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as interactive application software such as apps installations and multimedia presentations have become pervasive in everyday life more and more computer scientists engineers and technology experts acknowledge the influence that exists beyond visual explanations computational solutions for knowledge art and entertainment information exchange beyond text focuses

on the methods of depicting knowledge based concepts in order to assert power beyond a visual explanation of scientific and computational notions this book combines formal descriptions with graphical presentations and encourages readers to interact by creating visual solutions for science related concepts and presenting data this reference is essential for researchers computer scientists and academics focusing on the integration of science technology computing art and mathematics for visual problem solving

green energy economies offers insight into the major drivers that are shaping a new future powered by clean energy sources assembling cutting edge researchers as contributors the book provides a comprehensive account of the shift underway examining in detail the complexities and intricacies involved with such a transition the book first details the promises and problems of a green energy transition next it explores the economic benefits that a comprehensive strategy toward a green energy economy might create then it investigates how communities will be affected and explores the social cultural and other changes that are likely to result finally it explores the shift toward new technologies in depth green energy economies concludes with policy options that support a transition to a better energy environmental and economic future the contributors argue that a green energy economy offers great promise but its realization will require making hard choices and soon they argue for investments in renewable energy and economic systems that can deliver a sustainable and equitable future this book makes a forceful case for a green future

a snapshot of today s b2b selling environment sales cycles are chaotic and getting ever longer it is impossible to predict results and plan for the future customer bases are eroding satisfaction and retention rates are dropping and customer relationships are not expanding in the prime solution author jeff thull presents sellers with the integrated cross functional approach required to develop and deliver compelling whole solutions and profit in today s complex b2b environment the prime solution leads b2b sellers through major components of the value promise system such as the creation marketing selling implementing and measurement of whole solutions or prime solutions that fully deliver on their promise to customers the prime solution shows sellers how to turn value fulfillment into a core competency because they ve helped customers understand and achieve the full value of the products and services they ve purchased the power of this model rests in closing the value gap or that frustrating division often created by sellers who have either been unable or unwilling to fulfill the promises they ve made about their products and by customers who are unwilling or unable to comprehend the total value received author jeff thull describes a disciplined all hands approach that involves all the teams in an organization connected to the customer r d marketing sales and service this practical whole solutions approach has been used with astonishing success by small to midsized companies as well as major corporations worldwide whether in technology manufacturing professional services health care or finance this is a guide for professionals involved in creating marketing and delivering complex b2b products and services senior management sales and marketing managers technical specialists product managers customer service and account

managers will find new ideas and tactical solutions in the prime solution that will go a long way in closing the value gap and increasing revenue

sustainable entrepreneurship stands for a business driven concept of sustainability which focusses on increasing both social as well as business value so called shared value this book shows why and how this unique concept has the potential to become the most recognised strategic management approach in our times it aims to point out the opportunities that arise from putting sustainable entrepreneurship into practice at the same time this book is a wake up call for all those companies and decision makers who underestimated sustainable entrepreneurship before or who are simply not aware of its greater dimension well structured chapters from different academic and business perspectives clearly outline how sustainable entrepreneurship contributes to solving the world s most challenging problems such as climate change finance crisis and political uncertainty as well as to ensuring business success the book provides a framework of orientation where the journey might go what can a successful concept of se look like what are the key drivers for its realisation what is the role of business in shaping the future of our society the book also presents best practices and provides unique learnings as well as business insights from the international sustainable entrepreneurship award se award org the sustainable entrepreneurship award short sea is an award for companies today who are thinking about tomorrow by making sustainable business practices an integral part of their corporate culture companies that receive the sea are being recognised for the vision they have shown in combining economic and sustainable responsibility

immigration remains a cornerstone of national policy although it has undergone significant transformations across economic family and refugee admission streams in the past two decades reshaping the mosaic offers an insightful exploration of canada s immigration policy ranging from its historical roots to contemporary developments the book examines the growth in permanent and temporary immigration to canada it explores changes in selection criteria and evaluates their impact on key policy objectives contributing to canadian economic prosperity facilitating family reunification providing refuge for those fleeing persecution and enabling the integration of immigrants and their descendants into canadian society the book sheds light on the legal political economic and social paradoxes inherent in canadian immigration policy highlighting shifts in exclusion powers deportation practices settlement support and citizenship rules as well as their implications for canadian ideals of multiculturalism fairness and integration it documents the lack of transparency and informed public engagement in policy formation and the implications this lack may have on maintaining public confidence and ensuring that immigration policies align with the national interests driven by a conviction that the contemporary changes in immigration policy need to be examined in a comprehensive and inclusive way reshaping the mosaic looks at recent shifts and their implications for society and offers invaluable insights for policymakers scholars and stakeholders aiming to assist the development of a new immigration policy framework

