NEW ARRIVAL OF BOOKS
(November 2015)
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Call No - 658.511.3 ROS P5 
Acc No – 48919

This title is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything one need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage.

Call No - 519.237.7 GOR P5 
Acc No - 48933

Comprehensive and comprehensible, this text covers the basic and advanced topics essential for using factor analysis as a scientific tool in psychology, education, sociology, and related areas. Emphasizing the usefulness of the techniques, it presents sufficient mathematical background for understanding and applying its use. This includes the theory as well as the empirical evaluations. The overall goal is to show readers how to use factor analysis in their substantive research by highlighting when the differences in mathematical procedures have a major impact on the substantive conclusions, when the differences are not relevant, and when factor analysis might not be the best procedure to use. Although the original version was written years ago, the book maintains its relevance today by providing readers with a thorough understanding of the basic mathematical models so they can easily apply these models to their own research. Readers are presented with a very complete picture of the "inner workings" of these methods.

Call No - 658.624 ELL P6 
Acc No - 48957

This title is written for new and aspiring project managers in product development. Although texts on project management are common, the material presented here is unique, instead focusing on product development, a challenging segment of project management because of the high level of uncertainty, the need for a robust set of problem-solving techniques, and a demand for broad cross-functional teams. The book also focuses on more than just project management techniques, including a thorough treatment of
transformational and transactional leadership. Other topics covered include problem-solving techniques, development, and continuous improvement of processes required in product development, risk recognition and management, and proper communication with managers and other stakeholders.
   Call No - 332.6 GRA P5
   Acc No - 48911
   This title provides the key annual valuation data. The size premia data previously published in the SBBI Valuation Yearbook is referred to as the “CRSP Deciles Size Premia” exhibits in the new 2015 Valuation Handbook, while the size and risk premia data published in the Duff & Phelps Risk Premium Report continues to be referred to as “Risk Premium Report” exhibits. The Risk Premium Report has been published annually since 1996 and, like the former SBBI Valuation Yearbook, provides data and methodology that can be used to develop cost of equity capital estimates using (i) the build-up method and (ii) the capital asset pricing model (CAPM).

   Call No - 330.148 POO P5
   Acc No - 48917
   Through real-world accounts of the journeys and successes of mission-driven ventures, Lane effectively illustrates the transformative potential of social enterprise, inspiring the reader to be an agent of change. Among the many tools offered in this title, readers will: i) Find functional guidance to move from idea to reality with a step-by-step guide to designing and implementing a successful mission-driven venture; ii) Assess the benefits and challenges of the business models and entity choices available to the social entrepreneur; iii) Examine the entrepreneurial linkages between nonprofits and for-profits; iv) Recognize governance issues that can arise when mission and profit objectives clash, and discover tools for managing them; v) Explore evolving trends and developments in financing social enterprise; vi) Discover methods and tools for measuring and reporting social impact; vii) Develop an effective strategy for achieving both financial success and meaningful social impact.

   Call No - 330.148 HOD P5
   Acc No - 48920
   This title offers readers a more precise conceptual framework. Drawing on a new theoretical approach called legal institutionalism, Hodgson establishes that the most important factor in the emergence of capitalism—but also among the most often overlooked—is the constitutive role of law and the state. While private property and markets are central to capitalism, they depend upon the development of an effective legal framework. Applying this legally grounded approach to the emergence of capitalism in eighteenth-century Europe, Hodgson identifies the key institutional developments that coincided with its rise. That analysis enables him to counter the widespread view that capitalism is a natural and inevitable outcome of human societies, showing instead that it is a relatively recent phenomenon, contingent upon a special form of state that protects private property and enforces contracts.
Call No - 330(5) LAK P5  Acc No - 48928

A comprehensive look at understanding India with a strategic framework that can be readily used for doing business in this market is needed. This title discusses the cultural and consumer profile of the people of India and how these fit into the macroeconomic context. The analytical framework provided and illustrated with real case examples spans domains such as the institutional context of the country (full of voids and amazing peculiarities) and the interesting federalist political framework in a country with many states. Based on this foundation, the book introduces the business strategies appropriate for both rural and urban markets in India. The following chapters cover the successful implementation of these strategies in India. The remaining chapters focus on successful cross-cultural management of Indian managers and employees, the appropriate types of leadership required for managing the Indian workforce, the types of managerial control systems likely to be successful in this country, and the HRM practices that can help companies to win in this market.

