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KEY=TO - LETICIA BLANCHARD

The Tourism, Hospitality and Events Student's Guide to Study and Employability SAGE This essential companion will guide you on your journey throughout your studies in tourism, hospitality and events management, from starting your university or college programme, to developing the essential skills needed for successful study and employment, to ensuring you perform well in assessments, through to applying for and securing a graduate level job and entering the workplace. Highly practical and accessible, chapters include: Think points to encourage you to pause and reflect on what the topic means for you Reflection exercises to help you evaluate your own skills, attributes and strengths/weaknesses Industry insights to offer you a unique view into the industry you'll be working in Employer insights to provide you with real-world case examples from employers Student insights to show you different perspectives experienced by your peers Written by experts in the field, this friendly guide will provide you with everything you need to succeed and support you along every step of the way through your studies and into industry! **Smart Cities Policies and Financing Approaches and Solutions** Elsevier Smart Cities Policies and Financing: Approaches and Solutions is the definitive professional reference for harnessing the full potential of policy making and financial planning in smart cities. It covers the effective tools for capturing the dynamic relations between people, policies, financing, and environments, and where they are most often useful and effective for all relevant stakeholders. The book examines the key role of science, technology, and innovation (STI) - especially in information and communications technologies - in the design, development, and management of smart cities policies and financing. It identifies the problems and offers practical solutions in implementation of smart infrastructure policies and financing. Smart Cities Policies and Financing is also about how the implementation of smart infrastructure projects (related to the challenges of the lack of financing and the application of suitable policies) underlines the key roles of science, technology and innovation (STI) communities in addressing these challenges and provides key policies and financing that will help guide the design and development of smart cities. Brings together experts from academia, government and industry to offer state-of- the-art solutions for improving the lives of billions of people in cities around the globe Creates awareness among governments of the various policy tools available, such as output-based contracting, public-private partnerships, procurement policies, long-term contracting, and targeted research funds in order to promote smart infrastructure implementation, and encouraging the use of such tools to shape markets for smart infrastructure and correct market failures Ensures the insclusiveness of smart city projects by adequately addressing the special needs of marginalized sections of society including the elderly, persons with disabilities, and inhabitants of informal settlements and informal sectors Ensures gender considerations in the design of smart cities and infrastructure through the use of data generated by smart systems to make cities safer and more responsive to the needs of women Demonstrate practical implementation through real-life case studies Enhances reader comprehension using learning aids such as hands-on exercises, checklists, chapter summaries, review questions, and an extensive appendix of additional resources **Case in Point Complete Case Interview Preparation** Ingram **Solving Urban Infrastructure Problems Using Smart City Technologies Handbook on Planning, Design, Development, and Regulation** Elsevier Solving Urban Infrastructure Problems Using Smart City Technologies is the most complete guide for integrating next generation smart city technologies into the very foundation of urban areas worldwide, showing how to make urban areas more efficient, more sustainable, and safer. Smart cities are complex systems of systems that encompass all aspects of modern urban life. A key component of their success is creating an ecosystem of smart infrastructures that can work together to enable dynamic, real-time interactions between urban subsystems such as transportation, energy, healthcare, housing, food, entertainment, work, social interactions, and governance. Solving Urban Infrastructure Problems Using Smart City Technologies is a complete reference for building a holistic, system-level perspective on smart and sustainable cities, leveraging big data analytics and strategies for planning, zoning, and public policy. It offers in-depth coverage and practical solutions for how smart cities can utilize resident's intellectual and social capital, press environmental sustainability, increase personalization, mobility, and higher quality of life. Brings together experts from academia, government and industry to offer state-of- the-art solutions for urban system problems, showing how smart technologies can be used to improve the lives of the billions of people living in cities across the globe Demonstrates practical implementation solutions through real-life case studies Enhances reader comprehension with learning aid such as hands-on exercises, questions and answers, checklists, chapter summaries, chapter review