

Emotional Banking Fixing Culture Leveraging Fintech And Transforming Retail Banks Into Brands

Publisher Description

The classic work that revolutionized the way business is conducted across cultures around the world.

Annotation.

Why attractive things work better and other crucial insights into human-centered design Emotions are inseparable from how we humans think, choose, and act. In Emotional Design, cognitive scientist Don Norman shows how the principles of human psychology apply to the invention and design of new technologies and products. In The Design of Everyday Things, Norman made the definitive case for human-centered design, showing that good design demanded that the user's must take precedence over a designer's aesthetic if anything, from light switches to airplanes, was going to work as the user needed. In this book, he takes his thinking several steps farther, showing that successful design must incorporate not just what users need, but must address our minds by attending to our visceral reactions, to our behavioral choices, and to the stories we want the things in our lives to tell others about ourselves. Good human-centered design isn't just about making effective tools that are straightforward to use; it's about making affective tools that mesh well with our emotions and help us express our identities and support our social lives. From roller coasters to robots, sports cars to smart phones, attractive things work better. Whether designer or consumer, user or inventor, this book is the definitive guide to making Norman's insights work for you.

Leveraging Emotions for Business Success

Primal Leadership

The One Thing That Changes Everything

HBR's 10 Must Reads on Negotiation (with bonus article "15 Rules for Negotiating a Job Offer" by Deepak Malhotra)

Investing in Cultural Diversity and Intercultural Dialogue

One Entrepreneur's Take on Leadership, Social Media, and Self-Awareness

Enhancing Organizational Performance

Explains how trust is a key catalyst for personal and organizational success in the twenty-first century, in a guide for businesspeople that demonstrates how to inspire trust while overcoming bureaucratic obstacles.

In the United States, some populations suffer from far greater disparities in health than others. Those disparities are caused not only by fundamental differences in health status across segments of the population, but also because of inequities in factors that impact health status, so-called determinants of health. Only part of an individual's health status depends on his or her behavior and choice; community-wide problems like poverty, unemployment, poor education, inadequate housing, poor public transportation, interpersonal violence, and decaying neighborhoods also contribute to health inequities, as well as the historic and ongoing interplay of structures, policies, and norms that shape lives. When these factors are not optimal in a community, it does not mean they are intractable: such inequities can be mitigated by social policies that can shape health in powerful ways. Communities in Action: Pathways to Health Equity seeks to delineate the causes of and the solutions to health inequities in the United States. This report focuses on what communities can do to promote health equity, what actions are needed by the many and varied stakeholders that are part of communities or support them, as well as the root causes and structural barriers that need to be overcome.

A masterpiece of reporting on the Supreme Court ' s most divisive case, Roe v. Wade, and the unknown lives at its heart. Despite her famous pseudonym, no one knows the truth about " Jane Roe, " Norma McCorvey (1947 – 2017), whose unwanted pregnancy in 1970 opened a great fracture in American life. Journalist Joshua Prager spent years with Norma, discovered her personal papers, a previously unseen trove, and witnessed her final moments. With an explosive revelation at the core of the case, he tells her full story for the first time. Prager also traces Roe ' s fifty-year trajectory through three compelling figures: feminist lawyer Linda Coffee, who filed the original Texas lawsuit yet now lives in obscurity; Curtis Boyd, a former fundamentalist Christian, today a leading provider of third-trimester abortions; and Mildred Jefferson, the first Black female Harvard Medical School graduate, who became a pro-life leader with great secrets. Essential to our understanding of this key debate, the right to choose or the right to life, The Family Roe will change the way you think about our enduring American divide.

Smart leaders know that they would greatly increase productivity and innovation if only they could get everyone fully engaged. So do professors, facilitators and all changemakers. The challenge is how. Liberating Structures are novel, practical and no-nonsense methods to help you accomplish this goal with groups of any size. Prepare to be surprised by how simple and easy they are for anyone to use. This book shows you how with detailed descriptions for putting them into practice plus tips on how to get started and traps to avoid. It takes the design and facilitation methods experts use and puts them within reach of anyone in any organization or initiative, from the frontline to the C-suite. Part One: The Hidden Structure of Engagement will ground you with the conceptual framework and vocabulary of Liberating Structures. It contrasts Liberating Structures with conventional methods and shows the benefits of using them to transform the way people collaborate, learn, and discover solutions together. Part Two: Getting Started and Beyond offers guidelines for experimenting in a wide range of applications from small group interactions to system-wide initiatives: meetings, projects, problem solving, change initiatives, product launches, strategy development, etc. Part Three: Stories from the Field illustrates the endless possibilities Liberating Structures offer with stories from users around the world, in all types of organizations -- from healthcare to academic to military to global business enterprises, from judicial and legislative environments to R&D. Part Four: The Field Guide for Including, Engaging, and Unleashing Everyone describes how to use each of the 33 Liberating Structures with step-by-step explanations of what to do and what to expect. Discover today what Liberating Structures can do for you, without expensive investments, complicated training, or difficult restructuring. Liberate everyone's contributions -- all it takes is the determination to experiment.

