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26TH INTERNATIONAL CONFERENCE, CAISE 2014, THESSALONIKI, GREECE, JUNE 16-20, 2014, PROCEEDINGS

Springer *This book constitutes the proceedings of 26th International Conference on Advanced Information Systems Engineering, CAiSE 2014, held in Thessaloniki, Greece in June 2014. The 41 papers and 3 keynotes presented were carefully reviewed and selected from 226 submissions. The accepted papers were presented in 13 sessions: clouds and services; requirements; product lines; requirements elicitation; processes; risk and security; process models; data mining and streaming; process mining; models; mining event logs; databases; software engineering.*

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American Society for Training and Development *The work of the individuals, teams, and organizations provided in this volume illustrates the impact learning and performance have in creating a competitive advantage for businesses and organizations world-wide.*

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A PRACTICAL GUIDE TO BEAUTY THERAPY FOR NVQ LEVEL 2

Nelson Thornes *Places an emphasis on the development of practical beauty skills, guiding students through the course with clear explanations, illustrations, and practice tips. This title contains chapters on professional roles and responsibilities, including health, hygiene, and safety. It also covers cosmetic, skin and nail disorders in full colour.*

RESOURCES IN EDUCATION

CFA NAVIGATOR - LEVEL 2 QUESTION BANK

BPP Learning Media *CFA Navigator - Level 2 Question Bank*

OCR NATIONAL LEVEL 2 IN BUSINESS STUDENT BOOK

Heinemann *Endorsed by OCR, this is an essential textbook for all students on the OCR National Level 2 in Business course. The full-colour book offers plenty of guidance for assessment including practice assignments for each unit.*

THE ART OF CAPITAL RESTRUCTURING

CREATING SHAREHOLDER VALUE THROUGH MERGERS AND ACQUISITIONS

John Wiley & Sons *The most up-to-date guide on making the right capital restructuring moves The Art of Capital Restructuring provides a fresh look at the current state of mergers, acquisitions, and corporate restructuring around the world. The dynamic nature of M&As requires an evolving understanding of the field, and this book considers several different forms of physical restructuring such as divestitures as well as financial restructuring, which refers to alterations in the capital structure of the firm. The Art of Capital Restructuring not only explains the financial aspects of these transactions but also examines legal, regulatory, tax, ethical, social, and behavioral considerations. In addition to this timely information, coverage also includes discussion of basic concepts, motives, strategies, and techniques as well as their application to increasingly complex, real-world situations. Emphasizes best practices that lead to M&A success Contains important and relevant research studies based on recent developments in the field Comprised of contributed chapters from both experienced professionals and academics, offering a variety of perspectives and a rich interplay of ideas Skillfully blending theory with practice, this book will put you in a better position to make the right decisions with regard to capital restructuring in today's dynamic business world.*

ICT SYSTEMS SUPPORT LEVEL 2

Heinemann *This book provides exactly what students need to complete their chosen route in the new e-Quals IT Practitioner qualifications from City & Guilds at Level 2. It contains the four units needed, providing the depth and breadth of information required to succeed in this qualification. A clear and accessible step-by-step approach ensures that students have a thorough understanding of all the key concepts. Multiple choice revision sections ensure that they are ready for their exams.*

