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Bonilla y Asociados
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Título:

Autor:

Precio: \$504.00

Editorial:

Año: 2003

Tema:

Edición: 1ª

Sinopsis

ISBN: 9780750677288

"As someone who has struggled to manage change in several large organizations, I am very excited about the powerful techniques in this textbook for increasing business agility and empowering knowledge workers."

- Wayne Anderson, Senior Vice President, Service Management, Sabre Inc.

"This systemically organized, innovative and well-written book astutely integrates content, technology and problem-solving into a learning tool that sets the standard for maximizing learning in an arena that is continuously bombarded with interventions that compete for each learner's attention."

- Robert E. Klabenes, President, Oklahoma State University-Okmulgee