questions, exercise problems, and more **CIO Case Interview Secrets A Former McKinsey Interviewer Reveals how to Get Multiple Job Offers in Consulting** Cheng, a former McKinsey management consultant, reveals his proven, insider'smethod for acing the case interview. **The Consulting Interview Bible The Ultimate Prep Guide for Consulting Interviews A Handbook on Sustainable Urban Mobility and Spatial Planning Promoting Active Mobility** United Nations This publication has been designed to assist member States in integrating transport, health, quality of life and environmental objectives into urban and spatial planning policies. It provides many references to case studies, good practices and examples from cities across the Euro-Asian region (and beyond) covering a wide array of thematic areas, including: the future of sustainable urban mobility; spatial planning in function of sustainable urban mobility and accessibility; public transport planning as a cornerstone of sustainable urban mobility; active mobility and how it promotes health and the environment; and the potential of Intelligent Transport Systems in an urban context. The publication puts forward a methodology for sustainable urban transport planning and introduces a concise set of key messages and recommendations as an input to the Fifth High-level Meeting on Transport, Health and Environment which takes place in Vienna from 26-27 November 2020. **Private Policing of Economic Crime Case Studies of Internal Investigations by Fraud Examiners** Routledge This book discusses private policing conducted by fraud examiners and financial crime specialists when there is suspicion of white-collar crime. The theory of convenience applies to the suspected crime, while the maturity model applies to the conducted investigation. Private policing of economic crime by fraud examiners in internal investigations is a topic of increasing concern as there is a growing business for law firms and auditing firms to conduct inquiries and reviews when there is suspicion of misconduct, wrongdoing, and crime by white-collar offenders. The key features of this book are the application of a structural model for convenience theory and the application of a maturity model for fraud examinations. The structural model assesses convenience themes for motive, opportunity, and willingness in each case study, while the maturity model assesses the level of private policing maturity in fraud examinations. For the first time, two emerging frameworks to study white-collar offenses and private policing maturity are introduced and applied to a number of cases from Denmark, Iceland, Moldova, the Netherlands, Norway, Sweden, and Switzerland. This book will be essential to those studying law, business, and criminology, as well as practicing fraud examiners. **The Pyramid Principle Logic in Writing and Thinking** Pearson Education "Do you need to produce clear reports, papers, analyses, presentations and memos? If so, you need The Pyramid Principle. Communicating your ideas concisely and articulately to clients, colleagues or to the management board is a key factor in determining your personal business success. To gain the maximum effect you need to make maximum impact with your ideas upfront." "Applying the Pyramid Principle means you will save valuable time in writing and waste no time in getting your message across to your audience, making sure they grasp your meaning at once."--BOOK JACKET. **Write Up the Corporate Ladder Successful Writers Reveal the Techniques that Help You Write with Ease and Get Ahead** Amacom Books Annotation Ryan, a freelance writer and consultant, offers techniques and tips for writing effectively in any business situation and interviews successful business writers, journalists, and senior executives on their backgrounds, methods, and attitudes. Annotation (c)2003 Book News, Inc., Portland, OR (booknews.com). **Hypertext/hypermedia Handbook** McGraw-Hill HyperText or HyperMedia is electronic documentation that does not proceed from start to finish in a linear fashion. This book is the first comprehensive handbook on the methods and techniques of using a hypertext, with emphasis on designing and implementing hypertext projects. **Global Business Driven HR Transformation: The Journey Continues (Print Edition)** Lulu.com **The Consulting Bible Everything You Need to Know to Create and Expand a Seven-Figure Consulting Practice** John Wiley & Sons Everything you need to know about building a successful, world-class consulting practice Whether you are a veteran consultant or new to the industry, an entrepreneur or the principal of a small firm, The Consulting Bible tells you absolutely everything you need to know to create and expand a seven-figure independent or boutique consulting practice. Expert author Alan Weiss, who coaches consultants globally and has written more books on solo consulting than anyone in history, shares his expertise comprehensively. Learn and appreciate the origins and evolution of the consulting profession Launch your practice or firm and propel it to top performance Implement your consulting strategies in public and private organizations, large or small, global or domestic Select from the widest variety of consulting methodologies Achieve lasting success in your professional career and personal goals The author is recognized as "one of the most highly regarded independent consultants in America" by the New York Post and "a worldwide expert in executive