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Grab the top spot in your industry by seizing the power of IoT Smart products are everywhere. They're in our companies, in our homes, in our pockets. People love these products. But what they love more is what these products do—and for anyone running a business today, outcomes are the key. The Internet of Things (IoT) is the point of connection between products and the results they deliver—it's where products become software. IoT Inc. explains everything you need to know to position your company within this powerful new network. And once you do, you'll leave the

competition in the dust. Founder and president of today's leading IoT business consulting firm, Bruce Sinclair has been helping companies develop IoT strategies for a decade—far longer than the term has even existed. This essential guide provides an in-depth look into IoT—how it works and how it is transforming business; methods for seeing your own business, customers, and competitors through the lens of IoT, and a deep dive into how to develop and implement a powerful IoT strategy. IoT isn't a new business trend. It's the new way of business. Period. The IoT wave is heading for your industry. You can either meet it

head-on, and ride it to success, or you can turn your back and let it swamp you. This is your playbook for transforming your company into a major player in the IoT Outcome economy.

When the fortune goes upside down and always; when life brings struggle and chaos for a beautiful, conservative lady amidst nuances of a totally different world; will she sustain, survive or thrive or remain with broken dreams? Fortune Fair is an engrossing tale with unexpected turns and transformations for the innocent lady that suffers the longing for love from her dearest and nearest. To read more from the au-

thor, visit, www.writersblog.info

Why do half of all technology projects fail? A major reason is that organizations often pick the wrong tools, leaving them digitally hamstrung from the start. This book offers a modern alternative to traditional waterfall approaches to selecting technology. You'll learn a practical, adaptive process that relies on realistic storytelling and hands-on testing to get the best fit for your enterprise.

One of the first books to probe the latest direction in computing technology, this innovative text explores ways in which smart business systems can help pick the best, most optimal, or near-optimal solutions from among hundreds, even thousands of possibilities that threaten to swamp organizational decision makers daily. Well-illustrated with examples and discussions of typical applications in such areas as strategic planning, marketing, manufacturing, and accounting, the book will help managers at all levels tie their organization's critical success factors into its key performance indicators and financial ratios.

Cyber-solutions to real-world business

problems Artificial Intelligence in Practice is a fascinating look into how companies use AI and machine learning to solve problems. Presenting 50 case studies of actual situations, this book demonstrates practical applications to issues faced by businesses around the globe. The rapidly evolving field of artificial intelligence has expanded beyond research labs and computer science departments and made its way into the mainstream business environment. Artificial intelligence and machine learning are cited as the most important modern business trends to drive success. It is used in areas ranging from banking and finance to social media and marketing. This technology continues to provide innovative solutions to businesses of all sizes, sectors and industries. This engaging and topical book explores a wide range of cases illustrating how businesses use AI to boost performance, drive efficiency, analyse market preferences and many others. Best-selling author and renowned AI expert Bernard Marr reveals how machine learning technology is transforming the way companies conduct business. This detailed examination provides an overview of each company, describes the specific

problem and explains how AI facilitates resolution. Each case study provides a comprehensive overview, including some technical details as well as key learning summaries: Understand how specific business problems are addressed by innovative machine learning methods Explore how current artificial intelligence applications improve performance and increase efficiency in various situations Expand your knowledge of recent AI advancements in technology Gain insight on the future of AI and its increasing role in business and industry Artificial Intelligence in Practice: How 50 Successful Companies Used Artificial Intelligence to Solve Problems is an insightful and informative exploration of the transformative power of technology in 21st century commerce.

Technology continues to make great strides in society by providing opportunities for advancement, inclusion, and global competency. As new systems and tools arise, novel applications are created as well. Smart Technology Applications in Business Environments is an essential reference source for the latest scholarly research on the risks and opportunities of utilizing the latest technologies in different

aspects of society such as education, healthcare systems, and corporations. Featuring extensive coverage on a broad range of topics and perspectives including virtual reality, robotics, and social media, this publication is ideally designed for academicians, researchers, students, and practitioners seeking current research on the improvement and increased productivity from the implementation of smart technologies.

A pragmatic framework for nonprofit digital transformation that embraces the human-centered nature of your organization In *The Smart Nonprofit: Staying Human-Centered in an Automated World*, a team of dedicated nonprofit thought leaders delivers a discussion of the information and tools nonprofit staffers and board members need to effectively use artificial intelligence without alienating the human stakeholders and donors on whom they rely. Each chapter of the book offers a narrative discussion of how AI affects a particular functional area in an organization that includes case studies and practical tips for the ethical use of AI. You'll discover explorations of: The steps you need to take to become a smart nonprofit and how to

effectively lead a digitally transformed organization How to automate program delivery, fundraising, and the back office Likely future developments in AI for nonprofit work, including a more diverse field of programmers and data scientists and data sovereignty Perfect for nonprofit leaders, board members, employees, managers, and founders, *The Smart Nonprofit* also belongs on the bookshelves of anyone interested in the intersection of leadership and technology.

The book introduces the reader to game-changing ways of building and utilizing Internet-based services related to design and manufacture activities through the cloud. In a broader sense, CBDM refers to a new product realization model that enables collective open innovation and rapid product development with minimum costs through social networking and negotiation platforms between service providers and consumers. It is a type of parallel and distributed system consisting of a collection of inter-connected physical and virtualized service pools of design and manufacturing resources as well as intelligent search capabilities for design and manufacturing solutions. Practicing engineers and decision

makers will learn how to strategically position their product development operations for success in a globalized interconnected world.

The highly successful four-part strategy for raising your performance at work and home so that you can thrive in a busy, challenging world, from the experts who have worked with Fortune 100 and Fortune 500 companies across the globe. Do you wish you could be more focused and productive? Would you like to ensure your most confident performance when the stakes are high and your stress levels are even higher? The way your body reacts in any given situation determines your ability to think clearly and your capacity for managing your emotions. When you understand the way your body reacts and how to manage it, your physical intelligence, you can handle that stressful presentation, the make-or-break meeting and the important pitch. Claire Dale and Patricia Peyton have spent the past thirty years helping business leaders, top performers and professional athletes improve their physical intelligence in order to achieve outstanding success and a deeper sense of fulfillment.

This practical guide contains the effective techniques you need to develop your strength, flexibility, resilience and endurance, leaving you feeling confident and fully equipped to deal with whatever comes your way. Each step-by-step strategy can be easily integrated into a busy day and is combined with useful tips and inspiring stories of people who have turned their lives around through physical intelligence.

