

Managing Knowledge Workers: Unleashing Innovation And Productivity

In ihrem zum Standardwerk avancierten und bereits übersetzten Lehr- und Lernbuch geben die Autoren einen umfassenden und gut verständlichen Überblick über das komplexe Gebiet des Managements. Die Neuauflage ist in allen Kapiteln grundlegend überarbeitet und...

A continuation of the ongoing Oxford University's Centre for the Study of Values in Education and Business. The papers deal with the interactive effect of business and education as well as the moral and ethical concerns underpinning each.

Qualität – Ihr klarer Wettbewerbsvorteil
Starke Konkurrenz und anspruchsvolle Kunden: Nachweisbar hohe Qualität ist für Wellnessrichtungen heute ein zentraler Erfolgsfaktor. Doch wie können Sie in der Praxis die Qualität kontinuierlich verbessern? Wie entwickeln Sie neue hochwertige Dienstleistungen? Und wie können Sie zertifizierte Qualität besser in der Kundenkommunikation einsetzen?
Albin Krzczal, Eva Krzczal, Klaus Weiermair und weitere Experten aus Wissenschaft und Praxis antworten Ihnen fundiert auf zentrale Fragen zum Qualitätsmanagement in der Wellnessbranche. Sie erfahren unter anderem, wie Sie Dienstleistungsqualität messen können,aktuellen Qualitätsstandards gerecht werden,Qualität und Erlebnis in der Produktgestaltung verknüpfen undMarketingkonzepte optimieren.Von der Kundenakquisition über individuelle Betreuung bis zum After-Sales-Marketing: Das Buch enthält konkrete Empfehlungen zur Qualitätssteigerung in allen Teilprozessen!

"This book presents a comprehensive collection of the most current research on various aspects, roles, and functions of digital enterprises"--Provided by publisher.

Unleashing Innovation

Collaboration and the Semantic Web: Social Networks, Knowledge Networks, and Knowledge Resources

Arbeits- und Organisationspsychologie (Lehrbuch mit Online-Materialien)

International Handbook of Teacher Education

The Laws of the Knowledge Workplace

Social Networks, Knowledge Networks, and Knowledge Resources

With the emergence of a new, powerful breed of organization--the knowledge organization--comes a bold challenge to the management of people. Employees with special cutting-edge knowledge and the ability to transform it into marketable goods and services cannot be managed in the old way. Only new ways and updated and adapted ways can work. Amar provides an in-depth understanding of who these knowledge workers are, and how to select, adapt, and develop new concepts, principles, strategies, and techniques to manage them effectively. With practical, ready-to-use assessment tools and instruments to redesign obsolescent management practices, this is an essential resource.

? Technology is the key driver of business. May it be airport, ICT , smart governance, manufacturing or plantations. Technology management opens up opportunities for the business and help achieve leadership positions. This collection of papers provides a glimpse of issues faced in different sectors. These papers also should inspire more researchers to expand the scope of the subject itself.

Provoking urgent questions about the politics of health in the twenty-first century, this collection interrogates how neoliberal approaches to governance frame health and risk in ways that promote individual responsibility and the implications of such framings for the well-being of the collective. The essays examine a range of important issues, including childhood obesity, genetic testing, HPV vaccination, Aboriginal health, pandemic preparedness, environmental health, disability policy, aging, contingent work, and women’s access to social services. With specific attention to the Canadian context, contributors reveal how neoliberal practices and policies shape the health experiences of individuals, disadvantaged groups, and communities by cultivating self-discipline while further exposing to harm the lives and bodies of those already marginalized in consumer society.

Building on the theoretical conceptualizations of power and government of French philosopher Michel Foucault, the case studies extend our understanding of the effects of neoliberal practices and policies in relation to social class, gender, racialized identity, colonization, and ability, and provide insight into how health-related discourse creates new requirements for citizenship and forms of social stratification. A timely intervention in the field of health studies, Neoliberal Governance and Health establishes the need for critical interdisciplinary scholarship to counter the individualizing and marginalizing tendencies of health-related policy, practice and research.

