

## Hbs Case Study Guide

**"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"--**

**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.**

**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](http://teachingwithcases.hbsp.harvard.edu).**

**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.**

**A Concise Guide to Macroeconomics, Second Edition**

**Don't Mess It Up**

**Teaching and the Case Method**

**Functional Alterations in Human Health**

**Driving Digital Strategy**

### **The Real Estate Game**

This new edition of Strauss's guide helps users to find current information for and about businesses of all kinds—both private and public and international—related to finance, investment, industries, and entrepreneurship. Strauss's Handbook of Business Information is a resource for finding and understanding business information. It contains explanation and instruction on the key facets of business information and provides detailed descriptions of key resources within both broad and specific categories. It can be used as a guide to further understanding the why of business information research. The changing arena of business information requires regular updating and awareness. This new edition has been thoroughly updated with three new chapters: Entrepreneurship, Competitive Intelligence, and Corporate Social Responsibility. Other chapters include subsections on internet and mobile marketing and tax havens and related issues; coverage of new legislation (e.g., Dodd-Frank); subsections on index funds, investment communities, regulatory bodies and laws, hedge funds, venture capital companies, assessing risks, advisors, and more. The Handbook is for students, faculty, librarians, and information professionals looking to gain a broader and deeper understanding of business information. Anyone needing to gain quick exposure to business information needs and resources for solutions can find from the volume as well. Uses comprehensive coverage to aid business librarians in finding exactly the right information their patrons need. Provides logical arrangement and integration online with print resources to make information easy to find Provides clear explanations that speak to librarians at public and academic libraries, and to students learning this field Serves as a helpful collection development resource for business information, as well as a trusted textbook

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 solution you can, with books from the Judgment Calls series. Drawn from the pages of Harvard Business Review, these interactive, solutions-oriented books allow readers to access the wisdom of leading experts as they tackle familiar and perplexing business situations. These engagingly written cases help managers improve problem-solving skills and make better judgment calls under fire. A preface provides an overview and sets the context for these provocative case studies as learning tools in corporate classrooms. A relevant chapter from an HBR volume introduces the topic of the case. 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 a 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. The volume, tentatively titled "Bob's Meltdown and Other Stories from the Frontlines of Management" looks at the most common issue in business workplaces--employee behavior. What should you do when a star employee loses his temper in public? Worse yet, what if your protégé is coming unglued? All this and more!

The book aims to provide a comprehensive, holistic and practical framework for readers who are interested or involved in developing a marketing strategy so that they can appreciate various marketing concepts and put them together in an easy to read guide. Demanding and savvy customers in a turbulent marketing environment, require marketers to be highly sensitive to the environmental monitoring systems capable of identifying and responding to marketing trends and opportunities and threats at an early stage. In response to these issues, the proposed manuscript covers the theoretical and implementing and controlling marketing activities, which will provide guidance to marketers and non-marketer alike, in undertaking a marketing strategy. The latest research findings in the marketing area are included. This book is written for marketing students and it is the intention of the author to make this manuscript as basic, straightforward and to the point as possible. Business practitioners will also find this book useful.

'For anyone thinking of doing an MBA, or indeed anyone who wants to understand how the corporate elite are moulded, this is a must-read.' Johnson, British entrepreneur The internationally best-selling business classic that reveals what it's really like to study an MBA at one of the most prestigious institutions in the world. Philip Delves Broughton quit his position as New York correspondent for The Daily Telegraph to take up one of the most-coveted and exclusive courses in the world - an MBA at Harvard Business School - to acquire the wisdom reserved for the global elite. And what he learns is truly jaw-dropping. From his first class to graduation - encompassing the guest lectures, the Apprenticeship, the booze-luge, the burnouts and the high flyers - Delves Broughton divulges the advice, wisdom and folly he found whilst studying at the most prestigious business school in the world. 'Anyone considering enrolling will find this an insightful portrait of Harvard Business School life.'