A synthesis of biomechanics and neural control that draws on recent advances in robotics to address control problems solved by the human sensorimotor system. This book proposes a transdisciplinary approach to investigating human motor control that synthesizes musculoskeletal biomechanics and neural control. The authors argue that this integrated approach—which uses the framework of robotics to understand sensorimotor control problems—offers a more complete and accurate description than either a purely neural computational approach or a purely biomechanical one. The authors offer an account of motor control in which explanatory models are based on experimental evidence using mathematical approaches

reminiscent of physics. These computational models yield algorithms for motor control that may be used as tools to investigate or treat diseases of the sensorimotor system and to guide the development of algorithms and hardware that can be incorporated into products designed to assist with the tasks of daily living. The authors focus on the insights their approach offers in understanding how movement of the arm is controlled and how the control adapts to changing environments. The book begins with muscle mechanics and control, progresses in a logical manner to planning and behavior, and describes applications in neurorehabilitation and robotics. The material is self-contained, and accessible to researchers and professionals in a range of fields, including psychology, kinesiology, neurology, computer science, and robotics.

Education plus experience once guaranteed a successful career, but no more! Today, success depends on your ability to adapt. You must be agile, willing to adjust your professional expectations, and able to respond quickly to opportunities and threats.”br> In Think Like an Entrepreneur, Act Like a CEO you will learn

practical ways to handle vexing workplace challenges. Each chapter uses true stories to illustrate the answers to common questions, including: How to leave your old job smoothly and start your new one with confidence and flair. How to gracefully accept praise for your work. How to recover from stress, setbacks, or the upheaval of a major project. How to stay steady in the midst of endless change. It’s not enough to know how to manage common work-life challenges; you must also deal with the uncommon ones. Think Like an Entrepreneur, Act Like a CEO gives you proven, easy, go-to techniques for handling even the biggest career surprises, one step at a time.

Spore magazine 190: Farm data: Serving smallholder farmers in a digital age Increasing amounts of agricultural data are being produced at faster speeds, using a greater variety of technologies and innovations than ever before. But what is the value of information sharing for smallholders, and what are the risks? SPORE is the quarterly magazine of the Technical Centre for Agricultural and Rural Cooperation (CTA), offering a global perspective on agribusiness and sustainable agriculture. CTA oper-

ates under the Cotonou Agreement between the countries of the Africa, Caribbean and Pacific (ACP) group and the European Union and is financed by the EU.

The Phoenix Project wowed over a half-million readers. Now comes the Wall Street Journal Bestselling *The Unicorn Project*! “The Unicorn Project is amazing, and I loved it 100 times more than *The Phoenix Project*...”—FERNANDO CORNAGO, Senior Director Platform Engineering, Adidas “Gene Kim does a masterful job of showing how ... the efforts of many create lasting business advantages for all.”—DR. STEVEN SPEAR, author of *The High-Velocity Edge*, Sr. Lecturer at MIT, and principal of HVE LLC. “The Unicorn Project is so clever, so good, so crazy enlightening!”—CORNELIA DAVIS, Vice President Of Technology at Pivotal Software, Inc., Author of *Cloud Native Patterns* This highly anticipated follow-up to the bestselling title *The Phoenix Project* takes another look at *Parts Unlimited*, this time from the perspective of software development. In *The Unicorn Project*, we follow Maxine, a senior lead developer and architect, as she is exiled to the Phoenix Project, to the horror of her

friends and colleagues, as punishment for contributing to a payroll outage. She tries to survive in what feels like a heartless and uncaring bureaucracy and to work within a system where no one can get anything done without endless committees, paperwork, and approvals. One day, she is approached by a ragtag bunch of misfits who say they want to overthrow the existing order, to liberate developers, to bring joy back to technology work, and to enable the business to win in a time of digital disruption. To her surprise, she finds herself drawn ever further into this movement, eventually becoming one of the leaders of the Rebellion, which puts her in the crosshairs of some familiar and very dangerous enemies. The Age of Software is here, and another mass extinction event looms—this is a story about rebel developers and business leaders working together, racing against time to innovate, survive, and thrive in a time of unprecedented uncertainty...and opportunity. “The Unicorn Project provides insanely useful insights on how to improve your technology business.”—DOMINICA DEGRANDIS, author of *Making Work Visible* and Director of Digital Transformation at Tasktop ——— “My goal

in writing *The Unicorn Project* was to explore and reveal the necessary but invisible structures required to make developers (and all engineers) productive, and reveal the devastating effects of technical debt and complexity. I hope this book can create common ground for technology and business leaders to leave the past behind, and co-create a better future together.”—Gene Kim, November 2019

Dramatic statements about the promise and peril of artificial intelligence for humanity abound, as an industry of experts claims that AI is poised to reshape nearly every sphere of life. Who profits from the idea that the age of AI has arrived? Why do ideas of AI’s transformative potential keep reappearing in social and political discourse, and how are they linked to broader political agendas? Yarden Katz reveals the ideology embedded in the concept of artificial intelligence, contending that it both serves and mimics the logic of white supremacy. He demonstrates that understandings of AI, as a field and a technology, have shifted dramatically over time based on the needs of its funders and the professional class that formed around it. From its origins in the Cold War military-industrial

complex through its present-day Silicon Valley proselytizers and eager policy analysts, AI has never been simply a technical project enabled by larger data and better computing. Drawing on intimate familiarity with the field and its practices, Katz instead asks us to see how AI reinforces models of knowledge that assume white male superiority and an imperialist worldview. Only by seeing the connection between artificial intelligence and whiteness can we prioritize alternatives to the conception of AI as an all-encompassing technological force. Bringing together theories of whiteness and race in the humanities and social sciences with a deep understanding of the history and practice of science and computing, *Artificial Whiteness* is an incisive, urgent critique of the uses of AI as a political tool to uphold social hierarchies.