SIMMS LEVEL 2 TEACHER EDITION

Kendall Hunt

INNOVATIVE PROCESS OPTIMIZATION METHODS IN LOGISTICS

EMERGING TRENDS, CONCEPTS AND TECHNOLOGIES

Erich Schmidt Verlag GmbH & Co KG

WORKFLOW PATTERNS

THE DEFINITIVE GUIDE

MIT Press *A comprehensive guide to well-known workflow patterns: recurrent, generic business process constructs, described from the control-flow, data, and resource perspectives. The study of business processes has emerged as a highly effective approach to coordinating an organization's complex service- and knowledge-based activities. The growing field of business process management (BPM) focuses on methods and tools for designing, enacting, and analyzing business processes. This volume offers a definitive guide to the use of patterns, which synthesize the wide range of approaches to modeling business processes. It provides a unique and comprehensive introduction to the well-known workflow patterns collection—recurrent, generic constructs describing common business process modeling and execution scenarios, presented in the form of problem-solution dialectics. The underlying principles of the patterns approach ensure that they are independent of any specific enabling technology, representational formalism, or modeling approach, and thus broadly applicable across the business process modeling and business process technology domains. The authors, drawing on extensive research done by the Workflow Patterns Initiative, offer a detailed introduction to the fundamentals of business process modeling and management; describe three major pattern catalogs, presented from control-flow, data, and resource perspectives; and survey related BPM patterns. The book, a companion to the authoritative Workflow Patterns website, will be an essential resource for both academics and practitioners working in business process modeling and business process management.*

SALES MANAGEMENT

STRATEGY, PROCESS AND PRACTICE

Bloomsbury Publishing *This is a core textbook that provides a practical and comprehensive introduction to selling and sales management. Packed full of insightful real-world case studies, the fourth edition of this highly successful text has been fully updated and revised throughout to provide a truly contemporary overview of the discipline. This textbook offers a unique blend of academic rigour and practical focus based on the authors' invaluable combination of industry experience, expertise in sales consultancy and years of teaching and research in sales. Accessibly divided into three parts-'Strategy', 'Process' and 'Practice'-it presents a wide range of topics such as ethical issues in sales, key account management, international sales, recruitment, and compensation and rewards. Sales Management is the definitive text for undergraduate, postgraduate and MBA students of selling and sales management. New to this Edition: - New chapters on Defining and Implementing Sales Strategies and Key Account Management - New case studies, vignettes, questions for reflection and statistics added throughout the text - An increased emphasis on the practical approaches to professional selling - Insightful interviews with sales professionals sharing their experience and insights at the end of some chapters*

PROCEEDINGS OF THE 35TH INTERNATIONAL MATADOR CONFERENCE

FORMERLY THE INTERNATIONAL MACHINE TOOL DESIGN AND RESEARCH CONFERENCE

Springer Science & Business Media *Presented here are 88 refereed papers given at the 35th MATADOR Conference held at the National University of Taiwan in Taipei, Taiwan in July 2007. The MATADOR series of conferences covers the topics of Manufacturing Automation and Systems Technology, Applications, Design, Organisation and Management, and Research. The proceedings of this conference contains original papers contributed by researchers from many countries on different continents. The papers cover the principles, techniques and applications associated with: manufacturing processes; technology; system design and integration; and computer applications and management. The papers in this volume reflect: • the importance of manufacturing in international wealth creation; • the emerging fields of micro- and nano-manufacture; • the increasing trend towards the fabrication of parts using additive processes; • the growing demand for precision engineering and part inspection techniques; • measurement techniques and equipment.*

THE SALES GURUS

LESSONS FROM THE BEST SALES BOOKS OF ALL TIME

Penguin *Since 1978, Soundview Executive Book Summaries has offered its subscribers condensed versions of the best business books published each year. Focused, insightful, and practical, Soundview's summaries have been acclaimed as the definitive selection service for the sophisticated business book reader. Now Soundview is bringing together summaries of eighteen classic and contemporary sales books, including seven never-before-published summaries. Here, in one easy-to-digest volume, is just about everything you ever wanted to know about sales. The summarized titles cover every aspect of superior salesmanship from some of the most acclaimed and legendary sales gurus. For instance: Brian Tracy gives new and experiences salespeople additional ways to improve their numbers in Be A Sales Superstar. Tom Hopkins provides advice and encouragement to transform the average salesperson into a champion in How to Master the Art of Selling. Chet Holmes presents his twelve key strategies for doubling sales in any company in The Ultimate Sales Machine. Zig Ziglar bridges the past and present of sales strategy in Ziglar on Selling. John Maxwell explains The Winning Attitude. Marc Miller helps sales professionals eliminate the adversarial stigma in A Seat at the Table. The collective wisdom contained in The Sales Guru can help any salesperson on his or her journey to becoming a sales guru.*

