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KEY=STUDY - SAWYER DEVIN

THE CASE STUDY HANDBOOK, REVISED EDITION

A STUDENT'S GUIDE

Harvard Business Press **The guide all MBAs and executive students need. If you're enrolled in an MBA or executive education program, you've probably encountered a powerful learning tool: the business case. But if you're like many people, you may find interpreting and writing about cases mystifying and time-consuming. In *The Case Study Handbook, Revised Edition*, William Ellet presents a potent new approach for efficiently analyzing, discussing, and writing about cases. Early chapters show how to classify cases according to the analytical task they require (making a decision, performing an evaluation, or diagnosing a problem) and quickly establish a base of knowledge about a case. Strategies and templates, in addition to several sample Harvard Business School cases, help you apply the author's framework. Later in the book, Ellet shows how to write persuasive case-analytical essays based on the process laid out earlier. Examples of effective writing further reinforce the methods. The book also includes a chapter on how to talk about cases more effectively in class. Any current or prospective MBA or executive education student needs this guide.**

THE CASE STUDY HANDBOOK

HOW TO READ, DISCUSS, AND WRITE PERSUASIVELY ABOUT CASES

Harvard Business Press **Provides an approach for analyzing, discussing, and writing about cases. This book shows how to classify cases according to**

analytical task they require (solving a problem, making a decision, or forming an evaluation) and establish a base of knowledge about a case. It shows how to talk about cases in class.

THE CASE STUDY HANDBOOK

A STUDENT'S GUIDE

Harvard Business School Press If you're enrolled in an executive education or MBA program, you've probably encountered a powerful learning tool: the business case. But if you're like many people, you may find interpreting and writing about cases mystifying, challenging, or downright frustrating. That's not surprising: cases are not expository writing and good ones are often nonlinear and even misleading in their presentation and organization. Apply the conventional approach to understanding business cases, and you may waste time (at best) and arrive at faulty understandings (at worst). In *The Case Study Handbook*, William Ellet presents a potent new approach for analyzing, discussing, and writing about cases. Early chapters show how to classify cases according to the analytical task they require (solving a problem, making a decision, or forming an evaluation) and quickly establish a base of knowledge about a case. Strategies and templates, in addition to several sample Harvard Business School cases, help you apply the author's framework. Later in the book, Ellet shows how to write persuasive case-analytical essays based on the process laid out earlier. Extensive examples of effective and ineffective writing further reinforce your learning. The book also includes a chapter on how to talk about cases more effectively in class. *The Case Study Handbook* will be an indispensable learning aid for any current or prospective MBA or executive education student.--

HBR GUIDE TO BUILDING YOUR BUSINESS CASE

Harvard Business Press "You've got a great idea that will increase revenue or productivity--but how do you get approval to make it happen? By building a business case that clearly shows its value. Maybe you struggle to win support for projects because you're not sure what kind of data your stakeholders will trust, or naysayers always seem to shoot your ideas down at the last minute. Or perhaps you're intimidated by analysis and number crunching, so you just take a stab at estimating costs and benefits, with little confidence in your accuracy. To get any idea off the ground at your company you'll have to make a strong case for it. This guide gives you the tools to do that"--

TEACHING WITH CASES

A PRACTICAL GUIDE

Harvard Business Press Case method teaching immerses students in realistic business situations?which include incomplete information, time

constraints, and conflicting goals. The class discussion inherent in case teaching is well known for stimulating the development of students' critical thinking skills, yet instructors often need guidance on managing that class discussion to maximize learning. *Teaching with Cases* focuses on practical advice for instructors that can be easily implemented. It covers how to plan a course, how to teach it, and how to evaluate it. The book is organized by the three elements required for a great case-based course: 1) advance planning by the instructor, including implementation of a student contract; 2) how to make leading a vibrant case discussion easier and more systematic; and 3) planning for student evaluation after the course is complete. *Teaching with Cases* is ideal for anyone interested in case teaching, whether basing an entire course on cases, using cases as a supplement, or simply using discussion facilitation techniques. To learn more about the book, and to see resources available, visit teachingwithcases.hbsp.harvard.edu.