Former Head of the Singapore Civil Service Mr Lim Siong Guan now shares his diverse experiences and fresh insights on leadership in his exclusive new book, *The Leader, The Teacher & You*. As a former Permanent Secretary in ministries, including the Ministry of Defence, the Prime Minister's Office and the Ministry of Finance, and

former chairman of the Inland Revenue Authority of Singapore and the Singapore Economic Development Board, the indefatigable public servant has contributed greatly to Singapore's success, introducing innovative policies and practices at each turn, which have greatly enhanced drive and performance across the board. Most notably, he is known for his pursuit of excellence, especially in spearheading the Public Service for the 21st Century (PS21) movement, to develop organizational excellence. From Singapore's early years of government to its emergence as a prosperous metropolis, Lim has served the nation tirelessly through the years. In *The Leader, The Teacher & You*, Lim puts forth a fresh take on the notion of leadership as other-centered, with the focus on enabling others to be the best they can be. This noble vision of leadership is elaborated and built upon through the sharing of his experiences, in particular the memorable lessons and deep-seated convictions he has had while serving under Mr Lee Kuan Yew, Singapore's first Prime Minister, and Dr Goh Keng Swee, Singapore's First Deputy Prime Minister. Different types of leadership, such as personal and position leader-

ship are touched upon as the author encourages leaders to take an active role in empowering those they lead and spurring them on to excellence. Coming from a man who has helmed many distinguished organizations, Mr Lim's insights on core values essential for organizational excellence are also not to be missed. The book offers practical and down-to-earth advice for leaders in all walks of life. For leaders who genuinely care for the people they lead and hope to make a difference in their lives, this book will be a crucial guide. Contents: *The Teacher: My Teachers Opportunities and Obligations Learning by Doing Systems for Success Governance and PS21 Culture and Values The Leader: Leadership The Pursuit of Excellence Position Leadership Personal Leadership Challenges: Be Yourself Be the Best That You Can Be Build Your Life with Pride and Dignity Learn by Doing Think ... and Think Again Pursue Excellence Constantly Learn to be a Part of an Orchestra Constantly Prepare for the Future Know Where You Want to Get to Choose to See the Best in Others Empathise with Others Believe that There is a Better Way Reader-ship: Professional, academic, student and lay public interested in the topic of leader-*

ship and governance. Key Features: The book is written by a prominent author, the former head of the Singapore Civil Service, who served in government under the founding fathers of Singapore, and lived through the economic and social transformation of Singapore from independence. The book introduces a new take on leadership ("other-centred leadership") and excellence ("being the best you can be"). The book provides new insight into the foundational beliefs and values that make for strong nations and organizations, where success and survival are two sides of the same coin. Keywords: Leader; Teacher; Leadership; Potential; Influence; Best; PS21. Reviews: "Everyone — regardless of profession — will benefit from reading this uniquely designed and highly original book. It is full of human insights, and it has a deep understanding of successful leadership, an appreciation of selflessness as the key to our collective future, an awareness of history's relevance to our lives and an unflinching emphasis on excellence. Siong Guan Lim is one of the most outstanding public servants in any country, and after finishing this book, you will know why." Senator Bill

Bradley Former U.S. Senator and a Managing Director at Allen & Co. United States of America "The Leader, The Teacher & You is a riveting and thoughtful study on leadership based on theory, principles, and experience by a former Head of the Civil Service and one of Singapore's most successful and admired public servants, Siong Guan Lim. It should be read by every student of politics and public policy, and anyone who aspires to play a leadership role. The book which as the author says is 'part biography, part commentary, and part exposition,' is loaded with insights into how to work with people, deal with reality, motivate an organization, achieve results, anticipate change, and ensure relevance of the organization. For those who have long puzzled over how Singapore has been able to achieve so much with so little and in short time, it is public servants such as Siong Guan Lim who have made the partnership between the civil service and the elected politicians so fruitful. Through his fascinating account of how he started in his first job as an engineer in the Sewerage Department, went on to be the Principal Private Secretary to Prime Minister Lee Kuan Yew, worked with Deputy Prime Min-

ister and Minister of Defence Dr Goh Keng Swee, and became successively Permanent Secretary of Defence, Education, and Finance, he recounts the crucial mentorship and inspiration provided by Singapore's leaders. He thoroughly examines what true leadership is all about. Lim moved on to become Chairman of Singapore's Economic Development Board and then Group President of GIC Private Limited, the wealth fund of Singapore. I have not read such a clear analysis of the function of leadership written so succinctly and in such practical terms. It should be on the required reading list of university courses not only in Singapore, but major universities everywhere." Professor Chan Heng Chee Chairman, Lee Kuan Yew Centre for Innovative Cities Singapore University of Technology and Design Singapore "The Leader, The Teacher & You makes us aware that what we do is not just for ourselves, but also for future generations. It is full of a wisdom born of a vast experience and a propensity to take the long view, while remaining acutely relevant for the immediate. Siong Guan Lim is the consummate teacher and role-models the title of the book. While there are suggestions on

how to skim through selectively, I would encourage readers to read the whole book to get the true gist of the thinking that has helped to make civil servants people that count in our nation.” Mrs Belinda Charles Dean, Academy of Principals Singapore “A remarkable book ... after I started reading it I simply couldn't put it down. It has great insights, is fun to read, and deserves to be widely read. It is full of practical wisdom for a wide range of people — from full time mums to business leaders. It sets out a framework for leaders based on values and culture, but also on lessons learned by having to take tough decisions. Siong Guan Lim had an outstanding career in the development of Singapore. The ability, motivation, and vision of the author and his colleagues are clearly one reason why Singapore and Lee Kuan Yew were so successful. Because of this, the book is a great insight to understanding the phenomenon of Singapore.” Lord Griffiths of Fforestfach Vice Chairman, Goldman Sachs International UK “Siong Guan Lim has led and managed at the most senior levels of the Singaporean government. Any leader would love to have him at his/her side, advising, counselling, provoking, and reminding. We

cannot have him with us in person, but we do have this book that extracts the lessons that he has garnered from his many years of experience. We are fortunate that he has chosen to share his wisdom in writing. I have used some of his wisdom in my Harvard Kennedy School course on Effective Implementation for more than ten years. It has stood the test of time. Now, with the advent of the book, I will borrow even more from him. My students and I are grateful.” Mr Francis Hartmann Adjunct Lecturer in Public Policy and Originator of the Kennedy School course on Effective Implementation Harvard Kennedy School of Government USA “Academics often think of themselves as being like monks in a monastery, each person being responsible only for themselves and advancing their own careers. This book by Siong Guan Lim shows what real leadership can do to collectively achieve far more than can be done individually. This book contains the lessons and reflections of an outstanding practitioner of the art of leadership. Siong Guan Lim served in many senior positions of the Singapore Civil Service with great distinction and effectiveness. The fact that he was moved repeatedly from one senior