OSWAAL NTA CUET (UG) 5 SAMPLE QUESTION PAPERS, ENTREPRENEURSHIP (ENTRANCE EXAM PREPARATION BOOK 2022)

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CTET CENTRAL TEACHER ELIGIBILITY TEST (PAPER I: CLASS I-V) 15 PRACTICE SETS-COMPETITIVE EXAM BOOK 2021

Prabhat Prakashan

AVCE INFORMATION AND COMMUNICATION TECHNOLOGY

UNITS 4-6

Payne Gallway *This book covers units 4 - 6 of the new AVCE in Information and Communication Technology award: Unit 4 - System Installation and Configuration Unit 5 - Systems Analysis Unit 6 - Database Design. The database is implemented in unit 6 and the student is shown how to write up the technical documentation and user instructions.*

THE NATIONAL SKILLS DEVELOPMENT HANDBOOK 2007/8

RainbowSA

CERTIFIED CREDIT RESEARCH ANALYST (CCRA) LEVEL 2

CERTIFIED CREDIT RESEARCH ANALYST (CCRA) LEVEL 2

AIWMI *The Certified Credit Research Analyst (CCRATM) is a comprehensive global education program designed to give an expert level understanding of credit markets to fresh graduates and experienced professionals. It integrates the fundamentals of financial analysis, credit analysis, rating methodologies, credit strategy and structuring. It offers the tools a candidate needs to occupy key positions in the world of finance, private banking, credit ratings and fixed income domain*

RESEARCH HANDBOOK ON EU ADMINISTRATIVE LAW

Edward Elgar Publishing *Key chapters, written by leading experts across the field, engage with important ongoing debates in the field of EU administrative law, focusing on areas of topical interest such as financial markets, the growing security state and problematic common asylum procedures. In doing so, they provide a summary of what we know, don't know and ought to know about EU administrative*

law. Examining the control functions of administrative law and the machinery for accountability, this Research Handbook eloquently challenges areas of authoritarian governance, such as the Eurozone and security state, where control and accountability are weak and tackles the seemingly insoluble question of citizen 'voice' and access to policy-making.

SMARTER SELLING

HOW TO GROW SALES BY BUILDING TRUSTED RELATIONSHIPS

Pearson UK *This book shows readers the smarter way to sell -by building trusted consultative relationships with their customers. Whatever you are selling, this book will help you do it better, and feel better about doing it. By switching your focus from the hard sell to building more trust and adding more value, you will end up not just with more satisfied customers, but with more sales as well.*

ORGANIZATIONAL PLANNING AND ANALYSIS

BUILDING THE CAPABILITY TO SECURE BUSINESS PERFORMANCE

Kogan Page Publishers *What is the cost of employees today and what will this be in the future? This book explains how to take a data-driven approach to workforce planning and allow the business to reach its strategic goals. Organizational Planning and Analysis (OP&A) is a data-driven approach to workforce planning. It allows HR professionals, OD practitioners and business leaders to monitor an organization's activities and analyse business data to regularly adjust plans to ensure that the business succeeds. This book covers everything from how to build an OP&A function, the difference between strategic and operational workforce planning and how to manage demand and supply through to how to match people to new or changing roles and develop robust succession planning. Organizational Planning and Analysis also covers how OP&A works with HR operations including recruitment, L&D, reward and performance management and includes a chapter on new human capital analytics which allow a business to improve the return on investment for each of its employees. Full of practical advice and step by step guidance, this book is also supported by case studies from organizations including KPMG, Sainsbury's, WPP, Accenture, TSB, Johnson & Johnson, Aer Lingus and FedEx.*