education" by Success Magazine Whether you're just starting out or looking for the latest trends in modern practice, The Consulting Bible gives you an unparalleled toolset to build a thriving consultancy. **Digital Supply Networks: Transform Your Supply Chain and Gain Competitive Advantage with Disruptive Technology and Reimagined Processes** McGraw-Hill Education Deliver unprecedented customer value and seize your competitive edge with a transformative digital supply network Digital tech has disrupted life and business as we know it, and supply chain management is no exception. But how exactly does digital transformation affect your business? What are the breakthrough technologies and their capabilities you need to know about? How will digital transformation impact skills requirements and work in general? Do you need to completely revamp your understanding of supply chain management? And most importantly: How do you get started? Digital Supply Networks provides clear answers to these and many other questions. Written by an experienced team comprised of Deloitte consultants and leading problem-driven scholars from a premier research university, this expert guide leads you through the process of improving operations building supply networks, increasing revenue, reimagining business models, and providing added value to customers, stakeholders, and society. You'll learn everything you need to know about: Stages of development, roles, capabilities, and the benefits of DSN Big data analytics including its attributes, security, and authority Machine learning, Artificial Intelligence, Blockchain, robotics, and the Internet of Things Synchronized planning, intelligent supply, and digital product development Vision, attributes, technology, and benefits of smart manufacturing, dynamic logistics, and fulfillment A playbook to guide the digital transformation journey Drawing from real world-experience and problem-driven academic research, the authors provide an in-depth account of the transformation to digitally connected supply networks. They discuss the limitations of traditional supply chains and the underlying capabilities and potential of digitally-enabled supply flows. The chapters burst with expert insights and real-life use cases grounded in tomorrow's industry needs. Success in today's hyper-competitive, fast-paced business landscape, characterized by the risk of black swan events, such as the 2020 COVID-19 global pandemic, requires the reimagination and the digitalization of complex demand-supply systems, more collaborative and connected processes, and smarter, more dynamic data-driven decision making—which can only be achieved through a fully integrated Digital Supply Network. **Vault Guide to the Case Interview** Vault Reports Incorporated Professional career guide from the Vault Career Library providing detailed case-by-case explanations of the consulting interview and strategies for cracking it. **Case Studies & Cocktails The "Now What?" Guide to Surviving Business School** Simon and Schuster After all the hard work on your application, you're finally in to business school. Now what? The acceptance letter is just the beginning of your MBA experience. Even before classes start, you'll face all kinds of new challenges: financing your degree, readjusting to homework, schmoozing recruiters. Now you can turn to this book, produced by Manhattan GMAT—one of the leading names in GMAT preparation—to ready you for the challenges you'll face as a newly-minted MBA candidate.Case Studies & Cocktails will be your go-to guide as you prepare to enter your MBA program and throughout your time at b-school. The authors—MBAs themselves—have drawn on their own experiences and interviewed current students for the inside scoop on every aspect of b-school, from telling the boss you're going back to school to balancing wine and cheese in one hand while networking. The result is both a handbook for the social side of school and an academic primer on the material you'll have to master. The book even includes a glossary of need-to-know jargon, so you won't feel lost when classmates start slinging around acronyms. **Business Innovation A Case Study Approach** Routledge This book provides an understanding of innovation models and why they are important in the business context, and considers sources of innovation and how to apply business frameworks using real-world examples of innovation-led businesses. After providing a solid background to the key concepts related to innovation models, the book looks at why innovation takes place and where the sources of innovation lie, from corporate research to crowd-sourced and government-funded initiatives. Innovation models across manufacturing, services and government are explored, as well as measuring innovation, and the impact of design thinking and lean enterprise principles on innovation and sustainability-driven imperatives. Offering a truly comprehensive and global approach, Business Innovation should be core or recommended reading for advanced