Focus on management theory and practice

Managing Knowledge Workers

Mobile Opportunities and Applications for E-Service Innovations

Integrating new values into Mongolian public management

Knowledge Potential Measurement and Uncertainty

ICICKM2010-Proceedings of the 7th International Conference on Intellectual Capital, knowledge Management and Organisational Learning

How Whirlpool Transformed an Industry

COACHING PRACTICED Explore the foundations of evidence-based approaches to coaching A collection of the best papers over the last 15 years from the journal The Coaching Psychologist. In Coaching Practiced: Coaching Psychology Tools, Techniques, and Evidence-Based Approaches for Coaches, a team of distinguished researchers delivers an insightful and complete handbook for practicing coaches. From wellbeing to the workplace, coaches of all stripes will find a fulsome discussion of effective methods, strategies, and frameworks for coaching clients. In the book, the editors include contributions from leading experts that discuss a wide variety of essential topics in the field, including cognitive approaches, motivational interviewing, solution-focused coaching, mindfulness approaches, narrative coaching, and the influence of positive psychology in the field of coaching. In this accessible and comprehensive resource, readers will also find: A thorough introduction to the psychology of coaching, including available frameworks In-depth examinations of reflective practice and professional development, including reflective journaling Comprehensive discussions of wellbeing coaching, including health and life coaching Fulsome explorations of workplace coaching, including the Lead, Learn, and Grow Model Perfect for organizational and athletic leaders, Coaching Practiced: Coaching Psychology Tools, Techniques, and Evidence-Based Approaches for Coaches will also earn a place in the libraries of professional coaches, managers, executives, and others. Mobile technology continues to shape our society, delivering information and knowledge right to our finger tips. It is only fitting that these advancements and opportunities are applied to the area of electronic services. Mobile Opportunities and Applications for E-Service Innovations brings together different perspectives on the understanding of e-service and mobile communication, as well as their effects on the fields of marketing, management, and information systems. The growth of e-services as it relates to business to-business, business-to-consumer, consumer-to-consumer, are essential to the interests of professionals, academics, and researchers, as well as industry consultants.

For MIS specialists and nonspecialists alike, a comprehensive, readable, understandable guide to the concepts and applications of decision support systems.

Collaborative working has been increasingly viewed as a good practice for organizations to achieve efficiency. Organizations that work well in collaboration may have access to new sources of funding, deliver new, improved, and more integrated services, make savings on shared costs, and exchange knowledge, information and expertise. Collaboration and the Semantic Web: Social Networks, Knowledge Networks and Knowledge Resources showcases cutting-edge research on the intersections of Semantic Web, collaborative work, and social media research, exploring how the resources of so-called social networking applications, which bring people together to interact and encourage sharing of personal information and ideas, can be tapped by Semantic Web techniques, making shared Web contents readable and processable for machine and intelligent applications, as well as humans. Semantic technologies have shown their potential for integrating valuable knowledge, and they are being applied to the composition of digital learning and working platforms. Integrated semantic applications, linked data, social networks, and networked digital solutions can now be used in collaborative environments and present participants with the context-aware information that they need.

Concepts and Resources for Managers

State & Local Government Review

Praca oparta na wiedzy

Managing Knowledge

Duties, Risks, and Vulnerabilities

Erfolg durch Kundenorientierung und hohe Standards

The International Handbooks of Teacher Education cover major issues in the field through chapters that offer detailed literature reviews, designed to help readers to understand the history, issues and research developments across those topics most relevant to the field of teacher education from an international perspective. This volume is divided into two sections: Teacher educators; and, students of teaching. The first examines teacher educators, their role, and the way that role influences the nature of teaching about teaching. In turn, the second explores who students of teaching are, and how that influences the relationship between teaching and learning about teaching.