ACTIVITIES FOR A DIFFERENTIATED CLASSROOM LEVEL 2

Teacher Created Materials *Easily implement grade appropriate lessons suitable for Grade 2 classrooms. Based on current research, these easy-to-use lessons are based on a variety of strategies to differentiate your instruction. Activities are included to allow access to all learners. Includes interactive whiteboard-compatible Resource CD with sample projects, templates, and assessment rubrics. 160pp. plus Teacher Resource CD.*

SECRETS OF QUESTION-BASED SELLING

HOW THE MOST POWERFUL TOOL IN BUSINESS CAN DOUBLE YOUR SALES RESULTS

Sourcebooks, Inc. *"After I sent my team to the Question Based Selling program, not only was the feedback from the training outstanding, but we experienced an immediate positive impact in results."—Jim Cusick, vice president of sales, SAP America, Inc. "Following the program, even our most experienced salespeople raved, saying QBS was the best sales training they have ever experienced!"—Alan D. Rohrer, director of sales, Hewlett Packard For nearly fifteen years, The Secrets of Question Based Selling has been helping great salespeople live you deliver big results. It's commonsense approach has become a classic, must-have tool that demonstrates how asking the right questions at the right time accurately identifies your customer's needs. But consumer behavior and sales techniques change as rapidly as technology—and there are countless contradictory sales training programs promising results. Knowing where you should turn to for success can be confusing. Now fully revised and updated, The Secrets of Question Based Selling provides a step-by-step, easy-to-follow program that focuses specifically on sales effectiveness—identifying the strategies and techniques that will increase your probability of success. How you sell has become more important than the product. With this hands-on guide, you will learn to: Penetrate more accounts Overcome customer skepticism Establish more credibility sooner Generate more return calls Motivate different types of buyers Develop more internal champions Close more sales...faster And much, much more*

S/NVQ LEVEL 2 CUSTOMER SERVICE

Heinemann *Providing the knowledge needed to complete the qualification, this textbook takes candidates through the five mandatory and three optional units of this award.*

SELLING TO ANYONE OVER THE PHONE

AMACOM *As more and more organizations scale back on their in-the-field sales operations, sales pros have had to focus their energy and skills on closing deals over the phone--and doing it faster than ever before. Authors Renee P. Walkup and Sandra McKee's easy-to-follow guide for salespeople trying to generate product excitement over the phone provides quick strategies to help you boost your success rate. Selling to Anyone Over the Phone does this by teaching readers how to ensure callbacks, build trust, partner with decision makers, and use personality-matching techniques to build connections with and relate to people they can't see face-to-face. The fully updated second edition includes new chapters on using advanced technology (e.g., webinars and teleconferencing) and selling to customers from other cultures and countries. Complete with an invaluable appendix on handling customer complaints and new sample call dialogs, Selling to Anyone Ove the Phone simplifies an increasingly important facet of the sales role so you can get back to doing what you do best--providing excellent products and services to your customers and exceeding your sales goals.*

HL 103 - THE POST-CRISIS EU FINANCIAL REGULATORY FRAMEWORK: DO THE PIECES FIT?

The Stationery Office *The Committee criticises the belated recognition of the importance of the growth agenda. It welcomes proposals for an Investment Plan for Europe and for a Capital Markets Union. Yet the responsibility for promoting growth and prosperity lies not only with the Commission but with every Member State.The UK has the largest financial sector in the EU, and the implications of these reforms for this country are therefore immense. Yet the Committee finds that the UK's influence over the EU financial services agenda is diminishing. It calls on the Government and all UK authorities to take urgent steps to correct this. The prosperity of the City of London, and the financial services industry it hosts, is in the interests not only of the UK but of the EU as a whole.*

OCR CERTIFICATE IN ADMINISTRATION LEVEL 2 STUDENT BOOK

Heinemann *This student text covers the four units needed for assessment: preparing routine business documents; working with colleagues and customers; preparing for work in business organizations and following routine office procedures.*