position to another is a testament to his ability. In a society dedicated to promotion on the basis of merit, he was clearly meritorious. The book contains many important lessons and challenges based on what the author has learned and practiced himself. As he points out himself, the true testament of a leader is to look at what remains after he is gone. By that measure he did exceptionally well since the Singaporean public service and Ministry of Defence are models of efficiency and effectiveness. He points out that organizations need to change in good times and in good time so that they are not overtaken by the future. He clearly succeeded in the ones that he ran. I trust that the current leadership in these organizations will take his lessons to heart. Relative to other books I have read on leadership, this is one of the best. It is full of practical wisdom, insights and challenges. The focus on values as critical is what I have observed in the organizations I have led. I could not put it down once I started reading it. I would put it as a must read for any leader of an organization of any size. I certainly intend to use it in my leadership challenges.” Professor Daniel Hastings Cecil and Ida Green Education

Professor of Aeronautics and Astronautics and Engineering Systems Massachusetts Institute of Technology (MIT), and Director/Chief Executive Officer of Singapore-MIT Alliance for Research and Technology United States of America “This book is truly unique: it is written and packaged like the numerous self-help books on leadership with tips and challenges, but its objective is not to teach someone how to get ahead and be successful by learning leadership techniques. At its heart is a simple and yet profound message — that to lead, one has to inspire people to aspire beyond themselves. Messages like ‘at the heart of every human being is a desire for meaning and purpose in life’ is a call for true values-based leadership, and a selflessness that is reflected by the book’s fundamental premise: to be a good leader, one has to be a great teacher. Through examples from his own very public record of service to the nation and written in a way that is very accessible to young people, Siong Guan Lim is himself a teacher-leader. The one message that resonates through the book is his observation that ‘time passes and people die, but principles and values are what live on.’ Young Singaporeans

should absorb the book’s messages into their daily lives, and by so doing they will become the selfless teacher-leaders, which Siong Guan Lim is the best example of.” Mr Ho Kwon Ping and Ms Claire Chiang Founders, Banyan Tree Hotels and Resorts Singapore “We live in a wicked world. The conventional wisdom is that, in order to succeed, one has to be ruthless and unprincipled. Siong Guan Lim’s extraordinary success is proof that a man with deep religious convictions and high moral principles can be a successful leader. What is Siong Guan Lim’s leadership style? He is a leader with a tough mind and a warm heart, a leader who teaches and develops those who are members of his team. This is a wise and inspiring book.” Professor Tommy Koh Chairman, Centre for International Law, National University of Singapore Singapore “As a life-long student of philosophy, I have been struck how scarce wisdom is in our world, even though it has been revered throughout the ages. This is why Siong Guan Lim’s book is special. It is probably one of the wisest books I have read about the Singapore experience. At the same time, its principles have universal applicability. Hence, I have no doubt

that every reader will benefit from reading it. And the world will become a better place if his wise insights are universally applied.” Professor Kishore Mahbubani Dean of the Lee Kuan Yew School of Public Policy, National University of Singapore, and author of *The Great Convergence: Asia, the West, and the Logic of One World* Singapore “Siong Guan Lim’s book is a fascinating and uplifting read. He evolves an original exposition on the many facets of leadership from his more than 30 years of distinguished public service to Singapore. I recommend it as essential reading for managers be they placed in the private or public sector. Of greatest relevance to me personally was ‘Part I: The Teacher’ culminating in the chapter on ‘Culture and Values’ — valuable for those of us leading organizational change and development. Siong Guan’s conviction that today’s challenges demand values-driven solutions resonates sharply and persuasively. This book is organized to lovingly teach you how to lead yourself and your people to be the best that everyone can be.” Mr Philip Ng Chief Executive Officer, Far East Organization, and Chairman of the Singapore University of Technology and Design Board of

Trustees Singapore “An extensive collection of great quotations and life principles by Siong Guan Lim has provided me with personal inspiration and valuable professional insights as a CEO of a company whose continued success depends on its people. As every principle is intelligently articulated, reading this book will surely motivate and encourage all leaders.” Mr Takeshi Nii-nami Chief Executive Officer of Lawson, Inc. Japan “The Leader, The Teacher & You: Leadership Through The Third Generation is a reflective account on teacher leadership by Siong Guan Lim, a former top civil servant with an illustrious career. Unlike many other books on the subject, he imparts thoughtful advice and perceptive lessons on leadership through easy to understand anecdotes and quotes from distinguished leaders such as Singapore's founding fathers Mr Lee Kuan Yew and the late Dr Goh Keng Swee. This is an essential read for anyone looking to make a positive impact in the lives of others, regardless of age, background, or occupation. His advice is applicable to people from all walks of life, whether one is a civil servant, a business leader or a student.” Dr Stephen Riady Executive Chairman OUE Limited Sin-

gapore “This book captures much of what is important in life from a leadership perspective. Having lived in Singapore and having been a regular visitor since the early 1990's, I have added much to my understanding of why the country has been so successful. A country run by leaders at all levels who exhibit the aspects of great leadership captured here, who really are ‘catalysts for change,’ and who never stop trying to be the best they can be, has every reason to be successful ... and this works in the private sector too!” Mr John G Rice Vice Chairman, General Electric, and President & Chief Executive Officer of GE Global Growth and Operations USA “This is an extraordinarily valuable book. Siong Guan Lim and Joanne Lim have managed to do the unusual, which is to create a narrative that is both educational and readable. The writers have elegantly drawn out important experiences and learnings from Siong Guan's long and varied career, and have made them memorable. But this is more than a story of a remarkable career and personal journey but the context, the development of a country whose primary asset is its people, means that the insights are endorsed by the success of a nation.”

