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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Chapter 1: Behavioral Operations and Behavioral Operational Research: Similarities and Differences in Competences and Capabilities -- Chapter 2: Behavioural Implications of Demand Perception in Inventory Management -- Chapter 3: Behavioral Operational Research in Portfolio Selection -- Chapter 4: Feedback, Information Representation and Bidder Behavior in Electronic Auctions -- Chapter 5: Probability and beyond: including uncertainties in decision analysis -- Chapter 6: How to use ambiguity in problem understanding for enabling divergent thinking: integrating Problem Structuring Methods and Concept-Knowledge theory -- Chapter 7: Insights from an initial exploration of cognitive biases in spatial decisions -- Chapter 8: Modeling human behaviors in project management: Insights from the literature review -- Chapter 9: Exploring the machinery for calibrating optimism and realism in transformation programmes: a practical toolkit -- Chapter 10: The importance of human behaviour in practice: insights from the modelling cycle -- Chapter 11: Developing problem structuring capability: a practice-based view -- Chapter 12: Stakeholder behavior

in operational research: Connecting the why, who, and how of stakeholder involvement -- Chapter 13: Lessons learned: Acquiring insights from non-operational research perspectives -- Chapter 14: The Merits of Transparent Models -- Chapter 15: Achieving a Balance between Behavioral Theory and Behavioral Practice in Transformation Projects -- Chapter 16: Conjoined capability, collective behavior and collaborative action: What's the connection? -- Chapter 17: Behavioural Aspects of the New General Data Protection Regulation: A Consumer-centric Approach to Operations -- Chapter 18: How do we know anything? Philosophical issues in the collection and interpretation of operational research data -- Chapter 19: Future Directions.

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## Sommario/riassunto

This edited collection addresses the question of which capabilities and competencies enable Behavioral Operational Research to provide sustained improvement to decision processes. The aim is to show how a focus on capability and competency will not only meet short-term requirements for problem solving and decision support, but also build a solid foundation for the future. The contributors present recent advances in Behavioral OR, with a focus on the ways in which users of models deal with incomplete and imprecise information, subjective boundaries and uncertainty. These chapters are structured around three key dimensions of BOR: capabilities, cognition and aspects of practice.

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