CASE STUDIES ON DIVERSITY AND SOCIAL JUSTICE EDUCATION

Routledge Case Studies on Diversity and Social Justice Education offers pre- and in-service educators an opportunity to analyze and reflect upon a variety of realistic case studies related to educational equity and social justice. Each case, written in an engaging, narrative style, presents a complex but common classroom scenario in which an inequity or injustice is in play. These cases allow educators to practice the process of considering a range of contextual factors, checking their own biases, and making immediate- and longer-term decisions about how to create and sustain equitable learning environments for all students. The book begins with a seven-point process for examining case studies. Largely lacking from existing case study collections, this framework guides readers through the process of identifying, examining, reflecting on, and taking concrete steps to resolve challenges related to diversity and equity in schools. The cases themselves present everyday examples of the ways in which racism, sexism, homophobia and heterosexism, class inequities, language bias, religious-based oppression, and other equity and diversity concerns affect students, teachers, families, and other members of our school communities. They involve classroom issues that are relevant to all grade levels and all content areas, allowing significant flexibility in how and with whom they are used. Although organized topically, the intersection of these issues are stressed throughout the cases, reflecting the multi-faceted way they play out in real life. All cases conclude with a series of questions to guide discussion and a section of facilitator notes, called points for consideration. This unique feature provides valuable insight for understanding the complexities of each case.

MAKING CHANGE STICK

Harvard Business School Press **When facing a difficult management challenge,**

wouldn't it be great if you could turn to a panel of experts to help guide you to the right decision? Now you can, with books from the Judgment Calls series. Drawn from the pages of Harvard Business Review, these interactive, solutions-oriented guides allow readers to access the wisdom of leading experts as they tackle familiar and perplexing business situations. These engagingly written books will help managers improve problem-solving skills and make better judgment calls under fire. A preface provides an overview and sets the context for using these provocative case studies as learning tools in corporate classrooms. A relevant chapter from an HBE volume introduces the topic as a refresher course. Finally, an appendix of resources such as executive summaries, guiding questions, and a list of further reading rounds out the book. Judgment Calls provide insight into a variety of real world difficulties and offer solutions that managers will find both sound and practical. Our ideal reader is the business traveler who's thinking about this very issue, sees the book in the airport, and throws it in his or her briefcase to read on the plane. This volume, tentatively titled "Bob's Meltdown and Other Stories from the Frontlines of Management" looks at the most common issue in workplaces--employee behavior. What should you do when a star employee loses his temper in public? Worse yet, what if your protege seems to be coming unglued? All this and more!

ENTREPRENEURSHIP IN THE SOCIAL SECTOR

SAGE Written for students and practitioners of social entrepreneurship, this text is about the opportunity and challenge of applying leadership skills and entrepreneurial talents creatively and appropriately to create social value.

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.