Sir John Rose Chairman, Holdingham Group, and former Chief Executive Officer, Rolls Royce Inc. UK “One of the most insightful books in German literature is the novel The Buddenbrooks of Thomas Mann. It describes the decline of a family. Again and again looking at dynasties or business houses, we witness the seemingly unavoidable descent from great heights of success to failure. How can this be prevented? The answer is selfless and competent leadership! The young look for role models and guidance, which can only be provided by elders who by their achievements and their life show them that there are lofty goals worth striving for. Read this book for ideas and ideals.” Mr Urs Schoettli Consultant on Asian Affairs and former Asia Correspondent of Neue Zürcher Zeitung (Switzerland) in Beijing, Hong Kong, Delhi, and Tokyo “Siong Guan Lim has been at the helm of many organizations critical in the transformation of Singapore into an economic powerhouse, from the civil service to the Economic Development Board to GIC, the fund manager for Singapore's foreign reserves. As autobiographical as it is motivational, The Leader, the Teacher, and You is a must-read for executives,

public servants, and students of East Asian development. Yet the wisdom of its general insights, as well as the humility with which they are delivered, will be an inspiration for any reader.” Dr Toni Schönenberger Chief Executive Officer, UBS Wolfsberg, and Chairman, stars Foundation Board Switzerland “The transformation of Singapore has often been credited to the leadership of its succession of Prime Ministers. However, behind them are other leaders who do the actual grunt work and make things happen. This book tells the remarkable story of one such man, Siong Guan Lim, the son of a taxi driver, starting his career as a sewerage engineer and rising to be the Head of the Civil Service, having served as Principal Private Secretary to the Prime Minister, as well as Permanent Secretary for the Defence, Education, and Finance Ministries along the way. And today he sits as Group President of one of the largest global sovereign wealth funds. There are fascinating insights into the way he led innovative changes in the government departments he served. After three decades, there are countless nuggets of wisdom here for us to learn from. There are many things that I admire about Siong

Guan — his appetite for learning, courage to accept new appointments, his ability to lead wholesale management changes, and so on. But most of all I admire his humility, his empathy, and his ability to encourage and inspire others to do the best they can. Reading his story made me wish I had worked for such a leader and mentor.” Dato Dr Kim Tan Chairman, SpringHill Management Ltd. UK “Siong Guan Lim was Head of the well-known Singapore Civil Service. His book is full of aphorisms that are aimed primarily at the empowerment of people in a large complex organization and the role of an enlightened leadership. He ends the book with a quote from Laozi — ‘As for the best leaders, people do not notice their existence.’ The entire civil service of Singapore could do very well for themselves, but more importantly for Singaporeans, by taking a refresher course through reading this book. Civil servants today must take the risks of constructive change. The lessons of the book could prevent the stasis that dominant ruling parties undergo as witnessed with the KMT in Taiwan and the LDP in Japan.” Dr Tommy Tan Chief Executive Officer, TC Capital Singapore “One learns how to do something,

but one can also do in order to learn. This is a book by a dedicated Singapore civil servant who did both by following able leaders who were also great teachers. Drawing lessons from a lifetime's work, he offers advice to all those who wish to succeed in serving their society with integrity.” Professor Wang Gungwu Chairman of the East Asian Institute and University Professor, National University of Singapore Singapore “This book was written by my good friend Siong Guan Lim based on his observations and experience in his public career since 1969. It reflects his lifestyle, wisdom, life, and beliefs. With keen insight, he describes the behaviour of human groups, for example, by using the image of GEESE in a thoughtful and persuasive way. While each society may need a slightly different type of leader, there are some basic requirements that make a superior leader. Some leaders, while they are leading their people, are brilliant and exemplary with a clear vision for the future. But once they leave, the group may face an abrupt slowdown or even chaos. Siong Guan clearly states that such leaders are not the best ones. Not leading from the front, nor from the side, nor from be-

hind, but 'from within' is what makes the best leader, he writes. There is so much truth in his statement that the leader must seek to be like the teacher, where the true measure of success is how well the student can surpass the teacher. Siong Guan and I are involved in sharing ideas on lessons for leaders of the future generation. I find his thoughts and contributions to be highly original and instructive." Mr Hiroshi Watanabe Chief Executive Officer/ Executive Managing Director Japan Bank for International Co-operation Japan "Siong Guan Lim has written an outstanding book, and he has done this because he is an outstanding man. Lim has been on the frontlines of Singapore's rapid development over the past forty years providing vital leadership in defence, education, finance, the Prime Minister's Office, and as Head of the Civil Service. He captures the leadership lessons from his mentors — some of the founding fathers of Singapore — and the leadership lessons born of direct experience building a world-class public service. Few practitioners in the art of leadership and governance have had the experience that Lim has had, and few would be able to reflect on that experience and gen-

erate such an amazing guidebook for anyone serious about leadership and change. If you want to raise your institution, your government, or your nation to the next level of performance, then this book is for you." Mr Dean Williams Lecturer in Public Policy, Center for Public Leadership Harvard Kennedy School of Government USA "The dearth in courageous moral leadership in our world today has left many political and economic institutions weakened and compromised. In this book, Siong Guan offers us tried and tested truths on leadership that he personally embodied throughout his time with the Singaporean Government Civil Service, Economic Development Board, and GIC. We have much to learn from him!" Tan Sri Dr Francis Yeoh Managing Director YTL Group of Companies Malaysia "An invaluable guide to the heart, soul, and guts of leadership from that rarest of breeds: a true Servant Leader who, in the words of Singapore's Prime Minister, 'established an unbroken record of understanding Singapore's challenges and developing a vision of how the Public Service should respond to these challenges' over an outstanding, 44-year career directly managing key areas of our na-

tion's tumultuous and miraculous transformation. Having worked under his teacher-leader mentorship, I can testify to both the personal genuineness and organizational effectiveness of Mr Lim's remarkable mastery of that most difficult of management arenas: leading excellence, innovation, and change from the front as a boss, from the side as a comrade, from behind as a mentor, and finally from within as a lasting source of inspiration." Mr Yeoh Lam Keong Social commentator and former GIC Chief Economist Singapore "Although The Leader, the Teacher & You relates Lim's 37 years as a civil servant in Singapore, the lessons apply universally to all sorts of readers. Hong Kong readers, including businessmen, should find useful lesson in this book." Sunday Morning Post, Hong Kong Convergence and collaboration enable an academic library to be more fully engaged with its campus. In its simplest form, convergence is defined as joint activities of a campus's units to further their shared mission of supporting teaching, learning, and inquiry. Convergence, which involves collaboration in both organizational structures and service delivery, leads to users benefiting from contact with individuals

who have relevant expertise. Collaboration also may lead to convergence of collections, thereby enhancing library service to an institution's constituents. Specific examples of convergence/collaboration include centers for teaching excellence, tutor and writing centers, information arcades, facilities for multi-media production and delivery, information and learning commons, cafes, photocopying centers; centers for distance education, participation in the use of course management software (e.g., Blackboard) to make library resources available to classes digitally and to make students more information literate, publishing (e.g., university presses and digital collections, including institutional repositories), counseling and career centers, and services for students for whom English is a secondary language (mostly in community colleges). For anyone interested in how academic libraries can be more closely tied to the various missions of the colleges/universities in which they reside.