25 years on the plc at work process continues to produce results across the united states and worldwide in this fourth edition of the bestseller learning by doing the authors use updated

research and time tested knowledge to address current education challenges from learning gaps exacerbated by the covid 19 pandemic to the need to drive a highly effective multitiered system of supports this book will help k 12 administrators school leaders and teacher teams build shared knowledge of both critical vocabulary and the concepts underlying the key plc terms learn new more in depth strategies for coaching in a plc at work make honest assessments of student learning examine their school culture and implement conventional practices from a fresh critical perspective take immediate and specific steps to close the knowing doing gap and implement plc concepts in their school and district recognize that the knowledge needed to support students in achieving higher levels is readily available and the next step is to transform this awareness into an action plan for school improvement follow the step by step format outlined in each chapter to advance their school s plc journey and drive continuous improvement contents introduction chapter 1 a guide to action for professional learning communities at work chapter 2 defining a clear and compelling purpose chapter 3 building the collaborative culture of a professional learning community chapter 4 coaching collaborative teams in a professional learning community at work chapter 5 creating a results orientation in a professional learning community chapter 6 establishing a focus on learning chapter 7 creating team developed common formative assessments chapter 8 responding when some students don t learn chapter 9 hiring orienting and retaining new staff chapter 10 addressing conflict and celebrating in a professional learning community chapter 11 implementing the professional learning community process districtwide conclusion touching the emotions creating a culture of caring references index

understand consumer psychology to drive profits and growth want to know exactly what s driving your customer s behavior now you can the customer service solution explains how consumers perceive services and shows you how to enhance the customer experience every time in this economic climate the customer service experience is more critical than ever most leading service firms advocate the tlc mantra think like a customer that s a good practice but first you have to understand what your customer is thinking and feeling today s business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long term loyalty what are the factors that really determine customer satisfaction two of the nation s leading authorities on service psychology sriram dasu and richard chase have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior you ll go where customer satisfaction surveys mystery shoppers and focus groups can t and learn exactly why customers respond and behave the way they do with findings drawn from behavioral science research this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales the customer service solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions this book will show you how to shape and manage customer perceptions understand implicit versus explicit outcomes develop the roles of control and choice among buyers design emotionally intelligent processes build trust among customers whatever your business may be healthcare hospitality financial services e commerce and more

this book is an essential tool to help you increase profits by leveraging your company's customer experience praise for the customer service solution harnessing the power of emotions will help to drive an exceptional customer experience creating customers for life to help your business thrive finally a guide to help us better understand how to do this james merlino md chief experience officer cleveland clinic required reading for anyone designing a service encounter james heskett professor emeritus harvard business school coauthor of the service profit chain and service future i have always known that our customers shop with us because they want to not because they have to how to make them want to is the secret that this great book unlocks kevin davis president and ceo bristol farms dasu and chase share easy to understand ideas and guidance to operations managers who typically do not think about the psychology of customers in designing their services mary jo bitner phd professor and executive director center for services leadership w p carey school arizona state university dasu and chase provide an excellent set of ideas for delivering emotional customer service experiences through systems and operations rodolfo medina vice president marketing commercial rock in rio this book provides valuable insights to managing and molding the customer's emotional journey leading to ultimate satisfaction and sustainable loyalty ali v kasikci regional managing director orient express

why another book about the internet the answer is simple while there are a number of excellent books on various aspects of networking the internet html design programming xml and searching there is not a single survey text that explores each of these topics holistically in the context of the knowledge and skill needs of those preparing for careers in any of the many information technology intensive fields such as library and information science lis business and management information systems mis and decision science dis to name but a few part i focuses on the technologies of the internet part 2 focuses on the many forms of internet content and how it is created part 3 is devoted to the topic of internet information retrieval back cover

literary market place 2005 is the ultimate insider's guide to the u s book publishing industry covering every conceivable aspect of the business two easy to use volumes provide 54 sections organizing everyone and everything in the business from publishers agents and ad agencies to associations distributors and events over 14 000 listings in all featuring names addresses and numbers key personnel activities specialties and other relevant data e mail addresses and sites and more some 24 000 decision makers throughout the industry listed in a separate personnel yellow pages section in each volume thousands of services and suppliers equipped to meet every publishing need or requirement lmp 2005 leaves no stone unturned in connecting you with the publishing firm service or product you or your patrons need completely revised and updated lmp 2005 helps publishers locate other publishers freelancers agents printers wholesalers and manufacturers suppliers find names and numbers of potential publishing customers job seekers locate contact names addresses and phone numbers throughout the industry writers locate

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this reference book brings together various perspectives on the usage and application of mobile technologies and networks in global business provided by publisher

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