'The knowledge worker is a welcome addition to the ethnographic investigation of high-tech work. The author's thoughtful comparative approach, contrasting the oft-studied American knowledge workers with their less familiar Polish counterparts, offers a refreshing take on the post industrial workplace and demonstrates once again the profound changes that high-tech work has made in the nature of work, the worker and the workplace, far beyond Silicon Valley.' Gideon Kunda, Tel Aviv University, Israel 'The body of research addressing knowledge-intensive and creative work is massive and is quickly growing, but Dariusz Jemielniak manages to bring some new issues and perspectives to the table in his carefully designed study of the Polish and American computer programming community, making concepts such as time, trust, and motivation constitutive elements of contemporary knowledge work. Being able to bring together ethnographic research and organization theory and social science more broadly, The New Knowledge Workers is a significant contribution to the understanding of contemporary working life in the so-called "knowledge society".' Alexander Styhre, University of Gothenburg, Sweden 'Jemielniak's book combines detailed comparative ethnographic observations with organizational analysis to highlight how little we actually know about the operations of knowledge-intensive organizations. Arguing that ancient commonplaces about a "greener", more egalitarian, post-Taylorist future rely on ignoring real-time observations of real people in context, Jemielniak's portrait of the knowledge society of the 21st century shows it to be more like the Fordist society of the 20th century than the utopia so many futurists choose to imagine. His book tells us it is time to begin observing again if we wish to "know" rather than "believe" what the future holds for us.' Davydd J. Greenwood, Cornell University, US This critical ethnographic study of knowledge workers and knowledge-intensive organization workplaces focuses on the issues of timing and schedules, the perception of formality and trust and distrust in software development as well as motivation and occupational identity among software engineers. The book is a cross-cultural, comparative study of American and European high-tech workplaces that addresses the issues currently of interest to both Academia and to practice and provides a rare international comparison of organizations from both sides of the Atlantic. Its conclusions shed new light on the problems typical for software projects. The book specifically focuses on, and gives voice to, the perspectives of knowledge workers rather than managers and will thus be useful to not only scholars and human resource managers from software companies, but also to high-tech professionals. Scholars and professionals in organization studies, management, HRM, innovation and knowledge management will find this book engaging and enlightening.

Wovon h ä ngt es ab, ob jemand zufrieden mit seiner Arbeit ist? Welche Prozesse finden bei Fusionen und Unternehmens ü bernahmen statt? Wie funktioniert Personalentwicklung? Und was ist eigentlich "organisationale Sozialisation"? Mit diesen und vielen anderen Fragen besch ä ftigt sich die Arbeits- und Organisationspsychologie. Das neue Lehrbuch bietet eine systematische und fundierte Einf ü hrung in das Fachgebiet! F ü r Psychologiestudierende im Diplom-,

Bachelor- oder Masterstudiengang und Studierende der Wirtschafts-, Ingenieurs- und Sozialwissenschaften Viele Anwendungen- und Fallbeispiele: So werden die Konzepte anschaulich Glossar mit ü ber 300 Fachbegriffen Mit interaktiver Lernwebsite www.lehrbuch-psychologie.de

This dissertation explores the socio-cultural and institutional environment of the public sector organizations of Mongolia that have strong influence on current public administration reform results. This study applies the Cultural theory and Value theory. The strong hierarchy favoring rule-bounded behavior and collectivism, fatalism accepting an authority as inevitable and uncontrollable, and individualism wishing to have control over own actions are the types of culture common in Mongolian public sector organizations. Accordingly, Mongolian public sector employees transcending their selfish interests, emphasize the well-being of others, protection of order, harmony in relations, life safety and stability. Then self-direction values with emphases on independent thought and action, and creativity are important for them. This socio-cultural context has great implication for work behavior of public employees, for their action to implement the reform policies in government organizations. Thus, the institutional leadership, which produces and protects values, becomes essential for introducing changes in the existing intuitional environment.

Emerging Dimensions of Technology Management

Volume 2

Eight Steps to Sustainable Organizational Learning

Business Education and Training

Managing by the Bhagavad G t

A Value-Laden Process

Human Resources Management, 3rd edition is an all-inclusive resource packed full of Australian examples, quality pedagogical features and cutting edge theories. It provides an excellent balance of practical teaching and the underlying theory of HRM which helps students understand what HR actually is, rather than just how to practice it. The text facilitates the development of critical and innovative thinking, allowing readers to make Co-adaptive Human Resource Management (CHRM) decisions in the light of the diverse features of any given business and its operating environment.