CASE PREPARATION

A GUIDE FOR RESEARCH ASSISTANTS AT THE HARVARD BUSINESS SCHOOL

INFORMING WITH THE CASE METHOD

A GUIDE TO CASE METHOD RESEARCH, WRITING & FACILITATION

Informing Science There are a number of marvelous books that address the topic of the case method. If you are interested in facilitating cases, you can look to the classic book *Teaching and the Case Method* by Louis Barnes, C. Roland Christensen and Abby Hansen (1994). The collection of essays on the subject, *Education for Judgment: The Artistry of Discussion Leadership* by C. Roland Christensen, David Garvin and Ann Sweet (1991) is a wonderful and inspiring read as well. If your interest is case-based research, it would be nearly impossible to find a more authoritative source than Robert Yin's (2009, 4th Edition) *Case Study Research: Design and Methods*, which (at last count) has been cited nearly 29,000 times, according to Google Scholar. There is even a new entry to the field, William Ellet's (2007) *The Case Study Handbook: How to Read, Discuss, and Write Persuasively about Cases* that is specifically aimed at the student. At first glance, then, the topic of case studies in education and research seems to be pretty well covered. Do we really need another book on the subject? I write this book believing the answer is yes. While I have great affection for the classics, there are a number of issues facing most business faculty—not to mention faculty members from disciplines outside of business—that these books simply do not address. In writing this book, my intention is to offer some thoughts on some of these. Paradoxically, these omissions arise from the very fact that the authors of the classics are undisputed masters of their craft. Why this is a problem should become clear as I identify the three areas of focus for this book. The first issue that I feel must be considered is using the case method with a novice audience. Consider the following. When I was enrolled in the MBA program at Harvard Business School (HBS) in the early 1980s, the curriculum consisted of nearly 900 case discussion (15 per week) and—perhaps—as many as 20 class periods given over to lecture-style presentations. When I teach a case-method

graduate course at my own institution, on the other hand, I am constrained to 11 case discussions (a 12 week semester). As it happens, I am also the only course in the entire program that employs pedagogy reasonably faithful to the case method, as it is normally defined. The math is very simple. By the last day of my semester, my students have as much experience discussing cases as I did on Thursday afternoon of the first week of my two year MBA program at HBS. With the exception of faculty teaching at those rare institutions that have chosen to widely adopt the case method, the situation I face is commonplace. The second concern that existing books raise for me is their tendency to focus on isolated topics. Specifically, case facilitation, case writing and case research are treated as separable activities. I would argue that these three aspects of the case method—which I define quite broadly—are inseparable. For institutions that wish to achieve the full set of benefits provided by the case method, all three activities must be pursued in parallel. Perhaps this is why so few institutions have achieved success through the case method. In this book, I will argue that achieving such integration is precisely why those rare institutions have been so successful. Once you start believing that the case method can be a key to institutional success, how you get there becomes a real challenge. At leading institutions featuring the case method, such as HBS, the philosophy is largely learned through a period of apprenticeship. For example, I did not encounter any of the references mentioned in the first paragraph—excepting Yin—at any time during my 5 year doctorate at HBS. Instead, I went out and wrote cases, facilitated discussions and did research under the guidance of faculty members who were masters of the craft. How can someone without the benefit of such an experience acquire such mastery? While I cannot offer any promises in this regard, I will at least provide some examples and easy-to-follow checklists that may be of service to individuals getting started.

TEACHING AND THE CASE METHOD

TEXT, CASES, AND READINGS

Harvard Business Review Press Teaching and the Case Method delves into the special role of teacher and students in the case method learning process. Schools that want to use the case method more effectively can use this book to teach groups of faculty how to apply case method techniques. For the first time, too, a book about case method teaching attempts to show how the method can be applied in a liberal arts setting. A liberal arts module in the book presents an innovative program for instructors who want to experiment with discussion teaching in traditional arts and science areas. The book focuses on a wide range of knotty problems faced by most instructors, experienced or new, creating an opportunity for them to learn from each other. It's main purpose is to provide a rich opportunity for both professional school and liberal arts instructors to develop their own discussion leadership skills, and to further the process of learning for both

themselves and their students. [Publishers website]

THE LEADER'S CHANGE HANDBOOK

AN ESSENTIAL GUIDE TO SETTING DIRECTION AND TAKING ACTION

John Wiley & Sons **A Stunning Achievement in Change Management** In October of 1997, the nation's top business theorists and practitioners met at a conference cosponsored by USC's Leadership Institute and the Center for Effective Organizations. The group was challenged to present their most advanced ideas regarding leadership and change management. This guide is the stunning result of their collective efforts. Charged with fascinating case studies, action strategies, and unbeatable advice, *The Leader's Change Handbook* features fresh works by Christopher Bartlett, Michael Beer, John Kotter, David Nadler, Ron Heifetz, Susan Mohrman, Bob Quinn and other distinguished contributors. What it offers is a uniquely coherent, cutting-edge approach to leading today's organizations -- an approach only this elite group, working together toward a common vision, could offer.