Call No - 330.19 KAR P3  Acc No - G15036

This handbook presents graphs to illustrate the dynamics of the growth experiences of 125 countries. These graphs highlight the dynamic and episodic nature of economic growth and show that many countries have experienced very different growth phases. The timing and magnitude of ‘breaks’ or ‘episodes’ or ‘regime transitions’ for all 125 countries are identified using a standard statistical procedure. This view of economic growth as transitions across growth phases suggests the need to move beyond current approaches to studying growth. To understand what determines economic growth, a ‘third generation’ of theoretical models and empirical methods needs to be developed.

Call No - 332.64 PED P5  Acc No - 48929

This title describes the key trading strategies used by hedge funds and demystifies the secret world of active investing. Leading financial economist Lasse Heje Pedersen combines the latest research with real-world examples and interviews with top hedge fund managers to show how certain trading strategies make money—why they sometimes don’t. Pedersen views markets as neither perfectly efficient nor completely inefficient. Rather, they are inefficient enough that money managers can be compensated for their costs through the profits of their trading strategies and efficient enough that the profits after costs do not encourage additional active investing. Understanding how to trade in this efficiently inefficient market provides a new, engaging way to learn finance. Pedersen analyzes how the market price of stocks and bonds can differ from the model price, leading to new perspectives on the relationship between trading results and finance theory. He explores several different areas in depth—fundamental tools for investment management, equity strategies, macro strategies, and arbitrage strategies—and he looks at such diverse topics as portfolio choice, risk management, equity valuation, and yield curve logic.
Today, there are over 200,000,000 women business owners around the world. Many of these entrepreneurs are not doing business as usual, nor are they simply leaning in. Rather, they are tapping into feminine capital — the unique skills and sensibilities that they have cultivated as women — to create enviable successes. Drawing on four decades of research, the title reveals how women are harnessing different approaches to doing business. Barbara Orser and Catherine Elliott detail the pillars of feminine capital and offer new insight into the ways that gender can influence entrepreneurial decision-making. They find that leveraging feminine capital can help women to create distinctive brands, build new markets, and drive profits — all while leveling the playing field in business. In doing so, women are changing our social and economic landscape, one venture at a time. Dispelling myths and misperceptions that can undermine women-owned ventures, this book takes a fresh look at how female entrepreneurs can leverage their skills, knowledge, and values. Case studies of women entrepreneurs bring key concepts and lessons to life, while learning aids, diagnostic tools, and checklists help readers to construct innovative business models, refine start-up plans, and hone growth strategies.

In 2005, Goodyear’s research and development (R&D) engine was not performing up to its full potential. The R&D organization developed high-quality tires, but the projects were not always successful. Goodyear embarked on a major initiative to transform its innovation creation processes by learning, understanding, and applying lean product development principles. Within five years, Goodyear saw its product development cycle times slashed by 70 percent, on-time delivery performance rise close to 100 percent, and throughput improve three-fold — all achieved with no increase in the R&D budget. This title describes in great detail how the Goodyear team was able to achieve such significant improvements. Revealing the ups and downs of this successful transformation, the book shares experiences of how this seismic change was managed, how people were engaged, and how Goodyear dramatically reinvigorated its product development and innovation processes — and, in the process, delivered substantial more value to customers and to the company.

This title provides actionable guidance for leveraging the power of the marketplace to solve the world’s most vexing social problems. Written by attorney and financial advisor Marc J. Lane, a renowned thought leader and expert on entrepreneurship, social enterprises, impact investing and entrepreneurial finance, this book reaches the full spectrum of interests represented at the intersection of business and social change. Whether a social entrepreneur, impact investor, socially conscious individual, or a nonprofit or foundation leader, any reader committed to social innovation can benefit from this practical roadmap to the rapidly developing arena of social enterprise.
   **Call No - 332.1 GIN P5**  
   **Acc No - 48935**  

   Debate in the market on the extent of shari'ah compliance of Islamic banks, their products, and activities has piqued stakeholders' interest. In this title, authors explore the depths of shari'ah governance to unravel its mysterious dimensions, and equip academics and practitioners with a solid understanding of the subject, which has become a serious challenge and thus deserves dedicated attention. The authors make a strong case for the need to contain the shari'ah risk that Islamic banks experience, and present a compelling argument for how this should be done. Ginena and Hamid propose a robust shari'ah governance model that comprehensively tackles this risk, and helps improve the extent of shari'ah compliance of market players. The authors detail the internal, external, and institutional arrangements needed to promote responsible shari'ah governance, and critically analyze current laws, regulations, and industry practices on the topic.

