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Health Care Management and the Law-2nd Edition is a comprehensive practical health law text relevant to students seeking the basic management skills required to work in health care organizations, as well as students currently working in health care organizations. This text is also relevant to those general health care consumers who are simply attempting to navigate the complex American health care system. Every attempt is made within the text to support health law and management theory with practical applications to current issues.

This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly accessible and applicable, and help to address key managerial issues, stimulate thinking, and encourage problem solving. The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain.

This book provides stepwise discussion, exhaustive literature review, detailed analysis and discussion, rigorous experimentation results (using several analytics tools), and an application-oriented approach that can be demonstrated with respect to data analytics using artificial intelligence to make systems stronger (i.e., impossible to breach). We can see many serious cyber breaches on Government databases or public profiles at online social networking in the recent decade. Today artificial intelligence or machine learning is redefining every aspect of cyber security. From improving organizations ability to anticipate and thwart breaches, protecting the proliferating number of threat surfaces with Zero Trust Security frameworks to making passwords obsolete, AI and machine learning are essential to securing the perimeters of any business. The book is useful for researchers, academics, industry players, data engineers, data scientists, governmental organizations, and non-governmental organizations.

The aim of this book is primarily to enable those wanting to invest in coaching to be able to do so in the most effective way whether they are doing this as an organisation or as an individual. It illustrates the impact coaching can have and identifies changes in leadership and management demands and expectations. We consider what a coachee gets out of coaching, different formats for coaching and its potential value at Board level, including for the Chief Executive Officer, and for other individuals or groups such as new recruits or those who have just been promoted. We look at the difference between coaching and mentoring and the potential benefits that both can have, especially in combination. We look at how coaching programmes can be introduced effectively and how a leader might introduce coaching in their organisation. We address the international dimension with many organisations looking to ensure that leadership is based on similar values throughout its global reach. This book is unashamedly about

business coaching. Quality coaching engagement will impact into an individual's wider life priorities and use of time and energy. But the effective delivery of business priorities has to be at the basis of introducing business coaching. Chapter headings: Effective Engagement The Impact Coaching Can Have Coaching in Context: Changes in Leadership and Management Demands and Expectations What Makes a Good Coach What a Coachee Gets Out of Engaging with Coaching Different Formats for Coaching Coaching and the Chief Executive Different Focuses of Individual Coaching The Difference Between Coaching and Mentoring Meeting Business Priorities Introducing Coaching Programmes in a Whole Organisation Running Coaching in Your Organisation The International Dimension

June and Dec. issues contain listings of periodicals.

Mergers, Acquisitions, and Other Restructuring Activities: An Integrated Approach to Process, Tools, Cases, and Solutions, Tenth Edition, is the most comprehensive and cutting-edge text available on the subject. Supported by recent peer-reviewed academic research, this book provides many recent, notable deals, precedent-setting judicial decisions, government policies and regulations, and trends affecting M&As, as well as takeover strategies and tactics. Today's policies, politics and economics are reflected in the book's 40 case studies, 90% of which involve deals either announced or completed during the last several years. These cases represent friendly, hostile, highly leveraged, and cross-border transactions in ten different industries, involving public and private firms and those experiencing financial distress. Sections discuss an overview of M&As, key regulations, common strategies and tactics, how managers may choose a business strategy from available options, valuation methods and basic financial modeling techniques, the negotiating process, how deal structuring and financing are inextricably linked, how consensus is reached during the bargaining process, the role of financial models in closing the deal and strategic growth options as alternatives to domestic M&As. Provides a rigorous discussion of the strengths and limitations of financial modeling as applied to M&A and how these models can be applied in various areas Includes new academic research and updated/revised case studies Presents updated M&A tactics and strategies, along with court cases and new regulations governing business combinations, valuation methodologies and financing

This vibrant history of London in the twentieth century reveals the city as a key site in the development of black internationalism and anticolonialism. Marc Matera shows the significant contributions of people of African descent to London's rich social and cultural history, masterfully weaving together the stories of many famous historical figures and presenting their quests for personal, professional, and political recognition against the backdrop of a declining British Empire. A groundbreaking work of intellectual history, *Black London* will appeal to scholars and students in a variety of areas, including postcolonial history, the history of the African diaspora, urban studies, cultural studies, British studies, world history, black studies, and feminist studies.

Almost two decades of research in U.S. city politics has produced a compelling empirical account of the nature of urban governance revolving around the alliance of business interests and local public officials. In *Reconstructing City Politics*, author David L. Imbroscio urges that urban political economy must now move forward beyond the question of "what is?" to a consideration of "what might be?" He systematically poses the possibilities for reconstructing the nature of contemporary city politics, while integrating a wealth of innovative urban analysis. To bring about this reconstruction, Imbroscio explores three comprehensive alternative urban economic development strategies--entrepreneurial mercantilism, community based economic development, and municipal enterprise. He considers whether these three strategies are likely to be effective for bringing about urban economic vitality and whether it is feasible for cities to

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Using figures from European Union members, the volume highlights the conditional effects of globalization, asset specificity, and domestic institutions. Far from being impotent, democratic states face politically powerful pressures to continue to shield social actors from the vagaries of the global market. The unprecedented collapse of international interbank borrowing was a prominent feature of the global financial crisis that started in August 2007. This paper focuses on the drivers of the retrenchment from 32 advanced and emerging banking systems. Using novel risk-weighted indexes the paper examines whether the banking systems' access to credit was related to their domestic financial soundness and exposure to distressed international counterparties. The empirical findings suggest that both domestic and international risk factors contributed to the decline in international interbank borrowing during the crisis.

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