SERVICE PROFIT CHAIN

Simon and Schuster In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other

stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make *The Service Profit Chain* required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.

CASE STUDIES IN STRATEGIC MANAGEMENT

HOW EXECUTIVE INPUT ENABLES STUDENTS' DEVELOPMENT

Springer Most business schools use case studies in their courses. However, these are typically based on past cases and assigned to students to solve. This book describes a new approach for teaching with case studies, which was developed and applied successfully at TUM School of Management. In this approach, student teams write and solve their own case study on a topic concerning current and future businesses. A case can thus be on their own startup or a strategic decision of existing companies. During the course, the students receive intensive coaching while selecting and developing the case topic by the course advisors as well as feedback by industry experts and executives for whom the case is actually a burning question. The authors present 17 cases covering strategic questions for startups and technology companies such as Deutsche Post, BMW, Ryanair, Lufthansa, Stadtwerke München, Fielmann, adidas, Siemens, Caribou Biosciences, eon, Airbus, Unicredit and UBS.

CASE STUDY METHODOLOGY IN HIGHER EDUCATION

IGI Global In higher education, case studies can be utilized to have students put themselves into problems faced by a protagonist and, by doing so, address academic or career-related issues. Working through these issues provides students with an opportunity to gain applied perspective and experiences. Professors in higher education who choose this method of teaching require navigational tools to ensure that students achieve stated

learning objectives. **Case Study Methodology in Higher Education** is an essential research publication that focuses on the history and theories relating to case study methodology including techniques for writing case studies and utilizing them in university settings to prepare students for real-life career-related scenarios. This publication features a wide range of topics such as educational leadership, case writing, and teacher education. It is essential for educators, career professionals, higher education faculty, researchers, and students.

THE OXFORD HANDBOOK OF INTERDISCIPLINARITY

Oxford University Press **Interdisciplinarity** has become as important outside academia as within. Academics, policy makers, and the general public seek insights to help organize the vast amounts of knowledge being produced, both within research and at all levels of education. The second edition of **The Oxford Handbook of Interdisciplinarity** offers a thorough update of this major reference work, summarizing the latest advances within the field of inter- and transdisciplinarity. The collection is distinguished by its breadth of coverage, with chapters written by leading experts from multiple networks and organizations. The volume is edited by respected interdisciplinary scholars and supported by a prestigious advisory board to ensure the highest quality and breadth of coverage. **The Oxford Handbook of Interdisciplinarity** provides a synoptic overview of the current state of interdisciplinary research, education, administration and management, and of problem solving-knowledge that spans the disciplines and interdisciplinary fields. The volume negotiates the space between the academic community and society at large. Offering the most broad-based account of inter- and transdisciplinarity to date, its 47 chapters provide a snapshot of the state of knowledge integration as interdisciplinarity approaches its century mark. This second edition expands its coverage to discuss the emergence of new fields, the increase of interdisciplinary approaches within traditional disciplines and professions, new integrative approaches to education and training, the widening international presence of interdisciplinarity, its increased support in funding agencies and science-policy bodies, and the formation of several new international associations associated with interdisciplinarity. This reference book will be a valuable addition to academic libraries worldwide, important reading for members of the sciences, social sciences, and humanities engaged in interdisciplinary research and education, and helpful for administrators and policy makers seeking to improve the use of knowledge in society.