   **Call No - 658.15 KLO P5**  
   **Acc No - 48964**  

   The most unique feature of the title is its focus on value creation. For entrepreneurs, value creation is not a one-off activity, but rather a continuous cycle of incremental improvements across a wide range of business activities. Entrepreneurial value creation is described in four comprehensive stages: value creation, value measurement, value enhancement, and value realization, referred to as the C-MER model. This book focuses on what creates value rather than merely presenting value creation in a straight accounting framework. At the same time, deliberate and tactical planning and implementation ensure that the firm does not ignore the components necessary for it to survive and flourish. Vigorous strategic deliberations maximize the entrepreneurial firm’s chances of making the right business decisions for the future, enable the firm to manage its available financial and non-financial resources in the most optimal manner, ensure that the necessary capital is secured to progress the development of the firm to its desired development level, and build value.
Work is changing. Speed and flexibility are more in demand than ever before thanks to an accelerating knowledge economy and sophisticated communication networks. These changes have forced a mass rethinking of the way we coordinate, collaborate, and communicate. Instead of projects coming to established teams, teams are increasingly converging around projects. These “all-edge adhocracies” are highly collaborative and mostly temporary, their edge coming from the ability to form links both inside and outside an organization. These nimble groups come together around a specific task, recruiting personnel, assigning roles, and establishing objectives. When the work is done they disband their members and take their skills to the next project. Spinuzzi offers for the first time a comprehensive framework for understanding how these new groups function and thrive. His rigorous analysis tackles both the pros and cons of this evolving workflow and is based in case studies of real all-edge adhocracies at work. His provocative results will challenge our long-held assumptions about how we should be doing work.

Every enterprise evolves continuously, driven by changing needs or new opportunities. Most often this happens gradually, with small adjustments to strategy, organization, processes, or infrastructure. But some times enterprises need to go beyond minor fixes and transform themselves, in response to a disruptive event or dramatically changing circumstances—a merger, for example, or a new competitor. In this book, enterprise architecting experts Deborah Nightingale and Donna Rhodes offer a framework for enterprise transformation. Successful transformation, they believe, starts with a holistic approach, taking into consideration all facets of the enterprise and its environment rather than focusing solely on one factor: information technology, for example, or organizational structure. This is architecting the future enterprise: creating a blueprint for what the enterprise will look like after the transformation.

Intellectual sparks flew when Warren Bennis, the “father” of modern leadership studies and Steven B. Sample, one of the most accomplished university presidents in recent history, came together for candid explorations of the forces that shape successful leaders and unsuccessful ones. The Art and Adventure of Leadership, their final collaboration, reveals the profound insights that the authors gained together over the 16 years in which they co-taught one of the most popular leadership courses in America. Here, each brings his own distinct vantage point as they address the mechanics and mysteries of leadership. The result is a unique examination of the journey of great leaders from momentary setbacks to ultimate success. It offers profound lessons on what determines the difference between failure and
redemption for leaders. And it illu-minates important and overlooked dimensions of great leaders ranging from Winston Churchill to Steve Jobs.

   Call No - 65:301.172.6 QUI P5
   This title's appropriate for management and organizational behavior courses that emphasize critical management skills that yield sound organizational results. The text provides a compelling case for why managerial and leadership competencies are essential for employee engagement, effective communication, and sustainable organizational success. The competing values framework offers future managers a foundation for analyzing, understanding and executing the behavior that will achieve positive performance, productivity and profitability.

   Call No - 65.012.431 KAI P5
   Based on themes from INSEAD's popular Transition to General Management programme, authors Kevin Kaiser, Michael Pich, and I.J. Schecter offer sound advice and practical insights for those looking to move to senior general management roles. By following the stories of three managers making the transition to general management, Becoming A Top Manager highlights not only the most crucial aspects of becoming a successful general manager, but also the necessary mindset changes required - both on a personal and professional level - that will ultimately translate into ongoing success.