In The Laws of the Knowledge Workplace, Dr Jemielniak has collected research-based chapters providing deep, interdisciplinary insight into knowledge professions, addressing issues of professional identity, emotion, power and authority, trust and indoctrination, and management behaviour. This leads to an examination of issues related to time and work scheduling and its bearing on play, family, symbolic sacrifices, and employee burn-out. In particular, it delves into the identity shifts between knowledge workers and managers, nepotism and turnover intentions among knowledge workers, the implementation of engineering projects, coordination problems in offshore production systems, leadership in virtual teams, decision support systems; taking into account the moral aspects of consequences, netnography as a tool for studying knowledge work, and innovative networks in the aviation industry. The accounts and studies in this book come from management, organization studies, sociology, and anthropology of work perspectives and are fully international in scope. They highlight the scale of the serious changes in occupational roles and to the meaning of work that is taking place in knowledge-intensive environments and give a pointer to what might constitute good and bad management practice in knowledge-intensive companies.

Olmstead writes from an open systems perspective--a viewpoint of organizations that adapt quickly to turbulent, uncertain business environments--offering an integrated, understandable, and highly practical way to analyze, assess, and improve organization performance. He demonstrates how organizations actually function, and shows how they can identify and overcome obstacles by creating organizational competence-the critical elements that give organizations the ability to perform effectively in the modern business world. Upper level students, scholars, and teachers will find Olmstead's book an important addition to their academic reading lists. For practitioners, particularly those in rapid response organizations, this book will be an indispensable aid in the struggle to keep their organizations up to date and abreast of the competition.

Valuing People and Technology in the Workplace: A Competitive Advantage Framework introduces a more proactive, strategic approach to bring employees into, and develop them within, an organization. Interpreting and accepting this concept requires managers to think of employees as they would think of technology. Technology, equipment, and systems are strategically aligned within organizations. Integrating the literature from strategic technology management, strategic human resource management, and human resource development and exploring how this integration can provide competitive advantage to organizations for better implementation of people and technology development initiatives is a potential solution. Valuing People and Technology in the Workplace: A Competitive Advantage Framework provides a comprehensive framework that can be used to develop and design case studies that could measure the identified values that people, technology, and strategy can provide to the organization. This book aims to serve as a guide for managers and leaders as they develop strategies to introduce new people and technology into the workplace.

The British National Bibliography

ICICKM

A Competitive Advantage Framework

Leadership in the Digital Enterprise: Issues and Challenges

Performance and Productivity in Public and Nonprofit Organizations

Understanding Knowledge Economy, Innovation, and the Future of Social Entrepreneurship

Our Ongoing Search to Understand and Enable the Practice of Innovation to Drive Improved Organizational Performance The Innovation Expedition was launched on April 1, 1991 at the Banff Centre in the Canadian Rocky Mountains. The Banff Centre is a world class centre for the arts, leadership, innovation and mathematics. It is also a gathering place for cross boundary imagineers. Since that time, the Expedition (now a private company) has been engaged in a global search for innovative ideas, individuals, organizations, projects and products concerned with nurturing the change leaders required to both build high performing organizations in the new knowledge-

Ivancevich's Human Resource Management takes a managerial orientation; that is it takes the position that HRM is relevant to managers in every unit, project, or team. Managers are constantly faced with HRM issues, problems, and decision making and the text's primary goal is to show how each manager must be a human resource problem solver and diagnostician. This book pays attention to the application of HRM approaches in "real" organizational settings and situations. Realism, understanding, and critical thinking were important in the revision. Students and faculty alike have identified readability and relevance as key strengths of the text. It provides a book that stimulates ideas and keeps all users up-to-date on HRM thinking and practice.

In publications such as BusinessWeek and Fast Company, the media have celebrated Whirlpool's transformation into a leading-edge innovator and Nancy Tennant Snyder's role as chief innovation officer. Ten years after this remarkable transformation, Unleashing Innovation tells the inside story of one of the most successful innovation turnarounds in American history. Nancy Tennant Snyder and coauthor Deborah L. Duarte reveal how Whirlpool undertook one of the largest change efforts in corporate history and show how innovation was embedded throughout the company, which ultimately lead to bottom-line results.