Investing in America's Workforce

Funds of Knowledge

The Family Roe: An American Story

Emotional Intelligence

Cities, Culture and Creativity

97 Things Every Cloud Engineer Should Know

Simple Rules to Unleash a Culture of Innovation (Black and White Version)

The New York Times bestselling author draws from his popular show #AskGaryVee to offer surprising, often outrageous, and imminently useful and honest answers to everything you've ever wanted to know—and more—about navigating the new world. Gary Vaynerchuk—the inspiring and unconventional entrepreneur who introduced us to the concept of crush it—knows how to get things done, have fun, and be massively successful. A marketing and business genius, Gary had the foresight to go beyond traditional methods and use social media tools such as Twitter, Facebook, and YouTube to reach an untapped audience that continues to grow. #AskGaryVee showcases the most useful and interesting questions Gary has addressed on his popular show. Distilling and expanding on the podcast's most urgent and evergreen themes, Gary presents practical, timely, and timeless advice on marketing, social media, entrepreneurship, and everything else you've been afraid to ask but are dying to know. Gary gives you the insights and information you need on everything from effectively using Twitter to launching a small business, hiring superstars to creating a personal brand, launching products effectively to staying healthy—and even buying wine. Whether you're planning to start your own company, working in digital media, or have landed your first job in a traditional company, #AskGaryVee is your essential guide to making things happen in a big way.

ICT-Driven Economic and Financial Development: Analyses of European Countries demonstrates the effects of ICT diffusion on economic, social and financial development by examining their impact on the structure and dynamics of national economies. It provides the insight into shifts observed in labour markets, international trade activities productivity factors, education and use of innovative financial products. It combines empirical analyses and data sources stretching back to 1990 make it an important contribution to understanding the effects of ICT diffusion on economic and financial development. The book answers questions such as how will national and regional economies react to upcoming ICT developments and growing usage, and what is the magnitude of impact of new information and communication technologies on various aspects of social and economic life. Demonstrates the process fo ICT spread across European countries Analyzes the value of ICTs from both economic and social perspective Examines structural changes in financial markets caused by ICTs implementation

Daniel Goleman offers a vital new curriculum for life that can change the future for us and for our children

Environmental, social, and corporate governance (ESG) risk considers the nonfinancial risks that could arise in a business, such as sustainability, brand reputation, legal aspects, ethics, and more. As businesses all have their own risk profiles, there is a need for risk management and mitigation that is unique for each company. Because of this variability, the study on ESG risk factors and motives of incorporating the ESG perspective into business models are crucial yet challenging. Therefore, it is important to understand how companies are adapting and mitigating ESG risk in diverse types of businesses. Adapting and Mitigating Environmental, Social, and Governance Risk in Business examines processes in enterprises that can increase the sustainability of business models and their coherence with the assumptions of the concept of sustainable development and ESG risk. Furthermore, the book explores how enterprises operating in different sectors are adapting their business models towards sustainability in order to create sustainable value. This book is a valuable tool for managers, executives, entrepreneurs, practitioners, academicians, researchers, and graduate students in finance, business, and management.

Future of Jobs

Emotional Banking

Emotionomics

The Critical Few

Awaken the Giant Within

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Energize Your Company's Culture by Choosing What Really Matters

Anthropology is the study of all humans in all times in all places. But it is so much more than that. "Anthropology requires strength, valor, and courage," Nancy Scheper-Hughes noted. "Pierre Bourdieu called anthropology a combat sport, an extreme sport as well as a tough and rigorous discipline. ... It teaches students not to be afraid of getting one's hands dirty, to get down in the dirt, and to commit yourself, body and mind. Susan Sontag called anthropology a "heroic" profession." What is the payoff for this heroic journey? You will find ideas that can carry you across rivers of doubt and over mountains of fear to find the the light and life of places forgotten. Real anthropology cannot be contained in a book. You have to go out and feel the world's jagged edges, wipe its dust from your brow, and at times, leave your blood in its soil. In this unique book, Dr. Michael Wesch shares many of his own adventures of being an anthropologist and what the science of human beings can tell us about the art of being human. This special first draft edition is a loose framework for more and more complete future chapters and writings. It serves as a companion to anth101.com, a free and open resource for instructors of cultural anthropology. This 2018 text is a revision of the "first draft edition" from 2017 and includes 7 new chapters.