'Very funny. An excellent book' Wall Street Journal

A Practical Guide

HBR Guide to Building Your Business Case

Keeping Strategy on Track

How Strategy Really Works

Improving Business Processes

A Student's Guide

**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.**

**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 adaptation, 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. Stop searching for purpose. Build it. We're living through a crisis of purpose. Surveys indicate that people are feeling less connected to the meaning of their work, asking, "How do I find my purpose?" That's the wrong question. You don't find your purpose—you build it. The HBR**

**Guide to Crafting Your Purpose debunks three common myths about purpose: that purpose is found, that you have only one, and that it stays the same over time. Packed with stories, tips, and activities, this book teaches you how to cultivate more meaning in your life and work and endow everything you do with purpose. You'll learn how to: Find the reason behind your work Identify what makes you feel happy and fulfilled Use job crafting to transform your role Build positive, fulfilling relationships Connect your work to service Arm yourself with the advice you need to succeed on the job, with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges. "Jeffrey Pfeffer and Robert Sutton, identify the causes of the knowing-doing gap and explain how to close it."--Jacket.**

#### **Democracy**

**HBR Guide to Project Management (HBR Guide Series)**

**How Smart Companies Turn Knowledge Into Action**

**Think Big, Buy Small, Own Your Own Company**

**How Will You Measure Your Life? (Harvard Business Review Classics)**

#### **Deep Purpose**

The perfect gift for aspiring leaders: 16 volumes of HBR Guide. This 16-volume, specially priced boxed set makes a perfect gift for aspiring leaders looking for trusted advice on such diverse topics as data analytics, negotiating, business writing, and coaching. This set includes Persuasive Presentations, Better Business Writing, Finance Basics, Data Analytics, Building Your Business Case, Making Every Meeting Matter, Project Management, Emotional Intelligence, Getting the Right Work Done, Negotiating, Leading Teams, Coaching Employees, Performance Management, Delivering Effective Feedback, Dealing with Conflict, and Managing Up and Across. Arm yourself with the advice you need to succeed on the job, from the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges Also available as an ebook set.

Describes the opportunities and risks of commercial and residential real-estate investment, offering advice on finding the right property, financing, development, and sale

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.

MEET YOUR GOALS—ON TIME AND ON BUDGET. How do you rein in the scope of your project when you 've got a group of demanding stakeholders breathing down your neck? And map out a schedule everyone can stick to? And motivate team members who have competing demands on their time and attention? Whether you 're managing your first project or just tired of improvising, this guide will give you the tools and confidence you need to define smart goals, meet them, and capture lessons learned so future projects go even more smoothly. The HBR Guide to Project Management will help you: Build a strong, focused team Break major objectives into manageable tasks Create a schedule that keeps all the moving parts under control Monitor progress toward your goals Manage stakeholders ' expectations Wrap up your project and gauge its success

Critical Cases on the Downside of Business

Service Profit Chain

Building a Marketing Plan

HBR Guide to Data Analytics Basics for Managers (HBR Guide Series)

How Finance Works

The Art and Craft of Case Writing

**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]**

**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. A Wall Street Journal Bestseller Named a Financial Times top title How to unleash "human magic" and achieve improbable results. Hubert Joly, former CEO of Best Buy and orchestrator of the retailer's spectacular turnaround, unveils his personal playbook for achieving extraordinary outcomes by putting people and purpose at the heart of business. Back in 2012, "Everyone thought we were going to die," says Joly. Eight years later, Best Buy was transformed as Joly and his team rebuilt the company into one of the nation's favorite employers, vastly increased customer satisfaction, and dramatically grew Best Buy's stock price. Joly and his team also succeeded in making Best Buy a leader in sustainability and innovation. In *The Heart of Business*, Joly shares the philosophy behind the resurgence of Best Buy: pursue a noble purpose, put people at the center of the business, create an environment where every employee can blossom, and treat profit as an outcome, not the goal. This approach is easy to understand, but putting it into practice is not so easy. It requires radically rethinking how we view work, how we define companies, how we motivate, and how we lead. In this book Joly shares memorable stories, lessons, and practical advice, all drawn from his own personal transformation from a hard-charging McKinsey consultant to a leader who believes in human magic. *The Heart of Business* is a timely guide for leaders ready to abandon old paradigms and lead with purpose and humanity. It shows how we can reinvent capitalism so that it contributes to a sustainable future.**

**Explains how companies must pinpoint business strategies to a few critically important choices, identifying common blunders while outlining simple exercises and questions that can guide day-to-day and long-term decisions.**

**HBR Guide to Better Business Writing (HBR Guide Series)**

**Adaptive Leadership: The Heifetz Collection (3 Items)**

**The HBR Guide to Thinking Smart About the Numbers**

**The Dark Side 3**

**What Managers, Executives, and Students Need to Know**

**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 guide all MBAs and exec ed 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.**