"The Age of Agility: Building Learning Agile Leaders and Organizations focuses on learning agility, one of the most important trends in the business world during the

past decade. Some surveys have found it was the most frequently used criterion to measure leadership potential. Despite this popularity there are fundamental questions that need to be answered such as (a) What specifically is learning agility? (b) How many facets or dimensions does it have? (c) How do we measure it? and (d) Can it be developed? It appears that much of what is known about the construct of learning agility has been gleaned from its application by practitioners. While this knowledge is an extremely useful place to begin, there is an urgent need to undergird this understanding with science. The purpose of this edited book is to systematically examine the construct through a more scholarly lens. Over 50 authors - both academic researchers and talent management practitioners - have contributed to the contents. The goal is to enhance knowledge of learning agility, distilling and synthesizing scientific evidence with best practices"--

Experts estimate that as many as 98,000 people die in any given year from medical errors that occur in hospitals. That's more than die from motor vehicle accidents, breast cancer, or AIDS--three causes

that receive far more public attention. Indeed, more people die annually from medication errors than from workplace injuries. Add the financial cost to the human tragedy, and medical error easily rises to the top ranks of urgent, widespread public problems. To Err Is Human breaks the silence that has surrounded medical errors and their consequence--but not by pointing fingers at caring health care professionals who make honest mistakes. After all, to err is human. Instead, this book sets forth a national agenda--with state and local implications--for reducing medical errors and improving patient safety through the design of a safer health system. This volume reveals the often startling statistics of medical error and the disparity between the incidence of error and public perception of it, given many patients' expectations that the medical profession always performs perfectly. A careful examination is made of how the surrounding forces of legislation, regulation, and market activity influence the quality of care provided by health care organizations and then looks at their handling of medical mistakes. Using a detailed case study, the book reviews the current understanding of why th-

ese mistakes happen. A key theme is that legitimate liability concerns discourage reporting of errorsâ€"which begs the question, "How can we learn from our mistakes?" Balancing regulatory versus market-based initiatives and public versus private efforts, the Institute of Medicine presents wide-ranging recommendations for improving patient safety, in the areas of leadership, improved data collection and analysis, and development of effective systems at the level of direct patient care. To Err Is Human asserts that the problem is not bad people in health careâ€"it is that good people are working in bad systems that need to be made safer. Comprehensive and straightforward, this book offers a clear prescription for raising the level of patient safety in American health care. It also explains how patients themselves can influence the quality of care that they receive once they check into the hospital. This book will be vitally important to federal, state, and local health policy makers and regulators, health professional licensing officials, hospital administrators, medical educators and students, health caregivers, health journalists, patient advocatesâ€"as well as patients themselves.

First in a series of publications from the Quality of Health Care in America, a project initiated by the Institute of Medicine Speaker, Author, and P.R.O. Business Strategist Tanvir Bhangoo shares the leadership blueprint for achieving success in disruptive and uncertain environments - built from championship winning sports teams. Includes foreword by Jeff Adamson - Cofounder of SkiptheDishes and Neo Financial. Tasked with leading high stakes, transformational projects, tech executive Tanvir Bhangoo had to rely on more than just business fundamentals to excel. Tanvir applied leadership lessons from sports, based on what he had learned on the football field, to help organizations adapt and transform amid disruption and chaos. To share his winning formula with leaders around the world, he created The P.R.O. Business Mindset. This framework offers actionable leadership strategies to make big plays in the business world. In this book, Tanvir takes the reader through the 3 stages of The P.R.O. Business Mindset: O: The Off-Season (assess and build) R: The Regular Season (execute and implement) P: The Playoffs (optimize and gain momentum) Through engaging story-

telling, Tanvir delivers tactical insights on how to build business playbooks and teams that can weather changes, allowing executives to battle competitive pressures, rising consumer demands, and turnover. It also includes 23 exclusive interviews with elite level athletes turned business leaders.

Market: project managers, construction managers, business managers, special projects managers, and strategic planner Thirty percent of the book is drawn from international projects Covers non-traditional industries such as health care, educational systems, media and entertainment, and computers and communications

The global implications of China's rise as a global actor In 2005, a senior official in the George W. Bush administration expressed the hope that China would emerge as a "responsible stakeholder" on the world stage. A dozen years later, the Trump administration dramatically shifted course, instead calling China a "strategic competitor" whose actions routinely threaten U.S. interests. Both assessments reflected an underlying truth: China is no longer just a "rising" power. It has emerged as a truly

global actor, both economically and militarily. Every day its actions affect nearly every region and every major issue, from climate change to trade, from conflict in troubled lands to competition over rules that will govern the uses of emerging technologies. To better address the implications of China's new status, both for American policy and for the broader international order, Brookings scholars conducted research over the past two years, culminating in a project: *Global China: Assessing China's Growing Role in the World*. The project is intended to furnish policy makers and the public with hard facts and deep insights for understanding China's regional and global ambitions. The initiative draws not only on Brookings's deep bench of China and East Asia experts, but also on the tremendous breadth of the institution's security, strategy, regional studies, technological, and economic development experts. Areas of focus include the evolution of China's domestic institutions; great power relations; the emergence of critical technologies; Asian security; China's influence in key regions beyond Asia; and China's impact on global governance and norms. *Global China: Assessing China's Growing*

Role in the World provides the most current, broad-scope, and fact-based assessment of the implications of China's rise for the United States and the rest of the world.

This book serves as a comprehensive body of knowledge describing the tasks and responsibilities of a cable and infrastructure technician, (CIT). Built around the CIT job task analysis as defined by subject matter experts, this book covers the knowledge required to successfully build the infrastructure for the rapidly growing systems integration industry. Topics such as jobsite safety, electrical and electronic systems, cable and cable properties are just a few of the critical knowledge and skill sets covered by this book and are necessary to succeed in this industry. The mastery of the CIT knowledge and skills provides the first step in the pathway to the Integrated Systems Technician, IST, and further specialties in the residential integrated systems industry. This first step also includes the completion of the CEDIA Cable and Infrastructure Technician certification. CEDIA is the voice of authority in systems integration and provides a wide variety of training services to members of the industry world-

wide with a focus on the residential side of the industry.