   Call No - 658.3(5) SAH P5
   The human resource (HR) profession has been on a long and challenging journey. Globalisation and sweeping policy changes have re-defined and re-aligned HR and its role. It is important for HR professionals to develop and become innovators in their respective industries. The Changing Role of the Human Resource Profession in the Asia Pacific Region is based on case-studies of retail, tourism, healthcare, security, education, and energy, spread across the greater Asia Pacific (AP) region. The book rests on the principle of the laws of attraction, that 'thoughts become things' and argues that acknowledging good human resource policies and practices can be a key influence on all aspects of an organisation. After an introduction, five chapters cover key topics: six major industries; changing HR practices across the AP; an insider’s view on best practices; the role of HR in sustaining growth across the AP; and a conclusion looking towards the future of HR in the Asian Pacific Region.

This title provides students with both a firm grounding in the key concepts of the field and the practical tools to become successful team managers and members. Built on a solid foundation of the most up to date research and theory, chapters are packed with case studies, real-world examples, tasks and discussion questions, while a companion website supports the book with a wealth of useful resources for students, team members, and instructors. Centered around an original model for high performance teams, topics covered include: i) Building and developing effective teams; ii) Managing diversity; iii) Effective communication; iv) Team processes – meetings, performance management; v) Dealing with change and team problems; vi) Current issues – virtual teams, globalization.


In politics, business and wider society, ‘better’ leadership and dialogue are seen as antidotes to the paradoxical issues of the modern world. This title illustrates how the compulsion for ‘busyness’, the entrenched assumptions about who leaders are (and what they should do) and the adherence to implicitly-held cultural norms threaten the possibility of effective dialogue in our organizations. The quality of the leader-follower encounter is examined using an action research approach. The stories and images drawn from this process reveal the challenges faced in enabling dialogue and developing ‘relational leadership’ in organizations. This book explores how relationships at work impact us as human beings and how this helps and hinders us in our ambition to be the people we want to be.


This title supports the view that employment is a cross-cutting issue shaped by macroeconomic and microeconomic policy interventions, and provides a capacious framework to analyse the complexity of this global debate. It covers a wide range of issues that have received insufficient attention in the discourse of development and labour economics. These include the impact of macroeconomic policies on employment, labour rights, the development of human capabilities and employability, youth employment, the benefits and costs of labour market flexibility, and the importance of social protection for all. This important book aims at filling this gap by revisiting old debates and reconnecting them to the contemporary context, combining analyses with relevant empirical evidence. It will appeal to a diverse readership of academic institutions and think-tanks, international organizations, bilateral donors working on development issues and policy-makers in developing countries.


This title discusses the evolution of management as a profession over the past two decades and how it continues to evolve. It goes on to describe the new style of management and makes recommendations for what today’s and tomorrow’s managers must know and how to work. It offers ways to think about your role as a manager in order to optimize your effectiveness toward uncertain and turbulent changes and discusses current realities in
which management currently operates. Provides a historical background of managerial practices and how they’ve evolved in the present workplace.

Call No - 65:301.172.6GOR P5  
Acc No - 48937

In this title, Chris Van Gorder candidly shares his own incredible story, from police officer to CEO, and the leadership philosophy that drives all of his decisions and actions: people come first. Van Gorder began his unlikely career as a California police officer, which deeply instilled in him a sense of social responsibility, honesty, and public service. After being injured on the job and taking an early retirement, Van Gorder had to reinvent himself, taking a job as a hospital security director, a job that would change his life. Through hard work and determination, he rose to executive ranks, eventually becoming CEO of Scripps. But he never forgot his own roots and powerful work ethic, or the time when he was a security officer and a CEO would not make eye contact with him. Van Gorder leads from the front lines, making it a priority to know his employees and customers at every level. His values learned on the force— protecting the community, educating citizens, developing caring relationships, and ultimately doing the right thing—shape his approach to business. As much as companies talk about accountability, managers seldom understand what practical steps to take to achieve an ethic of service that makes accountability meaningful. The Front-Line Leader outlines specific tactics and steps anyone can use starting today to take responsibility, inspire others, and achieve breakout results for their organizations. Van Gorder reveals how a no-layoff philosophy led to higher accountability, how his own attention to seemingly minor details spurred larger change, and how his own high standards for himself and his team improved morale and productivity.