BETTER, SIMPLER STRATEGY

A VALUE-BASED GUIDE TO EXCEPTIONAL PERFORMANCE

Harvard Business Press **Named one of the best strategy books of 2021 by strategy+business** Get to better, more effective strategy. In nearly every

business segment and corner of the world economy, the most successful companies dramatically outperform their rivals. What is their secret? In *Better, Simpler Strategy*, Harvard Business School professor Felix Oberholzer-Gee shows how these companies achieve more by doing less. At a time when rapid technological change and global competition conspire to upend traditional ways of doing business, these companies pursue radically simplified strategies. At a time when many managers struggle not to drown in vast seas of projects and initiatives, these businesses follow simple rules that help them select the few ideas that truly make a difference. *Better, Simpler Strategy* provides readers with a simple tool, the value stick, which every organization can use to make its strategy more effective and easier to execute. Based on proven financial mechanics, the value stick helps executives decide where to focus their attention and how to deepen the competitive advantage of their business. How does the value stick work? It provides a way of measuring the two fundamental forces that lead to value creation and increased financial success—the customer's willingness-to-pay and the employee's willingness-to-sell their services to the business. Companies that win, Oberholzer-Gee shows, create value for customers by raising their willingness-to-pay, and they provide value for talent by lowering their willingness-to-sell. The approach, proven in practice, is entirely data driven and uniquely suited to be cascaded throughout the organization. With many useful visuals and examples across industries and geographies, *Better, Simpler Strategy* explains how these two key measures enable firms to gauge and improve their strategies and operations. Based on the author's sought-after strategy course, this book is your must-have guide for making better strategic decisions.

THE MENTOR'S GUIDE

FACILITATING EFFECTIVE LEARNING RELATIONSHIPS

John Wiley & Sons **THE MENTOR'S GUIDE** Second Edition Thoughtful and rich with advice, *The Mentor's Guide* explores the critical process of mentoring and presents practical tools for facilitating the experience from beginning to end. Managers, teachers, and leaders from any career, professional, or educational setting can successfully navigate the learning journey by using the hands-on exercises in this unique resource. "The need for mentoring has never been greater. Securing a new generation of diverse leaders and the need for sustainable change are not easy tasks. As I renew my commitment to mentoring, *The Mentor's Guide* is the tool I want by my side. It is jam-packed with everything I need to be successful and more—new exercises, concrete examples, and a road map for building an effective relationship." —PERNILLE LOPEZ, global human resource manager, The IKEA Group "The Mentor's Guide remains the go-to book for those seeking to make their practice of mentorship as helpful and accessible as possible. Practically written and grounded in a solid

understanding of how adults learn, this is an invaluable resource."

—STEPHEN D. BROOKFIELD, Distinguished University Professor, University of St. Thomas "Across all industries, we look to leaders to deliver broad-based results through others. The Mentor's Guide is an excellent resource for leaders interested in unleashing the potential of their team members.

There is no greater gift that leaders can give their teams than to develop themselves." —KATHY BOLLINGER, president, Arizona West Region Banner Health

"The Mentor's Guide provides poignant insights and pragmatic instruction for conveying wise advice that fosters insight and facilitates growth. A must-read for anyone who cares about the power and potential of talent."

—CHIP R. BELL, author, *Managers as Mentors* "After more than a decade, The Mentor's Guide is still the best. It has stood the test of time and remains an indispensable tool for mentors across all fields."

—LAURENT PARKS DALOZ, author, *Mentor: Guiding the Journey of Adult Learners*

HOW FINANCE WORKS

THE HBR GUIDE TO THINKING SMART ABOUT THE NUMBERS

Harvard Business Press Based on a popular class taught by a Harvard Business School professor. If you're not a numbers person, then finance can be intimidating and easy to ignore. But if you want to advance in your career, you'll need to make smart financial decisions and develop the confidence to clearly communicate those decisions to others. In *How Finance Works*, Mihir Desai—a professor at Harvard Business School and author of *The Wisdom of Finance*--guides you into the complex but endlessly fascinating world of finance, demystifying it in the process. Through entertaining case studies, interactive exercises, full-color visuals, and a conversational style that belies the topic, Professor Desai tackles a broad range of topics that will give you the knowledge and skills you need to finally understand how finance works. These include: How different financial levers can affect a company's performance The different ways in which companies fund their operations and investments Why finance is more concerned with cash flow than profits How value is created, measured, and maximized The importance of capital markets in helping companies grow Whether you're a student or a manager, an aspiring CFO or an entrepreneur, *How Finance Works* is the colorful and interactive guide you need to help you start thinking more deeply about the numbers.