We have more things, but are we more of ourselves? Carvism, the author's indigenously developed philosophy, is the art of carving away unnecessary things and keeping only that which is of true value. As we grow older, we begin accumulating many needless beliefs, opinions, habits and tendencies. By the time we are adults, our true self is already hidden behind the rocks of superfluties. We are prisoners of the unnecessary, and the only way to free our beautiful true self is by chipping away the inessential from our lives. Just as a sculptor carves out the beauty hidden in a piece of stone, we, too, need to take a hammer and chisel to our selves. The first section provides an insight into various principles of Carvism. This section is followed by self-carving qualities, which are the essential abilities you need to carve out the life you want. 'Shape your mind' is about using human psychology and the subconscious mind to your advantage. 'Find your passion' shows you the way to discover your inner calling. Subsequent chapters provide step-by-step instructions on inculcating the true essence of Carvism

in one's professional and personal life, and explain how the Carve Your Life philosophy can put them on the path to discovering their true selves. About the author Dr Prem Jagyasi, an award-winning global leader and acclaimed life coach, has been to 65 countries to deliver keynote speeches and conduct focused workshops. Renowned for delivering succinct and customized Carve Your Life training programmes, Dr Prem utilizes his vast experience, cultural knowledge and signature Carvism Principles to establish lively communication with his audiences. Each of those principles aims to help enrich the individual's life and realize organizational success alike. His untiring zest for traveling allowed him to glean incredible life experiences. Over the years, Dr Prem has spent time with people from different cultures, from the African tribes who wear nothing to consulting for global businesses and political figures who lead the world. As an entrepreneur, he runs a boutique consulting and training firm, and manages a thriving web magazine network with several magnificent websites on life improvement topics with the patronage of millions of loyal readers from across the globe. An

authority in the field of Medical Tourism and Wellness Tourism, Dr Prem also takes great delight in travel photography. Read more at <https://drprem.com> This is Global Edition of Carve Your Life.

It's Monday morning, and you wake up at 6 AM; you didn't even have your first cup of coffee, and you already feel the whole week is going to be a disaster. You know you have to go to a job you hate and endure 40 hours of torture. You are doubtful whether you will make it through another week, and yet you are stuck in this hamster wheel. Is this how you want to live the rest of your life? Are you tired of being unfulfilled, and you know you want more? It is time for a change; it is time to Skyrocket Your Career. In this book, Raj Subrameyer shares his real-life experiences living through these nightmares and making a dramatic transformation. Coming to a foreign land as an immigrant during the 2008 recession, he applied for 1293 jobs and got one job out of it. After many failures, he learned different strategies to convert his minimal-paying job into a six-figure business. Through this book Raj reveals his practical strategies to find your dream job, be massively successful in it, and un-

cover your rockstar potential, setting you miles apart from your competition. Using the tips, tricks, and tools discussed in this book, you can launch yourself into each opportunity and blast off with courage and confidence.

The all-inclusive guide to exceptional project management that is trusted by hundreds of thousands of readers—now updated and revised *The Fast Forward MBA in Project Management: The Comprehensive, Easy to Read Handbook for Beginners and Pros*, 6th Edition is a comprehensive guide to real-world project management methods, tools, and techniques. Practical, easy-to-use, and deeply thorough, this book gives you the answers you need now. You'll find cutting-edge ideas and hard-won wisdom of one of the field's leading experts, delivered in short, lively segments that address common management issues. Brief descriptions of important concepts, tips on real-world applications, and compact case studies illustrate the most sought-after skills and pitfalls you should watch out for. This sixth edition now includes: A brand-new chapter on project quality A new chapter on managing media,

entertainment, and creative projects. A new chapter on the project manager's #1 priority: leadership. A new chapter with the most current practices in Change Management. Current PMP certification study tips. Readers of *The Fast Forward MBA in Project Management* also receive access to new video resources available at the author's website. The book teaches readers how to manage and deliver projects on-time and on-budget by applying the practical strategies and concrete solutions found within. Whether the challenge is finding the right project sponsor, clarifying project objectives, or setting realistic schedules and budget projections, *The Fast Forward MBA in Project Management* shows you what you need to know, the best way to do it, and what to watch out for along the way.

Five simple qualities that captures the essence of outstanding leadership today. In today's world, leadership is all about establishing community and connectivity so everyone can be part of something bigger than themselves. To have the grace to create this kind of leadership, we need greater self-awareness and genuine connection to others. In *The Five Graces of*

Life and Leadership, CEO of the celebrated consulting firm Korn Ferry delivers a meaningful and thought-provoking exploration of leadership, emphasizing the five kinds of grace that leaders absolutely must have to lead their teams in today's evolving workscape. In the book, you'll learn how to the best leaders make their teams feel comforted, safe, and secure that they're headed in the right direction. It includes insightful discussions on each of the five indispensable graces, including: Gratitude—the attitude that elevates our spirits, boosts morale, and lifts our hearts. Resilience—the quality that allows us to achieve beyond our wildest dreams. Aspiration—the knowledge that we can make tomorrow better than today. Courage—the ability to understand and move beyond our fears. Empathy—the understanding needed to connect with others from their perspectives. The perfect book for managers, executives, and other business leaders doing their best to lead their teams through some of the most rapidly changing business and social environments we've seen in our lifetimes, *The Five Graces of Life and Leadership* is a can't miss book on the human side of leadership

at work, at home and anywhere else.

NEW YORK TIMES BESTSELLER For the first time ever, an international coalition of leading researchers, scientists and policy-makers has come together to offer a set of realistic and bold solutions to climate change. All of the techniques described here - some well-known, some you may have never heard of - are economically viable, and communities throughout the world are already enacting them. From revolutionizing how we produce and consume food to educating girls in lower-income countries, these are all solutions which, if deployed collectively on a global scale over the next thirty years, could not just slow the earth's warming, but reach draw-down: the point when greenhouse gasses in the atmosphere peak and begin to decline. So what are we waiting for?