undergraduate, postgraduate, MBA and Executive Education students studying Innovation Management, Strategic Management and Entrepreneurship. **Accelerated Learning for Breakthrough Results** eBook Partnership This book focuses on the shift from training to learning to collaborative learning in the modern socially networked age. It also covers how to accelerate talent engagement, development and organisational change for Breakthrough Results. It outlines key principles, processes and tools to accelerate learning in organisations, using the latest research in Neuroscience and practical case studies which bring learning to life. The book covers paradigm shifts in learning; whole brain, whole person approaches to learning; creating learning cultures; and designing Accelerated Learning programmes which are relevant to individuals, business leaders and learning specialists.Accelerated Learning for Breakthrough Results covers the following topics, and ends with two case studies that will show how all of the various aspects of accelerated learning can be pulled together to create real, high impact learning for breakthrough results. PART 1: Paradigm Shift for Accelerated LearningPART 2: Whole Brain, Whole Person Approach to LearningPART 3: Creating a Learning CulturePART 4: Designing Accelerated Learning ProgrammesPART 5: Making it Real - Case Studies of Accelerated LearningThe authors invite readers to engage with the topic, and accelerate their learning through various gamification mechanics and brain-break activities in the book and online. There is a rabbit warren of resources, tools and rewards available through opting in to an online process and ways of interacting with other readers and learners through social media.Contributing Authors: Natalie Cunningham, John Gatherer, Darryn van den Berg"e;In many ways this book reminded me of Peter Senge's The Fifth Discipline, which similarly inspired me a few years back. This book is very detailed, and discusses new approaches, techniques ... and methods to achieve liberating yet learning-centred breakthrough results at individual, team and organisational level. Chief Human Resource Officers as well as their peers, and Chief Learning Officers and their associated practitioners, will all benefit from not just reading this very compelling text but studying and applying all its valuable lessons in their quest both to accelerate learning and achieve tangible results."e;~ Johan Ludike, Head of Talent Management, Yum University, Yum Brands Africa"e;Congratulations to Debbie and Kerryn, who have captured the essence of accelerated learning, a process which, particularly in a dynamic markets context, is so important to change the status quo, where so many people have potential for greatness but have often lacked opportunities and mentorship."e;~ Shaun Rozyn, Executive Director: Corporate Education, Gordon Institute of Business Science "e;What an amazing read - it is truly a book that keeps on giving! It stimulates thinking about accelerated learning and is full of modern and practical content, presented in an easily accessible and understandable manner. The gamification throughout the book places the reader in the milieu of an active learner through the experience of reading the book and accelerating one's own learning."e; ~ Liza Govender, Executive Manager: Talent, Transnet"e;Both Kerryn and Debbie bring their valuable practical lessons learnt, their passion for this subject, and their deep expertise in this field to us in a practical and useful manner. I have had the [good] fortune of working in organisations and in consulting for organisations in this field for over 20 years, and I wish I had had this book 20 years ago already!"e;~ Lou-Anne Lubbe, previous MD, People & Organisation Talent, Accenture South Africa **Vault Guide to the Top 50 Consulting Firms** This best-selling guide offers an inside look at management consultant careers and the firms that shape the industry. **Ten Types of Innovation The Discipline of Building Breakthroughs** John Wiley & Sons Innovation principles to bring about meaningful and sustainablegrowth in your organization Using a list of more than 2,000 successful innovations,including Cirque du Soleil, early IBM mainframes, the Ford Model-T,and many more, the authors applied a proprietary algorithm anddetermined ten meaningful groupings—the Ten Types ofInnovation—that provided insight into innovation. The TenTypes of Innovation explores these insights to diagnosepatterns of innovation within industries, to identify innovationopportunities, and to evaluate how firms are performing againstcompetitors. The framework has proven to be one of the mostenduring and useful ways to start thinking abouttransformation. Details how you can use these innovation principles to bringabout meaningful—and sustainable—growth within yourorganization Author Larry Keeley is a world renowned speaker, innovationconsultant, and president and co-founder of Doblin, the innovationpractice of Monitor Group; BusinessWeek named Keeley one of sevenInnovation Gurus who are changing the field The Ten Types of Innovation concept has influenced thousands ofexecutives and companies around the world since its discovery in1998. The Ten Types of Innovation is the first bookexplaining how to implement it. **Case Interview for Engineers A Former Deloitte Interviewer & Engineer Reveals how to Get Multiple Job Offers in Consulting** PRAISE FOR CASE INTERVIEW FOR ENGINEERS: "This book will help you develop the behaviours and the way of looking the World that make you a Consultant and get a job in a Consulting Firm" - Luiz Zorzella, McKinsey & Company Alumni (Canada). "Josemaria is very useful because he is focusing on behaviours rather than frameworks" - Sergi Pereira, Deloitte Consulting Consultant (Spain). "Josemaria was extremely helpful, I went from an engineer background to securing an offer with Booz & Company. Highly recommended" - Eho Kim, Booz & Company Alumni (Korea). "He helped me a lot to improve case interview skills" - Seila Osman, Accenture (Slovak Republic). "He knows very well how to deal with the case interview process" - Marcel Amor **Creativity And Innovation in Business - 212-page collection of 55 best practices, case studies, and insights on the current state of Innovation in Business at Top Innovators including Apple, Google, Netflix, 3M, Proctor & Gamble, Johnson & Johnson, GE,...