12 Interactional leadership and how to coach it: the art of the choice-focused leader / Harvey, Michael. 2015. London: Routledge.  
Call No - 65:301.172.6HAR P5  
Acc No - 48938

All leaders make choices, but not all leaders are choice-focused. In this title, Michael Harvey presents an important new theory of leadership which demonstrates how to coach successful choice-making. This clear, wide-ranging book integrates business and psychology, exploring the art of choice-focused leadership through neuroscience, cognitive psychology, existential philosophy and leadership studies. Interactional leadership helps leaders to make informed decisions throughout the “achievement cycle” of strategy, resourcing and delivery, and emphasises the importance of psychological balance. The book features chapter-long case studies which provide unique insights into the leader’s inner world and clearly illustrate how the tightrope of leadership can be mastered. Harvey draws important lessons about decision-making from corporate leaders, politicians and even Shakespeare’s tragic heroes, and addresses the leader’s ethical responsibility for major issues facing us now and in the future. The interactional model also focuses on coaching the multiple roles of leadership, such as global leader, team leader, innovator, entrepreneur and chair of the board.

Call No - 1SHE P5  
Acc No - 48939

Why is the world orderly, and how does this order come to be? Human beings inhabit a multitude of apparently ordered systems—natural, social, political, economic, cognitive, and others—whose origins and purposes are often obscure. In the eighteenth century, older certainties about such orders, rooted in either divine providence or the mechanical operations of nature, began to fall away. In their place arose a new appreciation for the complexity of things, a new recognition of the world’s disorder and randomness, new doubts about simple relations of cause and effect—but with them also a new ability to imagine the
world’s orders, whether natural or manmade, as self-organizing. If large systems are left to their own devices, eighteenth-century Europeans increasingly came to believe, order will emerge on its own without any need for external design or direction.

14 **Key performance indicators: developing, implementing, and using winning KPIs**

- *3rd ed.*
- Parmenter, David.

**Call No - 65.015.25 PAR P5**

**Acc No - 48940**

This title provides an in-depth look at how KPIs can be most effectively used to assess and drive organizational performance. This edition provides a model for simplifying KPIs and avoiding the pitfalls ready to trap the unprepared organization. New information includes guidance toward defining critical success factors, project leader essentials, new tools including worksheets and questionnaires, and real-world case studies that illustrate the practical application of the strategies presented. The book includes a variety of templates, checklists, and performance measures to help streamline processes, and is fully supported by the author’s website to provide even more in-depth information. Key Performance Indicators are a set of measures that focus on the factors most critical to an organization’s success. Most companies have too many, rendering the strategy ineffective due to overwhelming complexity. It guides readers toward simplification, paring down to the most fundamental issues to better define and measure progress toward goals.

15 **Labor relations in a globalizing world**

- Katz, Harry C.

**Call No - 331(73) KAT P5**

**Acc No - 48942**

Compelled by the extent to which globalization has changed the nature of labor relations, Harry C. Katz, Thomas A. Kochan, and Alexander J. S. Colvin give us the first textbook to focus on the workplace outcomes of the production of goods and services in emerging countries. In Labor Relations in a Globalizing World, they draw lessons from the United States and other advanced industrial countries to provide a menu of options for management, labor, and government leaders in emerging countries. They include discussions based in countries such as China, Brazil, India, and South Africa which, given the advanced levels of economic development they have already achieved, are often described as “transitional,” because the labor relations practices and procedures used in those countries are still in a state of flux. Katz, Kochan, and Colvin analyze how labor relations functions in emerging countries in a manner that is useful to practitioners, policymakers, and academics. They take account of the fact that labor relations are much more politicized in emerging countries than in advanced industrialized countries.

16 **Leading business change: a practical guide to transforming your organization**

- Stumpf, Karin.

**Call No - 65.012.3 STU P5**

**Acc No - 48943**

Most books dealing with change management focus on how companies reach their corporate goals, instead of on what individual leaders must do. Filling this need, Leading Business Change: A Practical Guide to Transforming Your Organization is an easy and fun read that will inspire you to think more closely about how you implement change as a leader. The book presents a proven approach to help leaders of global initiatives grapple with impossible projects and deliver on their goals. The first part of the book explains the author’s approach to change management, centering on the need not just for an effective approach but for effective leadership. The remaining three parts walk readers through the three phases of the authors’ methodology, using actual examples to demonstrate how to apply each step in the real world.