**Understanding the Ground Rules for the Global Economy In this revised and updated edition of *A Concise Guide to Macroeconomics*, David A. Moss draws on his years of teaching at Harvard Business School to explain important macro concepts using clear and engaging language. This guidebook covers the essentials of macroeconomics and examines, in a simple and intuitive way, the core ideas of output, money, and expectations. Early chapters leave you with an understanding of everything from fiscal policy and central banking to business cycles and international trade. Later chapters provide a brief monetary history of the United States as well as the basics of macroeconomic accounting. You'll learn why countries trade, why exchange rates move, and what makes an economy grow. Moss's detailed examples will arm you with a clear picture of how the economy works and how key variables impact business and will equip you to anticipate and respond to major macroeconomic events, such as a sudden depreciation of the real exchange rate or a steep hike in the federal funds rate. Read this book from start to finish for a complete overview of macroeconomics, or use it as a reference when you're confronted with specific challenges, like the need to make sense of monetary policy or to read a balance of payments statement. Either way, you'll come away with a broad understanding of the subject and its key pieces, and you'll be empowered to make smarter business decisions.**

**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.**

**Teaching with Cases**

**Text, Cases, and Readings**

**Entrepreneurship in the Social Sector**

**HBR Guide to Managing Up and Across (HBR Guide Series)**

**What They Teach You at Harvard Business School**

**A Complete Guide**

**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.

**Thinkers50 Top 10 Best New Management Books for 2022** A distinguished Harvard Business School professor offers a compelling reassessment and defense of purpose as a management ethos, documenting the vast performance gains and social benefits that become possible when firms manage to get purpose right. Few business topics have aroused more skepticism in recent years than the notion of corporate purpose, and for good reason. Too many companies deploy purpose, or a reason for being, as a promotional vehicle to make themselves feel virtuous and to look good to the outside world. Some have only foggy ideas about what purpose is and conflate it with strategy and other concepts like “mission,” “vision,” and “values.” Even well-intentioned leaders don't understand purpose's full potential and engage half-heartedly and superficially with it. Outsiders spot this and become cynical about companies and the broader capitalist endeavor. Having conducted extensive field research, Ranjay Gulati reveals the fatal mistakes leaders unwittingly make when attempting to implement a reason for being. Moreover, he shows how companies can embed purpose much more deeply than they currently do, delivering impressive performance benefits that reward customers, suppliers, employees, shareholders, and communities alike. To get purpose right, leaders must fundamentally change not only how they execute it but also how they conceive of and relate to it. They must practice what Gulati calls deep purpose, furthering each organization's reason for being more intensely, thoughtfully, and comprehensively than ever before. In this authoritative, accessible, and inspiring guide, Gulati takes readers inside some of the world's most purposeful companies to understand the secrets to their successes. He explores how leaders can pursue purpose more deeply by navigating the inevitable tradeoffs more deliberately and effectively to balance between short- and long-term value; building purpose more systematically into every key organizational function to mobilize stakeholders and enhance performance; updating organizations to foster more autonomy and collaboration, which in turn allow individual employees to work more purposefully; using powerful storytelling to communicate a reason for being, arousing emotions and building a community of inspired and committed stakeholders; and building cultures that don't merely support purpose, but also allow employees to link the corporate purpose to their own personal reasons for being. As Gulati argues, a deeper engagement with purpose holds the key not merely to the well-being of individual companies but also to humanity's future. With capitalism under siege and relatively low levels of trust in business, purpose can serve as a radically new operating system for the enterprise, enhancing performance while also delivering meaningful benefits to society. It's the kind of inspired thinking that businesses—and the rest of us—urgently need.

Are you looking for an alternative to a career path at a big firm? Does founding your own start-up seem too risky? There is a radical third path open to you: You can buy a small business and run it as CEO. Purchasing a small company offers significant financial rewards—as well as personal and professional fulfillment. Leading a firm means you can be your own boss, put your executive skills to work, fashion a company environment that meets your own needs, and profit directly from your success. But finding the right business to buy and closing the deal isn't always easy. In the *HBR Guide to Buying a Small Business*, Harvard Business School professors Richard Ruback and Royce Yudkoff help you: Determine if this path is right for you Raise capital for your acquisition Find and evaluate the right prospects Avoid the pitfalls that could derail your search Understand why a "dull" business might be the best investment Negotiate a potential deal with the seller Avoid deals that fall through at the last minute

**DON'T LET YOUR FEAR OF FINANCE GET IN THE WAY OF YOUR SUCCESS** Can you prepare a breakeven analysis? Do you know the difference between an income statement and a balance sheet? Or understand why a business that's profitable can still go belly-up? Has your grasp of your company's numbers helped—or hurt—your career? Whether you're new to finance or you just need a refresher, this go-to guide will give you the tools and confidence you need to master the fundamentals, as all good managers must. The *HBR Guide to Finance Basics for Managers* will help you: Learn the language of finance Compare your firm's financials with rivals' Shift your team's focus from revenues to profits Assess your vulnerability to industry downturns Use financial data to defend budget requests Invest smartly through cost/benefit analysis

*Strauss's Handbook of Business Information: A Guide for Librarians, Students, and Researchers, 4th Edition*

*Making Change Stick*

*The Case Study Handbook*

*How Founders and Their Successors Can Avoid the Clichés That Inhibit Growth*

*A Value-Based Guide to Exceptional Performance*

*How to Read, Discuss, and Write Persuasively about Cases*

**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 Case Study Handbook, Revised Edition  
A Student's Guide  
Harvard Business 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 HBR 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!