** Creativity Innovation eBook **Systems Approaches to Public Sector Challenges Working with Change Working with Change** OECD Publishing This report, produced by the OECD Observatory of Public Sector Innovation, explores how systems approaches can be used in the public sector to solve complex or "wicked" problems. **Information Technology Control and Audit, Fourth Edition** CRC Press The new edition of a bestseller, Information Technology Control and Audit, Fourth Edition provides a comprehensive and up-to-date overview of IT governance, controls, auditing applications, systems development, and operations. Aligned to and supporting the Control Objectives for Information and Related Technology (COBIT), it examines emerging trends and defines recent advances in technology that impact IT controls and audits—including cloud computing, web-based applications, and server virtualization. Filled with exercises, review questions, section summaries, and references for further reading, this updated and revised edition promotes the mastery of the concepts and practical implementation of controls needed to manage information technology resources effectively well into the future. Illustrating the complete IT audit process, the text: Considers the legal environment and its impact on the IT field—including IT crime issues and protection against fraud Explains how to determine risk management objectives Covers IT project management and describes the auditor's role in the process Examines advanced topics such as virtual infrastructure security, enterprise resource planning, web application risks and controls, and cloud and mobile computing security Includes review questions, multiple-choice questions with answers, exercises, and resources for further reading in each chapter This resource-rich text includes appendices with IT audit cases, professional standards, sample audit programs, bibliography of selected publications for IT auditors, and a glossary. It also considers IT auditor career development and planning and explains how to establish a career development plan. Mapping the requirements for information systems auditor certification, this text is an ideal resource for those preparing for the Certified Information Systems Auditor (CISA) and Certified in the Governance of Enterprise IT (CGEIT) exams. Instructor's guide and PowerPoint® slides available upon qualified course adoption. **Consulting Success The Proven Guide to Start, Run and Grow a Successful Consulting Business** Consulting Success How can you take your skills and expertise and package and present it to become a successful consultant? There are proven time-tested principles, strategies, tactics and best-practices the most successful consultants use to start, run and grow their consulting business. Consulting Success teaches you what they are. In this book you'll learn: - How to position yourself as a leading expert and authority in your marketplace - Effective marketing and branding materials that get the attention of your ideal clients - Strategies to increase your fees and earn more with every project - The proposal template that has generated millions of dollars in consulting engagements - How to develop a pipeline of business and attract ideal clients - Productivity secrets for consultants including how to get more done in one week than most people do in a month - And much, much more **Innovations and Traditions for Sustainable Development** Springer Nature This book highlights the vital necessity for combining sustainable development processes from different areas, with applications in areas such as science, education and production sectors. These sectors have previously been separated by linguistic and technological barriers. Breaking down these barriers will allow an interdisciplinary and transdisciplinary flow of information, leading to greater efficiency, and towards a more real resilient and sustainable economy development. This book fills in the gap in respect of publications addressing aspects of innovation and sustainable development and focuses on a range of areas, such as I. Gradual transition to innovative development; II. Continuity of technology in education, science and industry; III. Convergency directions, interdisciplinary relations in scientific research; IV. Digital technologies for sustainable development; V. Global trends and regional aspects of innovation and traditions in environmental management; VI. International legal regulations and environmental and economic relations among business communities. The publication fosters the global efforts towards taking better advantage of the many opportunities which innovation in specific areas may offer. **The Three Rules How Exceptional Companies Think** Penguin A data-driven assessment of what enables some companies to outperform over the long term in spite of comparable constraints analyzes the practices of thousands of high- and low-performing companies over a 45-year period to reveal unique thinking