Das beliebte Lehrbuch zum zweitgrößten Anwendungsgebiet der Psychologie – nun in ergänzter und überarbeiteter 3. Auflage: Die Arbeits- und Organisationspsychologie beschäftigt sich mit dem Menschen im Kontext von Wirtschaft, Arbeitstätigkeit und Organisationen. Im Buch abgedeckt werden alle großen Bereiche Organisation, Personal und Arbeit: Wovon hängt es ab, ob jemand zufrieden mit seiner Arbeit ist? Welche Prozesse finden bei Fusionen und Unternehmensübernahmen statt? Wie funktioniert Personalentwicklung? Was ist „organisationale Sozialisation"? U.v.m. – Drei ausgewiesene Experten der AO-Psychologie beantworten diese Fragen fundiert und anschaulich. Neben den Grundlagen steht dabei vor allem der Praxisbezug im Vordergrund. Die Kapitel sind didaktisch optimal für Lernen und Prüfungsvorbereitung aufbereitet. In der 3. Auflage mit zahlreichen Aktualisierungen und erweiterten Materialien auf der Website zum Buch (u.a. Vorlesungsfolien für Dozenten). – Das macht nicht nur Arbeit, sondern Spaß! – Für Psychologie-Studierende und Studierende der Wirtschafts-, Ingenieurs- und Sozialwissenschaften.

Changing Roles and the Meaning of Work in Knowledge-Intensive Environments
Issues and Challenges
Coaching Practiced

praca w przedsiębiorstwach wiedzy na przykładzie organizacji high-tech

Enhancing Intellectual Growth and Functioning

Qualitätsmanagement in Wellnesseinrichtungen

This book describes the journey of developing and implementing a global knowledge sharing strategy at the multinational project development and construction company Skanska. The strategy described is based on a “people-to-people” approach and covers four different strategic business units with more than 50,000 employees. It shows how the introduction of knowledge management has led to improved collaboration on customers and increased sales, as well as quality improvements and higher employee satisfaction. The book introduces a 8-step framework for achieving sustainable organizational learning and provides a theoretical introduction to the field of knowledge management and cognitive pedagogy.

The key question this book addresses is how to identify and create optimal conditions for the kind of learning and development that is especially important for effectively functioning in the 21st century. Taking a new approach to this long-debated issue, it looks at how a design research-based science of learning (with its practical models and related design research) can provide insights and integrated models of how human beings actually function and grow in the social dynamics of educational settings with all their affordances and constraints. More specifically: How can specific domains or subject matters be taught for broad intellectual development? How can technology be integrated in enhancing human functioning? How can the social organization of classroom learning be optimized to create social norms for promoting deep intellectual engagement and personal growth? Part I is concerned with broad conceptual and technical issues regarding cultivating intellectual potential, with a focus on how design research might fill in an important a niche in addressing these issues. Part II presents specific design work in terms of design principles, models, and prototypes.

In most organizations today, the greatest stress afflicts those working in groups: teams, task forces, and other units with special goals and purposes. Customary manners of management style and leadership largely fail to alleviate this stress. Olmstead offers a conceptual framework and draws upon his own experiences--supported by the similar experiences of others who have worked in most types of organizations under various stressful conditions--to show how.

Drawing upon the timeless wisdom of the Bhagavad Gītā, a philosophical-spiritual world classic, this professional book highlights the spiritual and moral dimensions of management using an inside-out leadership development approach. It interprets the Bhagavad Gītā’s teachings on the personality types and psychological makeup of managers and employees; self-knowledge and self-mastery; and the leadership concepts of vision, motivation, and empowerment. This book covers topics such as training of the mind, ethical leadership, communication, stress management, and corporate social responsibility (CSR). Collectively, the enclosed contributions provide managers with an enhanced outlook on management functions such as leading, planning, organizing, and controlling in today’s organizations, particularly those run by knowledge workers. Management research in the 20th century has mainly focused on the industrial paradigm characterized by a hierarchical structure of authority and responsibility with an individualistic focus on the personality of the manager. However, this traditional paradigm cannot solve many of the problems that confront leaders and managers today. Recent studies have shown that values traditionally associated with spirituality—such as integrity, honesty, trust, kindness, caring, fairness, and humility—have a demonstrable effect on managerial effectiveness and success. Although traditionally interpreted as a religious-spiritual text, the Bhagavad Gītā teaches these values which can be extrapolated and applied to practical management lessons in today’s corporate boardrooms. Applying the text of the Bhagavad Gītā to the context of management, this book views the manager as an “enlightened sage” who operates from higher stance, guided by self-knowledge and self-mastery. It demonstrates how character is the key ingredient for effective management and leadership. This book is therefore applicable to all managers, from first-line to CEOs, in their management and leadership roles in organizations.

