

1. Record Nr.	UNINA9910462270803321
Autore	Poitras Jean <1968->
Titolo	Expert mediators overcoming mediation challenges in workplace, family, and community conflicts [[electronic resource] /] / Jean Poitras and Susan Raines
Pubbl/distr/stampa	Lanham, : Jason Aronson, c2013
ISBN	1-283-84715-9 0-7657-0964-3
Descrizione fisica	1 online resource (194 p.)
Altri autori (Persone)	RainesSusan
Disciplina	303.69
Soggetti	Mediation Mediators (Persons) - Legal status, laws, etc Dispute resolution (Law) Conflict management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Acknowledgments; Introduction; 1 Tapping Expert Mediators' Knowledge; 2 Dealing with Resistance to Mediation; 3 Dealing with Mistrust among Parties; 4 Dealing with Difficult Attorneys; 5 Dealing with Cultural Differences; 6 Maintaining Neutrality in Mediation; 7 Dealing with Parties' Emotions; 8 Moving from Past to Future Focus; 9 Dealing with Entrenched Positions; Conclusion; Appendix; Bibliography; Index; About the Authors
Sommario/riassunto	Tapping the experience and wisdom of over 175 highly qualified mediators from across different realms of the mediation practice and across geographic regions, Expert Mediators: Overcoming Mediation Challenges in Workplace, Family, and Community Conflicts integrates best practices to overcome classic mediation challenges. For each proposed strategy, this book discusses conditions under which each practice should be used as well as approaches to mitigate risks associated with using each strategy and technique.

2. Record Nr.	UNINA9910144527003321
Autore	McCabe Steven
Titolo	Benchmarking in construction [[electronic resource] /] / Steven McCabe
Pubbl/distr/stampa	Malden, Mass., : Blackwell Science, 2001
ISBN	1-282-34173-1 9786612341731 0-470-69605-2 0-470-69530-7
Descrizione fisica	1 online resource (306 p.)
Disciplina	690.068 690.0685
Soggetti	Building - Quality control Benchmarking (Management) Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 272-276) and index.
Nota di contenuto	BENCHMARKING IN CONSTRUCTION; Contents; Foreword; Preface; Acknowledgements; Chapter 1 Introduction; 1.1 What reading this book will assist you to do; 1.2 People - the core concept of benchmarking for best practice; 1.3 Understanding the importance of benchmarking - a personal perspective; 1.4 Learning from the best: the Japanese construction industry; 1.5 Rethinking Construction: a catalyst for change in British construction?; 1.6 The Construction Best Practice Programme; 1.6.1 The key performance indicators; 1.7 A brief outline of subsequent chapters Chapter 2 Getting to Grips with the ConceptsObjectives; 2.1 Establishing the principle of benchmarking for best practice; 2.2 Defining benchmarking and best practice; 2.3 Types of benchmarking; 2.3.1 Internal benchmarking; 2.3.2 Competitive benchmarking; 2.3.3 Functional or generic benchmarking; 2.4 The Rank Xerox story; 2.4.1 What did Rank Xerox do?; 2.4.2 Summarising the Rank Xerox approach; 2.5 Conclusion; Summy; Chapter 3 What is TQM and its Importance to Benchmarking?; Objectives; 3.1 Defining TQM; 3.2 The origins of TQM - the influence of Deming (1900-1993) and Juran (1904)

3.2.1 SPC (Statistical Process Control) - the cornerstone of Deming's philosophy  
3.2.2 Juran's quality trilogy; 3.3 The Toyota story - an early example of benchmarking; 3.4 The development of TQM in the West; 3.4.1 The move from inspection and quality control to quality assurance and TQM; 3.5 Achieving customer delight - the importance of recognising people as a key component of TQM; Summary; Chapter 4 Facilitating a Change in Organisational Culture; Objectives; 4.1 Organisational culture; 4.1.1 What is organisational culture?; 4.2 Senior management's role in creating cultural change  
4.2.1 What senior managers in construction organisations can do to create culture change  
4.3 The role of middle managers and change agents; 4.4 'Getting the troops on board'; 4.4.1 Motivation of people; 4.4.2 Using teamwork in cultural change; 4.4.3 Types of team; 4.4.4 Picking the right members for a successful team; 4.4.5 Development of the team; 4.5 The role of learning organisations in TQM and benchmarking; 4.6 Methods of organisational learning; Summary; Chapter 5 The Use of Critical Success Factors, Processes and Systems in Benchmarking; Objectives; 5.1 Where to start from  
5.2 Critical success factors and key performance indicators  
5.2.1 Critical success factors; 5.2.2 Key performance indicators; 5.3 The importance of understanding processes; 5.4 Process mapping: 'the metaphor of the cup of tea'; 5.5 Quality systems and procedures; 5.5.1 The use of quality systems in continuous improvement; Summary; Chapter 6 Benchmarking Customer Satisfaction; Objectives; 6.1 The paradigm shift in customer value strategy; 6.2 The benefits of retaining customers; 6.3 Factors that must be considered when measuring customer satisfaction  
6.4 A selection of models that can be used to carry out benchmarking of customer satisfaction

---

#### Sommario/riassunto

This is the first post-Egan book to look at benchmarking and KPIs (key performance indicators) in the construction industry. Benchmarking is one of the key management techniques the construction industry now needs to adopt if it is to meet challenging new efficiency and productivity targets as well as clients' demands for best value. Contracts are increasingly being awarded only to contractors who can demonstrate the lean construction practices that come with benchmarking. This authoritative and accessible book: \* clarifies the thinking behind benchmarking and why firms must now a

---