Between the 18th and 19th centuries, Britain experienced massive leaps in technological, scientific, and economical advancement

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.

In times of constant change, adaptive leadership is critical. This Harvard Business Review collection brings together the seminal ideas on how to adapt and thrive in challenging environments, from leading thinkers on the topic—most notably Ronald A. Heifetz of the Harvard Kennedy School and Cambridge Leadership Associates. The Heifetz Collection includes two classic books: Leadership on the Line, by Ron Heifetz and Marty Linsky, and The Practice of Adaptive Leadership, by Heifetz, Linsky, and Alexander Grashow. Also included is the popular Harvard Business Review article, "Leadership in a (Permanent) Crisis," written by all three authors. Available together for the first time, this collection includes full digital editions of each work. Adaptive leadership is a practical framework for dealing with today's mix of urgency, high stakes, and uncertainty. It has been used by individuals, organizations, businesses, and governments worldwide. In a world of challenging environments, adaptive leadership serves as a guide to distinguishing the essential from the expendable, beginning the meaningful process of adaption, and changing the status quo. Ronald A. Heifetz is a cofounder of the international leadership and consulting practice Cambridge Leadership Associates (CLA) and the founding director of the Center for Public Leadership at the Harvard Kennedy School. He is renowned worldwide for his innovative work on the practice and teaching of leadership. Marty Linsky is a cofounder of CLA and has taught at the Kennedy School for more than twenty-five years. Alexander Grashow is a Senior Advisor to CLA, having previously held the position of CEO.

How to Harness the Power of Emotion for Leadership and Success

The Art of Being Human

Democracy and Education

global report on culture for sustainable urban development

ICT-Driven Economic and Financial Development

Too Many Bosses, Too Few Leaders

Emotional Intelligence 2.0

Dynamic corporate speaker and coach, Cassandra Worthy, introduces a growth mindset practice that helps readers to view change and the emotions surrounding it as a gift. Cassandra Worthy is a highly sought-after consultant, speaker, and Change Enthusiast, who is sharing her revolutionary approach for not only embracing change but using it to propel you to heights you never imagined. Only 10 percent of successful change adoption is about know-how. . . the other 90 percent is centered squarely on the motivation and willingness to accept the change. Cassandra explains that if you don't address the emotions surrounding change then your transformation journey will be stopped in its tracks. In this book, Cassandra will teach you to: • Redefine your relationship to change • Embrace "negative" emotions and use them for epic growth and transformation • Make conscious, productive choices in the face of disruption of any sort • Develop your resilience muscle • View change as something that happens for you vs. to you Cassandra's practical yet inspiring strategies can inspire anyone to authentically embrace change and find their own unique power of resilience during turbulent times. Using insights gleaned from her life, those of her clients, as well as the tools and exercises she has refined over the years, Cassandra Worthy has written the playbook for anyone leading, influencing, going through, or embarking upon change.

The author offers advice on such matters as mastering emotions, overcoming debilitating habits such as over-eating, drinking and drug abuse, unleashing the hidden power of body and mind, improving personal and professional relationships, and taking control of personal finances.