This book is a treatise on management by a world-renowned technocrat, a legend with over 58 years of hands-on-experience, within the country and abroad, in a variety of industrial manufacturing units, both in the public and private sectors, Army (corps of EME), management and technical institutions and professional associations. It is an invaluable guide which covers topics such as leadership development, long-term vision for business growth, impact of morale, motivation of employees, enterprise performance, oil security and management of the oil sector for energy security and the impact of emotional intelligence of a leader and his knowledge of human behavior and psychology. It also gives insights into the use of the training and experience of service officers, for assisting the corporate world with distinction, as and when an opportunity arises. Title is a priceless possession for policy-makers, politicians, bureaucrats, promoters, entrepreneurs, faculty and students of management, professional managers, historians, media professionals and officers of the armed forces. A definite ace up your sleeve to motivate yourself and those whom you manage.


The reality of everyday organizational life is that it is filled with uncertainty, contradictions and paradoxes. Yet leaders and managers are expected to act as though they can predict the future and bring about the impossible: that they can transform themselves and their colleagues, design different cultures, choose the values for their organization, be innovative, control conflict and have inspiring visions. Whilst managers will have had lots of experiences of being in charge, they probably realise that they are not always in control. Many managers are implicitly aware of their messy reality, but they rarely spend much time reflecting on what it is that they are actually doing. Drawing on insights from the complexity sciences, process sociology and pragmatic philosophy, Chris Mowles engages directly with some principal contradictions of organizational life concerning innovation, culture change, conflict and leadership. Mowles argues that if managers proceed from the expectation that organizational life is inherently uncertain, and interactions between people are complex and often paradoxical, they start noticing different things and create possibilities for acting in different ways.


This title is a collection of memorial lectures that are organized every year on the death anniversary of late Shri Lal Bahadur Shastri to keep his vision for better India alive. The compilation is a collaborative effort with contributions from many eminent professionals, scientists, economists as well as social leaders. Extremely inspiring, insightful and thought provoking, the book provides view of opinion leaders who are also instrumental in driving the India growth story. The book provides invaluable insights into the DNA of Indian business leadership, which is shaping the country’s growth and offers an engaging look into the unique qualities of Shastriji and how those qualities can be exported worldwide to create excellence well beyond India.

In a time of social and ecological crisis, what can we as individuals do to make the world a better place? This inspirational and thought-provoking book serves as an empowering antidote to the cynicism, frustration, paralysis, and overwhelm so many of us are feeling, replacing it with a grounding reminder of what’s true: we are all connected, and our small, personal choices bear unsuspected transformational power. By fully embracing and practicing this principle of interconnectedness—called interbeing—we become more effective agents of change and have a stronger positive influence on the world. Throughout the book, Eisenstein relates real-life stories showing how small, individual acts of courage, kindness, and self-trust can change our culture’s guiding narrative of separation, which, he shows, has generated the present planetary crisis. He brings to conscious awareness a deep wisdom we all innately know: until we get our selves in order, any action we take—no matter how good our intentions—will ultimately be wrongheaded and wronghearted. Above all, Eisenstein invites us to embrace a radically different understanding of cause and effect, sounding a clarion call to surrender our old worldview of separation, so that we can finally create the more beautiful world our hearts know is possible.


This title provides both the "kick in the pants" and the game plan many of us need to break out of the rut and get moving to achieve our goals. CEOs, vice presidents, professionals, military personnel, and even college students frequently express frustration at the entrenched status quo, in which initiating progress feels like moving mountains. This book lights a path toward continual improvement, helping readers first find a direction, then make the key transitions that jumpstart forward progress. This highly practical guide outlines a change process that can be applied to professional or personal goals, giving readers a concrete plan for making big things happen. Rather than blindly shooting for the moon, readers will formulate a solid, systematic, actionable plan that can only result in progress. In today's tenuous business climate, employers and employees alike can be glued to the ground, unsure of the path they should take, or whether they have the freedom to move forward. Moving the Needle helps readers clarify their current position, identify their optimum position, and formulate a workable strategy for getting from here to there.