Management

Decision Support Systems

Leading Groups in Stressful Times

An Essential Reader

The Law Library

Grundlagen der Unternehmensführung

Knowledge management is crucial to organizational learning, innovation and success within organizations. The Second Edition of the successful knowledge management reader provides a core source of key theoretical thinkers in the field and presents the most up-to-date leading-edge articles that explore emerging trends. A comprehensive introduction places these readings in context and draws together key strands across the field. The new reader includes new and revised chapters as well as newly authored material, to provide students with a current resource that enables the study of knowledge management from a variety of perspectives. Theoretical work and engaging case studies place knowledge management in the context of an emerging global economy.

Kerstin Fink discusses the two mainstream measurement fields: the cognitive science approach and the management approach. She develops the knowledge potential view which is determined by nine key measurement variables, i.e. content, culture, networking, organizational knowledge, learning and training, customer and competitor knowledge, and knowledge management systems.

The revised edition of this accessible text provides a balanced assessment and overview of state-of-the-art organizational and performance productivity strategies. Public and nonprofit organizations face demands for increased productivity and responsiveness, and this practical guide offers strategies based on current research and scholarship that respond to these challenges. The book’s comprehensive coverage includes: rationale for productivity and performance improvement; evolution of productivity improvement; the quality paradigm; customer service; information technology; traditional approaches to productivity improvement; re-engineering and restructuring; partnering and privatization; psychological contracts; and community based strategies. In addition to updating the examples of the first edition, this new edition also highlights the growing use of enterprise funds, partnership models of privatization, and web-based service delivery. Each chapter concludes with a useful summary and all-new application exercises.

Managing Knowledge WorkersUnleashing Innovation and ProductivityGreenwood

Design Research on Learning and Thinking in Educational Settings

Timeless Lessons for Today’s Managers

Unleashing Innovation and Productivity

Knowledge-Based Social Entrepreneurship

Choice

Das Lehrbuch zum beliebtesten Anwendungsgebiet der Psychologie deckt die Bereiche Organisation, Personal und Arbeit in ihren Grundlagen und ihrer Praxis ab: Wovon hängt es ab, ob jemand zufrieden mit der Arbeit ist? Welche Prozesse finden bei Fusionen und Unternehmensübernahmen statt? Wie funktioniert Personalentwicklung? Was ist organisationale Sozialisation? Drei ausgewiesene Experten beantworten diese Fragen fundiert und anschaulich. Mit Glossar der wichtigsten Fachbegriffe und begleitender Website mit Materialien für Studierende und Dozenten.

Social entrepreneurship is on the rise and social enterprises are solving some of the most critical and enduring social problems by using innovative, pragmatic and sustainable business models. Access to knowledge thanks to the Internet and rapid expansion of the knowledge economy are opening new opportunities for social ventures. With knowledge-based social entrepreneurship where knowledge is the primary resource, more pressing social problems can be addressed by using advanced technologies. This book investigates this emerging concept, possibilities that it holds, its place in today’s economy, and links bridges between knowledge, innovation, and social entrepreneurship. Academics, entrepreneurs, students, and NGOs will find the theoretical and practical information presented in this book extremely valuable.

Arbeits- und Organisationspsychologie

Creating the Functionally Competent Organization

How to Tackle Search and Transfer Barriers

Human Resource Management

Teams, Work Units, and Task Forces

Neoliberal Governance and Health