THE CONTENT TRAP

A STRATEGIST'S GUIDE TO DIGITAL CHANGE

Random House "My favorite book of the year."—Doug McMillon, CEO, Walmart Stores Harvard Business School Professor of Strategy Bharat Anand presents an incisive new approach to digital transformation that favors fostering connectivity over focusing exclusively on content. NAMED ONE OF

THE BEST BOOKS OF THE YEAR BY BLOOMBERG Companies everywhere face two major challenges today: getting noticed and getting paid. To confront these obstacles, Bharat Anand examines a range of businesses around the world, from The New York Times to The Economist, from Chinese Internet giant Tencent to Scandinavian digital trailblazer Schibsted, and from talent management to the future of education. Drawing on these stories and on the latest research in economics, strategy, and marketing, this refreshingly engaging book reveals important lessons, smashes celebrated myths, and reorients strategy. Success for flourishing companies comes not from making the best content but from recognizing how content enables customers' connectivity; it comes not from protecting the value of content at all costs but from unearthing related opportunities close by; and it comes not from mimicking competitors' best practices but from seeing choices as part of a connected whole. Digital change means that everyone today can reach and interact with others directly: We are all in the content business. But that comes with risks that Bharat Anand teaches us how to recognize and navigate. Filled with conversations with key players and in-depth dispatches from the front lines of digital change, *The Content Trap* is an essential new playbook for navigating the turbulent waters in which we find ourselves. Praise for *The Content Trap* "A masterful and thought-provoking book that has reshaped my understanding of content in the digital landscape."—Ariel Emanuel, co-CEO, WME | IMG "The Content Trap is a book filled with stories of businesses, from music companies to magazine publishers, that missed connections and could never escape the narrow views that had brought them past success. But it is also filled with stories of those who made strategic choices to strengthen the links between content and returns in their new master plans. . . . The book is a call to clear thinking and reassessing why things are the way they are."—The Wall Street Journal

DISPUTE SYSTEM DESIGN

PREVENTING, MANAGING, AND RESOLVING CONFLICT

Stanford University Press **Dispute System Design** walks readers through the art of successfully designing a system for preventing, managing, and resolving conflicts and legally-framed disputes. Drawing on decades of expertise as instructors and consultants, the authors show how dispute systems design can be used within all types of organizations, including business firms, nonprofit organizations, and international and transnational bodies. This book has two parts: the first teaches readers the foundations of Dispute System Design (DSD), describing bedrock concepts, and case chapters exploring DSD across a range of experiences, including public and community justice, conflict within and beyond organizations, international and comparative systems, and multi-jurisdictional and complex systems. This book is intended for anyone who is interested in the theory or practice of DSD, who uses or wants to understand mediation,

arbitration, court trial, or other dispute resolution processes, or who designs or improves existing processes and systems.

HANDBOOK OF RESEARCH ON TRENDS IN EUROPEAN HIGHER EDUCATION CONVERGENCE

IGI Global **With an increase in global competition among universities and national higher education systems, educational programs desire to offer compatible content without losing their competitive advantage. Because of this balance, the issue of convergence, along with its benefits and limits, has emerged. Handbook of Research on Trends in European Higher Education Convergence aims to identify the indicators that meet the consensus of the academic community and higher education management experts. Analyzing the recognized trends within the publication and concluding which measures should be taken to improve convergence pace and avoid potential pitfalls; this reference book is a useful resource for academics and students, as well as specialists, policy makers, and professionals connected with the educational sector.**

HBR GUIDE TO PERSUASIVE PRESENTATIONS

Harvard Business Press **Discusses how readers can make persuasive presentations that inspire action, engage the audience, and sell ideas.**