This title expertly addresses the question: How do leaders become better negotiators? Much has been written about leadership, and negotiating skills have long been the subject of academics and business consultants. This book successfully brings negotiation and leadership together for the first time, building separate insights about them into practical, applied lessons and tools that can be used immediately. Leaders will find unique cases, examples, and insights for high-stakes and routine negotiations alike. Mixing a readable, non-jargon approach with real-world stories and wide applicability, the author's use of 50+ years of experience as a business owner, negotiation consultant, and teacher to convey the fundamental logic and strategies underlying negotiations. The results are more than convincing.

23 Real-life MBA: the no-nonsense guide to winning the game, building a team and growing your career / Welch, Jack and Welch, Suzy. 2015. London: Thorsons.
From creating winning strategies to leading and managing others, The Real Life MBA acts as an essential guide for every person in business today - and tomorrow. You can talk about theories, concepts, and ideologies all you want, but when it gets right down to it, winning in business is all about mastering the gritty, inescapable, make-or-break, real-life dilemmas that define the new economy, the old economy, and everything in between. My boss is unbearable. I'm stuck in career purgatory. My team lacks enthusiasm. Our IT department is incompetent. Our strategy is outdated. We don't understand our Chinese partners. We're just not growing. This is the real stuff of work today. In the decade since their international best-seller Winning was published, Jack and Suzy Welch have dug deeper into the world of business than ever before, travelling the world consulting to businesses of every size and in every industry, working closely with entrepreneurs from Mumbai to Silicon Valley, starting their own company, and owning and managing more than 40 companies through private equity. Coupled with Jack's 20 years of iconic leadership at GE and Suzy's tenure as editor of the Harvard Business Review, their new database of knowledge infuses the pages of The Real Life MBA with fresh, relevant stories and equally powerful solutions.

Call No - 65:301.172.6 REE P5  Acc No - 48963
This title is a concise introductory text focusing on the core skills of managing people in organisations. With a strong emphasis on people management, it addresses the needs of those in managerial and leadership roles, and identifies the skills needed to handle the growing range of managerial responsibilities such as prioritization, delegation, disciplinary and performance handling, and negotiation. Packed with real-life examples of management in practice, this text explores the key original concepts of the managerial escalator, the hybrid manager and the managerial gap. Key benefits: i) Clearly and accessibly written; ii) Lively case studies reveal the reality of management today; iii) Filled with engaging learning features such as end of chapter questions and appendices to help readers with self-development.

Call No - 65:301.172.6 MCM P5  Acc No - 48967
The authors build their conceptual framework using The Five Components of Leadership Model, which recognizes the leader, the followers, the goal, the environmental context, and the cultural values and norms that make up the leadership process. Supporting the text are a wealth of case studies which reflect on works such as Ayn Rand's novella Anthem, Eugène Delacroix's painting Liberty Leading the People, Charlie Chaplin's film Modern Times, Athol Fugard's play "Master Harold"... and the Boys, Lao Tzu's poetic work Tao Te Ching, and Antonin Dvorák's New World Symphony. The authors also introduce studies from various world cultures to particularly illustrate the role cultural values and norms play in leadership. This illuminating framework promotes the multidimensional thinking that is necessary for understanding and problem solving in a complex world.
   Call No - 65.011.56 TAL P6
   Acc No - 48925
   This title introduces and discusses models, methods, techniques, and systems to analyze the large number of digital data sources available on the Internet using the computing and storage facilities of the cloud. Coverage includes scalable data mining and knowledge discovery techniques together with cloud computing concepts, models, and systems. Specific sections focus on map-reduce and NoSQL models. The book also includes techniques for conducting high-performance distributed analysis of large data on clouds. Finally, the book examines research trends such as Big Data pervasive computing, data-intensive exascale computing, and massive social network analysis.