AQA BUSINESS FOR A LEVEL 2

Hodder Education *This textbook has been fully revised to reflect the 2015 AQA Business specification, giving you up-to-date material that supports your teaching and student's learning. - Builds up quantitative skills with 'Maths moment' features and assesses them in the end of chapter activities - Ensures students have the knowledge of real life businesses so they can apply their theoretical understanding with the 'Business in focus' feature - Helps students get to grips with the content and tests key skills with activities at the end of every chapter*

PRACTICAL COOKERY, 13TH EDITION FOR LEVEL 2 NVQS AND APPRENTICESHIPS

Hodder Education *Trust the classic recipe book and reference for apprentices and work-based learners which the best professional chefs have relied on for over 50 years to match the qualification and prepare them for assessment. Over 600 reliable recipes and 1,000 photographs cover the latest preparation, cooking and finishing techniques as well as the classics every chef should master. Fully updated, this book for Level 2 NVQ Diploma in Professional Cookery or Food Production and Cooking students also covers all of the essential underpinning knowledge for NVQs and the Hospitality and Catering Principles Technical Certificate for apprentices. - See how dishes should look with close-up finished dish shots for every recipe, and follow the clear step-by-step sequences to master techniques - Get guidance on how to meet the evidence requirements, including advice on how to prepare for observations and professional discussions, with the new assessment section - Test your understanding and prepare for professional discussions and knowledge tests with questions at the end of each unit - Access professional demonstration videos with links throughout the book*

INFORMATION SYSTEMS EVALUATION MANAGEMENT

IGI Global *Investments in IT are growing extensively and business managers worry about the fact that the benefits of IT investments might not be as high as expected. Information Systems Evaluation Management discusses this issue among others, through its presentation of the most current research in the field of IS evaluation.*

INSIGHT SELLING

SURPRISING RESEARCH ON WHAT SALES WINNERS DO DIFFERENTLY

John Wiley & Sons *Delves into the details and specifics of "Rain Selling," a strategy for making sales used by the Rain Group that encompasses three levels of contact and follow-up that resulted in over*

$3.1 billion in annual purchases: Connect, Convince and Collaborate.

EVALUATION BASICS, 2ND EDITION

Association for Training Development *Your training: Do they live it or just love it? How do training professionals show the impact their programs are making? Positive feedback only goes so far in confirming success. And entertainment value, while important, isn't the truest measure of your effectiveness. To find out whether your participants are applying what they've learned on the job, you need a good evaluation strategy—one that connects evaluation to performance, program design, and bottom-line value. Each chapter of Evaluation Basics focuses on a critical aspect of developing and implementing an evaluation plan for a face-to-face or virtual training program. You'll not only delve into Kirkpatrick's four levels of evaluation and the methods and instruments you can use, but you'll also get help effectively communicating results. Part of ATD's Training Basics series, the second edition of Evaluation Basics offers practical examples, worksheets, and new case studies to further your understanding.*

CFA 2012 NOTES LEVEL 2 HOW TO PASS THE CFA EXAMS AFTER STUDYING FOR 2 WEEKS

T.SMITH

GROWING INFORMATION: PART I

Informing Science

SERVICE-ORIENTED MAPPING

CHANGING PARADIGM IN MAP PRODUCTION AND GEOINFORMATION MANAGEMENT

Springer *This book gathers various perspectives on modern map production. Its primary focus is on the new paradigm of "sharing and reuse," which is based on decentralized, service-oriented access to spatial data sources. Service-Oriented Mapping is one of the main paradigms used to embed big data and distributed sources in modern map production, without the need to own the sources. To be stable and reliable, this architecture requires specific frameworks, tools and procedures. In addition to the technological structures, organizational aspects and geographic information system (GIS) capabilities provide powerful tools to make modern geoinformation management successful. Addressing a range of aspects, including the implementation of the semantic web in geoinformatics, using big data for geospatial visualization, standardization initiatives, and the European spatial data infrastructure, the book offers a comprehensive introduction to decentralized map production. .*