

1. Record Nr.	UNINA9910464738503321
Autore	Trefler Alan
Titolo	Build for change : revolutionizing customer engagement through continuous digital innovation / / Alan Trefler
Pubbl/distr/stampa	Hoboken, New Jersey : , : Wiley, , 2014 ©2014
ISBN	1-118-93028-2 1-118-93029-0
Edizione	[1st edition]
Descrizione fisica	1 online resource (192 p.)
Disciplina	658.812
Soggetti	Consumer satisfaction Customer services Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Build for Change: Revolutionizing Customer Engagement Through Continuous Digital Innovation; Copyright; Contents; Foreword; Acknowledgments; Chapter 1: Customerpocalypse; Great Expectations; It Is So Easy to Lose Customers; An Ominous Future; Are You Provoking Your Customers?; Welcome to the Nightmare; "Don't Sell to Me!"; Anthropomorphism; "I Want to Be the Discoverer!"; Chapter 2: Death by Data; Big Data, Bigger Problem; Autopsy of the "Customer Service Movement"; Data Is Only Memory; Data Suicide; Creepy Data Gathering; Getting beyond Data; Chapter 3: Adding Judgment and Desire Data in ContextFrom Black-and-White to Color; Adding Judgment to the Mix; Bringing Smart to Big; The Power of Hypothesis; Next-Best-Action; Adaptive Learning; Organizing Your Insights; Feedback Loops; Intent Goes Both Ways; Chapter 4: Getting It Done with Customer Processes; The Best Execution for Every Customer Interaction; First Impressions; Seamless Customer Processes; Getting beyond Business Process Modeling; Crossing Lines; Building for Change; A High-Definition Panorama; Chapter 5: Change How You Think about Technology; The Business-IT Collision; How Computer Programming Became a Mess

Traditional DevelopmentZombie Systems; Manual Systems; Rogue Systems; Shadow IT; Mind the Gap?; The Desperation Bandwagon; Agile Programming to the Rescue?; Ready to Change?; Chapter 6: Liberating Your Organization; Hybrid Vigor for Business and IT; Break the Grips of Channels and Silos; Realign Executive Leadership; Redesign the Role of Customer Service; Rewire the CFO Function; Chapter 7: You Are Your Software-The Digital Imperative; Core Principles for Survival; Democratize How You Do Technology; Think in Layers; Use Analytics to Optimize Continually; From Dream to Reality
Growing PressureYour Next Steps; Beyond the Twilight of the Brands; Notes; Index

Sommario/riassunto

Many companies across the globe will suffer over the next few years as there is an emerging generation of customers who hate doing business with them. Trefler calls this real and imminent threat the Customer Apocalypse. He argues that the connected consumer is giving birth to a new generation of customer who are blowing up the very notion of customer relationship management. They're not interest in a relationship, and they won't be managed. This customer expects to be in control rather than to be controlled, and they want to discover your product or service on their own, and s

2. Record Nr.	UNISALENTO991003522339707536
Autore	Napolitano, Clara
Titolo	L'autotutela amministrativa : nuovi paradigmi e modelli europei / Clara Napolitano
Pubbl/distr/stampa	Napoli : Edizioni Scientifiche Italiane, 2018
ISBN	9788849535860
Descrizione fisica	X, 423 p. ; 24 cm.
Collana	Collana del Dipartimento di Scienze Giuridiche, Università del Salento. Nuova serie ; 40
Disciplina	342.4506
Soggetti	Diritto amministrativo - Autotutela
Lingua di pubblicazione	Non definito
Formato	Materiale a stampa
Livello bibliografico	Monografia

3. Record Nr.	UNINA9910966034203321
Titolo	Critical reflections on Stanley Hauerwas' theology of disability : disabling society, enabling theology / / John Swinton, editor
Pubbl/distr/stampa	Binghamton, N.Y. : , : Haworth Pastoral Press, , 2004
ISBN	1-136-43283-3 0-203-05112-2 1-283-88412-7 1-136-43276-0
Descrizione fisica	1 online resource (225 p.)
Altri autori (Persone)	HauerwasStanley <1940-> SwintonJohn <1957->
Disciplina	261.8/324
Soggetti	Developmental disabilities - Religious aspects - Christianity
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"Co-published simultaneously as Journal of religion, disability & health, volume 8, numbers 3/4 2004."
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Critical Reflections on Stanley Hauerwas' Theology of Disability: Disabling Society, Enabling Theology; Copyright; Contents; Foreword: A Doctor's Debt to Stanley Hauerwas; Introduction: Hauerwas on Disability; Chapter 1. Timeful Friends: Living with the Handicapped; Response: The Need of Strangers; Response: Making Yourself Useful; Chapter 2. Community and Diversity: The Tyranny of Normality; Response: Whose Table for "'The Retarded'"?; Chapter 3. The Church and the Mentally Handicapped: A Continuing Challenge to the Imagination; Response: The Limits of Our Practices Chapter 4. The Gesture of a Truthful StoryResponse: On Discovering Saints and Making a Difference; Chapter 5. Suffering the Retarded: Should We Prevent Retardation?; Response: Thoughts on Suffering: A Parent's View; Chapter 6. Must a Patient Be a Person to Be a Patient? Or, My Uncle Charlie Is Not Much of a Person But He Is Still My Uncle Charlie; Response: The Ground and Grammar of Personhood; Chapter 7. The Retarded and the Criteria for the Human; Chapter 8. Suffering, Medical Ethics, and the Retarded Child; A Response to Chapters Seven and Eight: Retarded Children or Retarded Ethics?

Chapter 9: Having and Learning to Care for Retarded Children
Chapter 10. The Retarded, Society, and the Family: The Dilemma of Care;
Response to Chapters 9 and 10: On the Significance of Caring; Chapter
11. Reflection on Dependency: A Response to Responses to My Essays
on Disability; Index

Sommario/riassunto

??No other mainstream theologian has so consistently and trenchantly taken a stand with and for people with developmental disabilities.??
John Swinton
Critical Reflections on Stanley Hauerwas' Theology of Disability: Disabling Society, Enabling Theology examines the influential writings of one of the most important contemporary theologians. Over the past thirty years, Time magazine Theologian of the Year (2001) Dr. Stanley Hauerwas has consistently presented a theological position which values the deep theological significance of people with developmental disabilities, as well as thei
