l'unité et la diversité dans une perspective historique et à travers une typologie des modèles d'organisation dans chacun des pays européens.'
ID number: 80008173
Year: 1992
MANAGEMENT--USA

65.012 /00071
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
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.
v, 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
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
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-thirds 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.'

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.'

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
236 p. : ill; 24 cm.
ISBN: 2040198164
Author(s):
1. Maubert, Jean-Francois
Subject(s):
1. NEGOTIATION IN BUSINESS
Notes:
'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
x, 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
Negotiate in French and English = Negocier 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)

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
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:
  '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
Sage.
xiii, 247 p.; 24 cm.
ISBN: 0803950403
Author(s):
  1. Abrahamsson, Bengt, 1937-
Subject(s):
  1. ORGANIZATIONAL BEHAVIOR
  2. MANAGEMENT
Notes:
  '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
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:
ID number: 80006028
Year: 1990

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

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

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
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
xvii, 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
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.'

Notes:

'Le Groupe de Formation (T-Group) n’est plus l’instrument de base du développement organisationnel, mais continue cependant d’y occuper une place stratégique. Le développement organisationnel envisage l’organisation comme un réseau de groupes plus ou moins unifié. Si une organisation est porteuse d’une culture, c’est qu’elle est un groupe. Les stratégies visant à modifier cette culture doivent tenir compte de sa signification groupale. Le groupe, au demeurant, constitue également un cadre pédagogique privilégié pour divers types d’apprentissages pertinents au fonctionnement des organisations (leadership, fonctionnement des équipes, diagnostics organisationnels, gestion de projets, etc.).'

Notes:

'Bibliography: p. 242–243.'
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.'

ORGANIZATIONAL EFFECTIVENESS

65.012 /00105

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.'

PERSONNEL MANAGEMENT

65.012 /00088
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: 80022207
Year: 2007

ID number: 80010993
Year: 1994

ID number: 80009877
Year: 1993
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:
  '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

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:
  '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

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
La gestion des emplois et des compétences, le recrutement et la gestion des carrières, l'investissement formation et la mise en œuvre d'une politique de rémunération globale et personnalisée, l'aménagement des temps, des conditions de travail et de sécurité, la gestion de la diversité, la communication et les relations sociales sont devenus des facteurs de la compétitivité des entreprises et des organisations. La fonction ressources humaines recouvre l'ensemble de ces domaines au service du développement humain et de la performance de l'entreprise. Fonction partagée, elle éclate et se repartit dans l'organisation générale. Tous ceux qui assument des responsabilités dans le management y participent. Cet ouvrage doit les aider à maîtriser la dimension ressources humaines.'
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
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
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:
'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

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:
'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
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
Year: 2005

v, 312 p. : ill.; 23 cm.
ISBN: 9780814408773
Author(s):
1. Taylor, James
Subject(s):
1. PROJECT MANAGEMENT
Notes:
'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

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
Year: 2008
PUBLIC SPEAKING

65.012 /00190
Parler en public avec plaisir : méthode 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 tête mais mobilise véritablement tout notre être. Développée par des comédiens et des psychologues, le technesthesie constitue un authentique savoir-être par la parole. Particulièrement efficace parce qu'elle permet d'apprivoiser ses émotions même - et surtout - quand nous parlons, elle met en lumière tous les mécanismes en jeu dans la rencontre et l'échange. Elle vous permettra de prendre conscience de votre corps et de vos sensations pour trouver vos appuis, doper votre énergie et votre confiance en vous. Et, pour bien vous mettre en scène et adopter le ton juste, elle vous montrera à travers des archétypes 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
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
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
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
'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
TIME MANAGEMENT

65.012 /00181
Time Management : Increase Your Personal Productivity and Effectiveness -
xx, 152 p. : ill.; 24 cm.
(Harvard Business Essentials)
ISBN: 1591396336
Subject(s):
 1. TIME MANAGEMENT
Notes:
'Managers spend so much of their time attending meetings, handling
interruptions, and putting out fires that when it comes to
going 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.
'Apres s'être attache a la valeur, la nature et la relativite
culturelle du temps, l'auteur propose une methode pour apprivoiser
le temps. Il suggere un systeme personnalise de gestion du temps et
prone la connaissance de soi pour determiner des objectifs
gagnants. Il definit le type de l'individu performant, capable de
maitriser son Temps de travail pour vivre une vie enrichissante et
mieux profiter de ses loisirs. Ce livre s'adresse a tous ceux qui
veulent concilier harmonieusement vie privee et vie
professionnelle.'
ID number: 80009952
Year: 1994

TOTAL QUALITY MANAGEMENT

65.012 /00099
 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.'

65.012 /00167


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.'

65.012 /00151


Author(s):
1. Mougin, 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'. '

TOTAL QUALITY MANAGEMENT--STANDARDS
65.012 /00160
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
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
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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No. 2/08 Russian Domestic Politics under Putin’s Presidency
No. 3/08 Conflicts in the South Caucasus
No. 4/08 Energy Security
No. 5/08 Small Arms and Light Weapons
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