In Don't Mess It Up: How Founders and Their Successors Can Avoid the Clichés That Inhibit Growth, author and six-time second CEO Les Trachtman offers his expertise on the most effective ways to successfully hand off your company to a worthy successor. He also has advice for those who are inheriting a business and want to take it to the next level, as well as for boards who are dealing with these leadership transitions. In his direct, no-nonsense approach, Les shows readers how seemingly harmless business clichés such as "get it right" and "be careful" can have a detrimental effect on a company's future by conveying that such imperative ingredients such as risk and innovation are things to now be avoided. Readers will learn how to:

- Understand the metamorphosis required to transition from great founder to great CEO
- Know when, and if, it's time to replace yourself
- Pick the right successor
- Prepare yourself and your company for the fragile transition
- Create a successful CEO transition
- Separate yourself from the company

There is likely no one more experienced in founder transitions than Les Trachtman. He has been an innovative and respected successor at six different companies; let his hard-won advice guide you through your transition and toward success.

Playing to Win

Learning with Cases

The Case Study Handbook, Revised Edition

HBR Guide to Finance Basics for Managers (HBR Guide Series)

Leadership Principles for the Next Era of Capitalism

The Knowing-doing Gap

**Historian David Moss adapts the case study method made famous by Harvard Business School to revitalize our conversations about governance and democracy and show how the United States has often thrived on political conflict. These 19 cases ask us to weigh choices and consequences, wrestle with momentous decisions, and come to our own conclusions.**

**In challenging times, companies must serve their customers faster and more efficiently. This makes improving your business processes more critical than ever. In this book, you'll learn key steps for carrying out a business process improvement initiative, including how to:**

- Plan a business process improvement initiative
- Analyze and redesign a current process that needs improvement
- Obtain the resources needed to change a process
- Develop a systematic approach for creating and implementing change

**Your next act starts now. You're ready for something new, but it's hard to start over. Just the idea of trading the security you have now for the unknown or throwing away the education and time you've invested in your current career can plunge you into a swirl of indecision and anxiety. But mixing things up every few years is an increasingly normal and cyclical part of a healthy work life--a way to gain new skills and stretch your existing ones by applying them to different contexts. Whether you know what you want to do next or you're still evaluating options, the HBR Guide to Changing Your Career will help you: Imagine other professional selves Identify the skills you need--and those you already possess that will transfer to another industry Assess the financial implications of the change you're considering Try out new roles without endangering your current job Explain a seemingly winding career path Pitch yourself into a new role**

**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**

**A Guide to Reimagining Your Business**

**Harvard Business Review Guides Ultimate Boxed Set (16 Books)**

**Study Guide for Pathophysiology**

**HBR Guide to Crafting Your Purpose**

**HBR Guide to Changing Your Career**

**The Internationally-Bestselling Business Classic**

**This student workbook is designed to accompany Braun and Anderson's Pathophysiology: Functional Alterations in Human Health. The workbook contains additional case studies and questions, test-taking strategies, quiz questions, and exercises involving concept mapping.**

**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.**

**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**

**This third collection of outstanding contributions from the Critical Management Studies (CMS) Division of the Academy of Management (AOM) continues to challenge business practice in ways not tackled by other more typical business case studies. There is a critical need for business educators to expose students and managers to the multifaceted phenomena of doing business in the twenty-first century; to support critical, reflective moral development; and to reflect and understand the complexities of organizational life. Is the system broken? Is there need for more systemic change? The cases explore a number of critical issues at some of the largest industries and companies in the world, including wealth creation and human rights in mining, the CSR approaches at Coca-Cola, the palm oil industry, and the supply chain at Apple Inc. Online Teaching Notes to accompany each chapter are available on request with the purchase of the book.**

***HBR Guide to Buying a Small Business***

***The Heart and Soul of High-Performance Companies***

***Better, Simpler Strategy***

***The Intelligent Guide To Decisionmaking And Investment***

***The Heart of Business***

***Case Studies on Diversity and Social Justice Education***