Culture and creativity have untapped potential to deliver social, economic, and spatial benefits for cities and communities. Cultural and creative industries are key drivers of the creative economy and represent important sources of employment, economic growth, and innovation, thus contributing to city competitiveness and sustainability. Through their contribution to urban regeneration and sustainable urban development, cultural and creative industries make cities more attractive places for people to live in and for economic activity to develop. Culture and creativity also contribute to social cohesion at the neighborhood level, enable creative networks to form and advance innovation and growth, and create opportunities for those who are often socially and economically excluded. The ongoing COVID-19 pandemic has had a deep impact on the cultural sector, yet it has also revealed the power of cultural and creative industries as a resource for city recovery and resilience. More generally, cities are hubs of the creative economy and have a critical role to play in harnessing the transformative potential of cultural and creative industries through policies and enabling environments at the local level. 'Cities, Culture, and Creativity' (CCC) provides guiding principles and a CCC Framework, developed by UNESCO and the World Bank, to support cities in unlocking the power of cultural and creative industries for sustainable urban development, city competitiveness, and social inclusion. Drawing from global studies and the experiences of nine diverse cities from across the world, the CCC Framework offers concrete guidance for the range of actors -- city, state, and national governments; creative industry and related private-sector organizations; creatives; culture professionals and civil society-- to harness culture and creativity with a view to boosting their local creative economies and building resilient, inclusive, and dynamic cities. If you create, manage, operate, or configure systems running in the cloud, you're a cloud engineer--even if you work as a system administrator, software developer, data scientist, or site reliability engineer. With this book, professionals from around the world provide valuable insight into today's cloud engineering role. These concise articles explore the entire cloud computing experience, including fundamentals, architecture, and migration. You'll delve into security and compliance, operations and reliability, and software development. And examine networking, organizational culture, and more. You're sure to find 1, 2, or 97 things that inspire you to dig deeper and expand your own career. "Three Keys to Making the Right Multicloud Decisions," Brendan O'Leary "Serverless Bad Practices," Manases Jesus Galindo Bello "Failing a Cloud Migration," Lee Atchison "Treat Your Cloud Environment as If It Were On Premises," Iyana Garry "What Is Toil, and Why Are SREs Obsessed with It?," Zachary Nickens "Lean QA: The QA Evolving in the DevOps World," Theresa Neate "How Economies of Scale Work in the Cloud," Jon Moore "The Cloud Is Not About the Cloud," Ken Corless "Data Gravity: The Importance of Data Management in the Cloud," Geoff Hughes "Even in the Cloud, the Network Is the Foundation," David Murray "Cloud Engineering Is About Culture, Not Containers," Holly Cummins

Why We Love (or Hate) Everyday Things

Distrust and Uncertainty in Global Markets

Adaptive Leadership: The Heifetz Collection (3 Items)

Emotions in Finance

Communities in Action

The Three Essential Principles You Need to Become an Extraordinary Leader

Emotional Design

Learn to be a better negotiator--and achieve the outcomes you want. If you read nothing else on how to negotiate successfully, read these 10 articles. We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you avoid common mistakes, find hidden opportunities, and win the best deals possible. This book will inspire you to: Control the negotiation before you enter the room Persuade others to do what you want--for their own reasons Manage emotions on both sides of the table Understand the rules of negotiating across cultures Set the stage for a healthy relationship long after the ink has dried Identify what you can live with and when to walk away This collection of articles includes: "Six Habits of Merely Effective Negotiators" by James K. Sebenius; "Control the Negotiation Before It Begins" by Deepak Malhotra; "Emotion and the Art of Negotiation" by Alison Wood Brooks; "Breakthrough Bargaining" by Deborah M. Kolb and Judith Williams; "15 Rules for Negotiating a Job Offer" by Deepak Malhotra; "Getting to Si, Ja, Oui, Hai, and Da" by Erin Meyer; "Negotiating Without a Net: A Conversation with the NYPD's Dominick J. Misino" by Diane L. Coutu; "Deal Making 2.0: A Guide to Complex Negotiations" by David A. Lax and James K. Sebenius; "How to Make the Other Side Play Fair" by Max H. Bazerman and Daniel Kahneman; "Getting Past Yes: Negotiating as if Implementation Mattered" by Danny Ertel; "When to Walk Away from a Deal" by Geoffrey Cullinan, Jean-Marc Le Roux, and Rolf-Magnus Weddigen.

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"At the very time the need for effective leadership is reaching critical proportions, Michael Fullan's *Leading in a Culture of Change* provides powerful insights for moving forward. We look forward to sharing it with our grantees." --Tom Vander Ark, executive director, Education, Bill and Melinda Gates Foundation "Fullan articulates clearly the core values and practices of leadership required at all levels of the organization. Using specific examples, he convinces us that the key change principles are equally critical for leadership in business and education organizations." --John Evans, chairman, Torstar Corporation "In *Leading in a Culture of Change*, Michael Fullan deftly combines his expertise in school reform with the latest insights in organizational change and leadership. The result is a compelling and insightful exposition on how leaders in any setting can bring about lasting, positive, systemic change in their organizations." --John Alexander, president, Center for Creative Leadership