habits and counterintuitive strategies. **Business Information Systems: Concepts, Methodologies, Tools and Applications Concepts, Methodologies, Tools and Applications** IGI Global Business Information Systems: Concepts, Methodologies, Tools and Applications offers a complete view of current business information systems within organizations and the advancements that technology has provided to the business community. This four-volume reference uncovers how technological advancements have revolutionized financial transactions, management infrastructure, and knowledge workers. **Playing to Win How Strategy Really Works** Harvard Business Press Explains how companies must pinpoint business strategies to a few critically important choices, identifying common blunders while outlining simple exercises and questions that can guide day-to-day and long-term decisions. **The Three Rules How Exceptional Companies Think** Penguin UK In The Three Rules, Michael E Raynor and Mumtaz Ahmed provide the answer to the ultimate business question: how do some companies manage to keep excelling, year after year after year? 'The objective is to deliver the best possible performance and sustain it for as long as possible' In every sector there's an outlier. An exceptional company that faces the same difficulties as competitors, but constantly delivers superior results. What are they doing differently? And what can they teach us? Michael E. Raynor and Mumtaz Ahmed analysed 25,000 companies spanning forty-five years to find the answers. What they discovered were three clear rules that the most exceptional companies follow when faced with the most difficult decisions. With a powerful combination of detailed case studies and rigorous data analysis, reading, learning and applying The Three Rules will help your organization become truly exceptional. Michael E. Raynor is a director at Deloitte Services LP, where he explores corporate strategy, innovation, and growth with clients in a variety of industries. He is the coauthor, with Clayton Christensen, of The Innovator's Solution, and the author of the bestselling and critically acclaimed The Strategy Paradox and The Innovator's Manifesto. Mumtaz Ahmed is a principal in Deloitte Consulting LLP and the chief strategy officer of Deloitte LLP, responsible for the U.S. firm's strategy, corporate development, innovation, eminence, and brand. **Accounting & Auditing Research Tools and Strategies** South-Western Pub More user-friendly, interactive, and powerful than ever before, this step-by-step guide to professional research is integrated with a NEW online suite of research tools, tutorials, demos, research cases, and links to accounting and business research sites and standards-setting organizations. Users can test their knowledge and research strategies with NEW, active-learning mid-chapter Practice Exercises and a NEW section of end-of-chapter Exercises in each chapter. Completely updated for the Sarbanes-Oxley Act and principles- and rules-based standard setting. The fraud chapter 10 has been updated for the new SAS 99 fraud auditing standards and explains the AICPA's new anti-fraud program. **Driving Digital Strategy A Guide to Reimagining Your Business** Harvard Business Press Digital transformation is no longer news--it's a necessity. Despite the widespread threat of disruption, many large companies in traditional industries have succeeded at digitizing their businesses in truly transformative ways. The New York Times, formerly a bastion of traditional media, has created a thriving digital product behind a carefully designed paywall. Best Buy has transformed its business in the face of Amazon's threat. John Deere has formed a data-analysis arm to complement its farm-equipment business. And Goldman Sachs and many others are using digital technologies to reimagine their businesses. In Driving Digital Strategy, Harvard Business School professor Sunil Gupta provides an actionable framework for following their lead. For over a decade, Gupta has studied digital transformation at Fortune 500 companies. He knows what works and what doesn't. Merely dabbling in digital or launching a small independent unit, which many companies do, will not bring success. Instead you need to fundamentally change the core of your business and ensure that your digital strategy touches all aspects of your organization: your business model, value chain, customer relationships, and company culture. Gupta covers each aspect in vivid detail while providing navigation tips and best practices along the way. Filled with rich and illuminating case studies of companies at the forefront of digital transformation, Driving Digital Strategy is the comprehensive guide you need to take full advantage of the limitless opportunities the digital age provides. **Serious Games Development and Applications 5th International Conference, SGDA 2014, Berlin, Germany, October 9-10, 2014. Proceedings** Springer This book constitutes the refereed proceedings of the 5th International Conference on Serious Games Development and Applications, SGDA 2014, held in Berlin, Germany, in October 2014. The 14 revised full papers presented together with 4 short papers were carefully reviewed and selected from 31 submissions. The focus of the papers was on the following: games for health, games for medical training, serious games for children, music and sound effects, games for other purposes, and game design and theories. **Standards and Standardization: Concepts, Methodologies, Tools, and Applications Concepts, Methodologies, Tools, and Applications** IGI Global Effective communication requires a common language, a truth that applies to science and mathematics as much as it does to culture and conversation. Standards and Standardization: Concepts, Methodologies, Tools, and Applications addresses the necessity of a common system of measurement in all technical communications and endeavors, in addition to the need for common rules and guidelines for regulating such enterprises. This multivolume reference will be of practical and theoretical significance to researchers, scientists, engineers, teachers, and students in a wide array of disciplines. **Designing Microlearning** American Society for Training and Development Learn to Create Effective Microlearning Microlearning is an essential tool that talent development professionals can use to fully engage their learners and tackle organizational performance needs. How do you know if the microlearning approach is successful? And what works? In Designing Microlearning, the newest volume in ATD's What Works in Talent Development series, experts Carla Torgerson and Sue Iannone answer these and other questions including: •

Why choose microlearning for your learners and organization? • How do you determine your approach and then execute the implementation? • How do you demonstrate success? • Where do you go once you've started? This guide for practitioners covers the four main uses for microlearning: preparation before a learning event, follow-up to support a learning event, stand-alone training, and performance support. It introduces MILE, the MIcroLEarning Design model, which outlines the details of creating a microlearning resource or program. Discover how to identify performance objectives; determine program technology and structure; create or select resources; promote what you designed; and monitor, modify, and evaluate it. Included are case studies, tips, and resources, as well as more than 20 job aids, checklists, and worksheets. Samples consist of: • an assessment of your organization's readiness and compatibility for microlearning • a worksheet to guide the design of your microlearning • a tool for aligning your microlearning measurement and evaluation efforts • a communication plan for sharing key information with learners, managers, and stakeholders. **Quality Management Systems a Selective Presentation of Case-studies Showcasing Its Evolution** BoD – Books on Demand Quality management systems form an integral part of modern corporations. Acknowledging current socio-economic and environmental challenges, quality standards ought to be dynamic and flexible so as to cater for different markets and requirements. This book portrays a collection of international papers addressing current research and practice within the areas of engineering and technology, health and education. Amidst striving for "zero defects", "cost-effectiveness" and "tight financial budgets", quality management systems ought to embrace the creator of them all: humans; as the ancient Greek Sophist Protagoras said, "Of all money, Man is the measure" «Πάντων χρημάτων Μέτρον Άνθρωπος» (Plato, Theaetetus 166d). **Causation in European Tort Law** Cambridge University Press This book takes an original and comparative approach to issues of causation in tort law across many European legal systems. **Innovative Technologies for Information Resources Management** IGI Global As information resource management becomes increasingly dependent on emerging technologies to combat its challenges and decipher its effective strategies, the demand builds for a critical mass of research in this area. Innovative Technologies for Information Resource Management brings together compelling content related to the continually emerging technologies in areas of information systems such as Web services, electronic commerce, distance learning, healthcare, business process management, and software development. Focusing on the implications innovative technologies have on the managerial and organizational aspects of information resource management, this book provides academcians and practitioners with a requisite and enlightening reference source. **Beyond Bias and Barriers Fulfilling the Potential of Women in Academic Science and Engineering** National Academies Press The United States economy relies on the productivity, entrepreneurship, and creativity of its people. To maintain its scientific and engineering leadership amid increasing economic and educational globalization, the United States must aggressively pursue the innovative capacity of all its people—women and men. However, women face barriers to success in every field of science and engineering; obstacles that deprive the country of an important source of talent. Without a transformation of academic institutions to tackle such barriers, the future vitality of the U.S. research base and economy are in jeopardy. Beyond Bias and Barriers explains that eliminating gender bias in academia requires immediate overarching reform, including decisive action by university administrators, professional societies, federal funding agencies and foundations, government agencies, and Congress. If implemented and coordinated across public, private, and government sectors, the recommended actions will help to improve workplace environments for all employees while strengthening the foundations of America's competitiveness.