Artificial Intelligence (AI) has the potential to address some of the biggest challenges in education today, innovate teaching and learning practices, and ultimately accelerate the progress towards SDG 4. However, these rapid technological developments inevitably bring multiple risks and challenges, which have so far outpaced policy debates and regulatory frameworks. This

publication offers guidance for policy-makers on how best to leverage the opportunities and address the risks, presented by the growing connection between AI and education. It starts with the essentials of AI: definitions, techniques and technologies. It continues with a detailed analysis of the emerging trends and implications of AI for teaching and learning, including how we can ensure the ethical, inclusive and equitable use of AI in education, how education can prepare humans to live and work with AI, and how AI can be applied to enhance education. It finally introduces the challenges of harnessing AI to achieve SDG 4 and offers concrete actionable recommendations for policy-makers to plan policies and programmes for local contexts. [Publisher summary, ed]

It's no secret that we are living in the Digital Age. Technology companies make up seven of the world's ten largest firms by market capitalization. And the key to their success is the key to all modern organizations. Jonathan Smart, business agility practitioner, thought leader, and coach, reveals the patterns and antipatterns that will help organizations from every industry

deliver better value sooner, safer, and happier through high levels of engagement, inclusion, and empowerment. Through his decades of experience in the technology world, Smart provides business leaders with a blueprint for creating a world-class organization of the future. Through Agile and Lean ways of working, business leaders can empower teams to improve production, grow together, and create better services for their customers. These better ways of working have overflowed from the IT department to every corner of successful organizations, taking root in every industry from aerospace to accounting, insurance to shipping. This book is not about software development. It is not a book about the computer industry. This book is about applying agility across the entire organization. It's a book that will put you at the front of change and ahead of the competition.

Steer your organization away from burnout while boosting all-around performance The Happy, Healthy Nonprofit presents realistic strategies for leaders looking to optimize organizational achievement while avoiding the common nonprofit burnout. With a uniquely holistic approach to nonprofit

leadership strategy, this book functions as a handbook to help leaders examine their existing organization, identify trouble spots, and resolve issues with attention to all aspects of operations and culture. The expert author team walks you through the process of building a happier, healthier organization from the ground up, with a balanced approach that considers more than just quantitative results. Employee wellbeing takes a front seat next to organizational performance, with clear guidance on establishing optimal systems and processes that bring about better results while allowing a healthier work-life balance. By improving attitudes and personal habits at all levels, you'll implement a positive cultural change with sustainable impact. Nonprofits are driven to do more, more, more, often with fewer and fewer resources; there comes a breaking point where passion dwindles under the weight of pressure, and the mission suffers as a result. This book shows you how to revamp your organization to do more and do it better, by putting cultural considerations at the heart of strategy. Find and relieve cultural and behavioral pain points Achieve better results with attention to well-being Re-

define your organizational culture to avoid burnout Establish systems and processes that enable sustainable change At its core, a nonprofit is driven by passion. What begins as a personal investment in the organization's mission can quickly become the driver of stress and overwork that leads to overall lackluster performance. Executing a cultural about-face can be the lifeline your organization needs to thrive. The Happy, Healthy Nonprofit provides a blueprint for sustainable change, with a holistic approach to improving organizational outlook.

The all-inclusive guide to exceptional project management The Fast Forward MBA in Project Management is the comprehensive guide to real-world project management methods, tools, and techniques. Practical, easy-to-use, and deeply thorough, this book gives you answers you need now. You'll find the cutting-edge ideas and hard-won wisdom of one of the field's leading experts, delivered in short, lively segments that address common management issues. Brief descriptions of important concepts, tips on real-world applications, and compact case studies illustrate the most sought-after skills and the pitfalls you

should watch out for. This new fifth edition features new case studies, new information on engaging stakeholders, change management, new guidance on using Agile techniques, and new content that integrates current events and trends in the project management sphere. Project management is a complex role, with seemingly conflicting demands that must be coordinated into a single, overarching, executable strategy — all within certain time, resource, and budget constraints. This book shows you how to get it all together and get it done, with expert guidance every step of the way. Navigate complex management issues effectively Master key concepts and real-world applications Learn from case studies of today's leading experts Keep your project on track, on time, and on budget From finding the right sponsor to clarifying objectives to setting a realistic schedule and budget projection, all across different departments, executive levels, or technical domains, project management incorporates a wide range of competencies. The Fast Forward MBA in Project Management shows you what you need to know, the best way to do it, and what to watch out for along the way.

Over a half-million sold! The sequel, The Unicorn Project, is coming Nov 26
“Every person involved in a failed IT project should be forced to read this book.”—TIM O'REILLY, Founder & CEO of O'Reilly Media
“The Phoenix Project is a must read for business and IT executives who are struggling with the growing complexity of IT.”—JIM WHITEHURST, President and CEO, Red Hat, Inc. Five years after this sleeper hit took on the world of IT and flipped it on its head, the 5th Anniversary Edition of The Phoenix Project continues to guide IT in the DevOps revolution. In this newly updated and expanded edition of the best-selling The Phoenix Project, co-author Gene Kim includes a new afterword and a deeper delve into the Three Ways as described in The DevOps Handbook. Bill, an IT manager at Parts Unlimited, has been tasked with taking on a project critical to the future of the business, code named Phoenix Project. But the project is massively over budget and behind schedule. The CEO demands Bill must fix the mess in ninety days or else Bill's entire department will be outsourced. With the help of a prospective board member and his mysterious philosophy of The Three Ways, Bill

starts to see that IT work has more in common with a manufacturing plant work than he ever imagined. With the clock ticking, Bill must organize work flow streamline interdepartmental communications, and effectively serve the other business functions at Parts Unlimited. In a fast-paced and entertaining style, three luminaries of the DevOps movement deliver a story that anyone who works in IT will recognize.

Readers will not only learn how to improve their own IT organizations, they'll never view IT the same way again. "This book is a gripping read that captures brilliantly the dilemmas that face companies which depend on IT, and offers real-world solutions."—JEZ HUMBLE, Co-author of Continuous Delivery, Lean Enterprise, Accelerate, and The DevOps Handbook ——— "I'm delighted at how The Phoenix Project has reshaped so many conversations in technolo-

gy. My goal in writing The Unicorn Project was to explore and reveal the necessary but invisible structures required to make developers (and all engineers) productive, and reveal the devastating effects of technical debt and complexity. I hope this book can create common ground for technology and business leaders to leave the past behind, and co-create a better future together."—Gene Kim, November 2019