KEEPING STRATEGY ON TRACK

Harvard Business School Press **When facing a difficult management challenge, wouldn't it be great if you could turn to a panel of experts to help guide you to the right decision? Now you can, with books from the Judgment Calls series. Drawn from the pages of Harvard Business Review, these interactive, solutions-oriented guides allow readers to access the wisdom of leading experts as they tackle familiar and perplexing business situations. These engagingly written books will help managers improve problem-solving skills and make better judgment calls under fire. A preface provides an overview and sets the context for using these provocative case studies as learning tools in corporate classrooms. A relevant chapter from an HBE volume introduces the topic as a refresher course. Finally, an appendix of resources such as executive summaries, guiding questions, and a list of further reading rounds out the book. Judgment Calls provide insight into a variety of real world difficulties and offer solutions that managers will find both sound and practical. Our ideal reader is the business traveler who's thinking about this very issue, sees the book in the airport, and throws it in his or her briefcase to read on the plane. This volume, tentatively titled "Growing for Broke and Other Stories From the Frontlines of Management" looks at growth strategy. How do you grow your business without sending it flying off the rails? When should you stick to your core? All this and more!**

THE CASE WRITER'S TOOLKIT

Springer This book deconstructs the case study, describes the case writing process and explains how a good case study is composed. It is a reference book that accompanies case writers on their case writing journey. It serves as a guide for writers to develop case studies for teaching, research, and knowledge-capture. There are illustrations and charts to help writers visualise concepts, signpost ideas, break down complex information and apply techniques in a practical manner.

HBR GUIDE TO BETTER BUSINESS WRITING (HBR GUIDE SERIES)

Harvard Business Review Press **DON'T LET YOUR WRITING HOLD YOU BACK.** When you're fumbling for words and pressed for time, you might be tempted to dismiss good business writing as a luxury. But it's a skill you must cultivate to succeed: You'll lose time, money, and influence if your e-mails, proposals, and other important documents fail to win people over. The HBR Guide to Better Business Writing, by writing expert Bryan A. Garner, gives you the tools you need to express your ideas clearly and persuasively so clients, colleagues, stakeholders, and partners will get behind them. This book will help you: • Push past writer's block • Grab—and keep—readers' attention • Earn credibility with tough audiences • Trim the fat from your writing • Strike the right tone • Brush up on grammar, punctuation, and usage

THE ART AND CRAFT OF CASE WRITING

Routledge Filled with helpful checklists, charts, and suggestions for further reading, this practical, comprehensive, and multidisciplinary guide takes readers through the entire case-writing process, including skills for writing both teaching cases and research cases. This edition includes new discussions of students as case writers, and how to interpret and respond to reviews, as well as updated and expanded material on video, multimedia and Internet cases.

THEORY AND PRACTICE OF CASE METHOD OF INSTRUCTION

Excel Books India With reference to India.

HARVARD BUSINESS SCHOOL CAREER GUIDE

MANAGEMENT CONSULTING

HBR GUIDE TO DATA ANALYTICS BASICS FOR MANAGERS

HBR Guide Don't let a fear of numbers hold you back. Today's business environment brings with it an onslaught of data. Now more than ever, managers must know how to tease insight from data--to understand where the numbers come from, make sense of them, and use them to inform tough decisions. How do you get started? Whether you're working with

data experts or running your own tests, you'll find answers in the HBR Guide to Data Analytics Basics for Managers. This book describes three key steps in the data analysis process, so you can get the information you need, study the data, and communicate your findings to others. You'll learn how to: Identify the metrics you need to measure Run experiments and A/B tests Ask the right questions of your data experts Understand statistical terms and concepts Create effective charts and visualizations Avoid common mistakes

HARVARD BUSINESS SCHOOL ... CATALOG OF TEACHING MATERIALS

HOW WIKIPEDIA WORKS

AND HOW YOU CAN BE A PART OF IT

No Starch Press Provides information on using and contributing to Wikipedia, covering such topics as evaluating the reliability of articles, editing existing articles, adding new articles, communicating with other users, and resolving content disputes.