   Call No - 65.011.56 ERP XUL P5
   Acc No - 48931
   Enterprise solutions have emerged as promising tools for integrating and extending business processes across business functions. Supplying a clear and comprehensive introduction to the field, this book provides a detailed description of enterprise information integration—from the development of enterprise systems to extended enterprise information integration in supply chain environments. This title explains how to improve industrial information integration through the application of a systems approach. Describing how systems science is impacting current research in industrial information integration, it covers enterprise architecture, information architecture for enterprises, business process/ work flow modeling, and enterprise information integration. Covering the emergence, growth, and extension of integrated enterprise systems, the book provides you with various perspectives of modern enterprise solutions. It introduces the critical concepts of ERP, industry-oriented enterprise resource planning, and entire resource planning. It also provides guidance on how to transition from extended enterprise integration in a supply chain environment to systems-based enterprise architecture, enterprise modeling, and enterprise modeling in a supply chain environment.
Customers are treated badly. Not all customers. Not always. But many are and often. Some customers are bad. They treat firms badly. Firms have to react. Employees and customers endure the consequences. Such bad behaviours, by firms and customers, have consequences for perceptions of trust and fairness, for endorsements and referrals, for repeat purchasing and loyalty, and ultimately for a firm’s profitability and RoI. The management of customer relationships is core to the success and even survival of the firm. As The Dark Side of CRM explores, this is an area fraught with difficulties, duplicitous practice and undesirable behaviours. These need acknowledging, mitigating and controlling. This title defines dark sides, exploring also how firms and policy-makers might address such behaviours and manage them successfully. With contributions from many of the leading exponents globally of CRM and understanding customers, The Dark Side of CRM is essential reading for students, researchers and practitioners interested in managing customers, relationship marketing and CRM, as well as social media and marketing strategy.
1. **Contemplative qualitative inquiry: practicing the Zen of research** / Janesick, Valerie J. 2015. Walnut creek: Left Coast Press.  
   Call No - 3.001.5 JAN P5  
   Acc No - 48921

Qualitative researchers incorporate the principles of holism, storytelling, ethics, body and mind links, relational focus, and creativity as key features of their practice. So do practitioners of Zen Buddhism. Leading qualitative researcher Valerie J. Janesick describes how qualitative inquiry can be informed and improved through an understanding of Zen principles. She calls for a contemplative qualitative inquiry that draws on the understandings of both East and West. In the book, she explains how key Zen principles of impermanence, non-self, and nirvana apply to qualitative research projects; advocates important Zen-based practices of meditation, journaling, and poetic thinking; and presents Zen stories, meditation techniques, and writing exercises to improve research practice.

   Call No - 3.001.5 MEY P5  
   Acc No - 48941

In this title, authors argue that digital technologies have fundamentally changed research practices in the sciences, social sciences, and humanities. Meyer and Schroeder show that digital tools and data, used collectively and in distributed mode - which they term e-research - have transformed not just the consumption of knowledge but also the production of knowledge. Digital technologies for research are reshaping how knowledge advances in disciplines that range from physics to literary analysis. Meyer and Schroeder map the rise of digital research and offer case studies from many fields, including biomedicine, social science uses of the Web, astronomy, and large-scale textual analysis in the humanities. They consider such topics as the challenges of sharing research data and of big data approaches, disciplinary differences and new forms of interdisciplinary collaboration, the shifting boundaries between researchers and their publics, and the ways that digital tools promote openness in science.

   Call No - 3.001.5 MOR P5  
   Acc No - 48956

This title will help you complete your qualitative research project by providing a nuts and bolts introduction to interviewing. With coverage of ethics, preparation strategies and advice for handling the unexpected in the field, this handy guide will help you get to grips with the basics of interviewing before embarking on your research. While recognising that your research question and the context of your research will drive your approach to interviewing, this book provides practical advice often skipped in traditional methods textbooks. Written with the needs of social science students and those new to qualitative research in mind, the book will help you plan, prepare for, carry out and analyse your interviews.
Charles Eisenstein explores the history and potential future of civilization, tracing the converging crises of our age to the illusion of the separate self. In this book, Eisenstein explains how a disconnection from the natural world and one another is built into the foundations of civilization: into science, religion, money, technology, medicine, and education as we know them. As a result, each of these institutions faces a grave and growing crisis, fueling our near-pathological pursuit of technological fixes even as we push our planet to the brink of collapse. Fortunately, an Age of Reunion is emerging out of the birth pangs of an earth in crisis. As our old constructs of self and world dissolve in crisis, we are entering a new narrative of interbeing, a more expansive sense of self, and a more ecological relationship to nature. Our darkest hour bears the possibility of a more beautiful world—not through the extension of millennia-old methods of management and control but by fundamentally reimagining ourselves and our systems. Breathtaking in its scope and intelligence, The Ascent of Humanity is a remarkable book showing what it truly means to be human.