PUBLIC PRODUCTIVITY HANDBOOK

CRC Press Anyone hoping to improve teamwork, performance, and budgeting, training, and evaluation programs in their organization should look no further. Completely revised, *Public Productivity Handbook, Second Edition* defines the role of leadership, dimensions of employee commitment, and multiple employee-organization based relationships for effective intern

HBR GUIDE TO MANAGING UP AND ACROSS (HBR GUIDE SERIES)

Harvard Business Press **ARE YOUR WORKING RELATIONSHIPS WORKING AGAINST YOU?** To achieve your goals and get ahead, you need to rally people behind you and your ideas. But how do you do that when you lack formal authority? Or when you have a boss who gets in your way? Or when you're juggling others' needs at the expense of your own? By managing up, down, and across the organization. Your success depends on it, whether you're a young professional or an experienced leader. The HBR Guide to Managing Up and Across will help you: Advance your agenda—and your career—with smarter networking Build relationships that bring targets and deadlines within reach Persuade decision makers to champion your initiatives Collaborate more effectively with colleagues Deal with new, challenging, or incompetent bosses Navigate office politics

INTERNATIONAL HANDBOOK ON TEACHING AND LEARNING ECONOMICS

Edward Elgar Publishing **Ô**The International Handbook on Teaching and Learning Economics is a power packed resource for anyone interested in

investing time into the effective improvement of their personal teaching methods, and for those who desire to teach students how to think like an economist. It sets guidelines for the successful integration of economics into a wide variety of traditional and non-traditional settings in college and graduate courses with some attention paid to primary and secondary classrooms. . . The International Handbook on Teaching and Learning Economics is highly recommended for all economics instructors and individuals supporting economic education in courses in and outside of the major. This Handbook provides a multitude of rich resources that make it easy for new and veteran instructors to improve their instruction in ways promising to excite an increasing number of students about learning economics. This Handbook should be on every instructor's desk and referenced regularly. Æ Tawni Hunt Ferrarini, *The American Economist*

In delightfully readable short chapters by leaders in the sub-fields who are also committed teachers, this encyclopedia of how and what in teaching economics covers everything. There is nothing else like it, and it should be required reading for anyone starting a teaching career Æ and for anyone who has been teaching for fewer than 50 years! Æ Daniel S. Hamermesh, University of Texas, Austin, US

The International Handbook on Teaching and Learning Economics provides a comprehensive resource for instructors and researchers in economics, both new and experienced. This wide-ranging collection is designed to enhance student learning by helping economic educators learn more about course content, pedagogic techniques, and the scholarship of the teaching enterprise. The internationally renowned contributors present an exhaustive compilation of accessible insights into major research in economic education across a wide range of topic areas including: Æ Pedagogic practice Æ teaching techniques, technology use, assessment, contextual techniques, and K-12 practices. Æ Research findings Æ principles courses, measurement, factors influencing student performance, evaluation, and the scholarship of teaching and learning. Æ Institutional/administrative issues Æ faculty development, the undergraduate and graduate student, and international perspectives. Æ Teaching enhancement initiatives Æ foundations, organizations, and workshops. Grounded in research, and covering past and present knowledge as well as future challenges, this detailed compendium of economics education will prove an invaluable reference tool for all involved in the teaching of economics: graduate students, new teachers, lecturers, faculty, researchers, chairs, deans and directors.

HOW WILL YOU MEASURE YOUR LIFE? (HARVARD BUSINESS REVIEW CLASSICS)

Harvard Business Review Press In the spring of 2010, Harvard Business School's graduating class asked HBS professor Clay Christensen to address them—but not on how to apply his principles and thinking to their post-HBS careers. The students wanted to know how to apply his wisdom to their

personal lives. He shared with them a set of guidelines that have helped him find meaning in his own life, which led to this now-classic article. Although Christensen's thinking is rooted in his deep religious faith, these are strategies anyone can use. Since 1922, Harvard Business Review has been a leading source of breakthrough ideas in management practice. The Harvard Business Review Classics series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world.

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