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# Harvard Business Review On Customer Relationship Management

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kroneman • julio lopez bastida **structure is not organization - tom peters** - structure is not organization "our assertion is that productive organizational change is not simply a matter of structure, although structure is important. **the business case for emotional intelligence - talentsmart** - the business case for emotional intelligence ©1996-2009 talentsmart, inc. talentsmart 3 your emotional intelligence is a product of personal competence and social competence. **a sustainability swot - world resources institute** - sswot a sustainability swot user's guide wri eliot metzger, samantha putt del pino, sally prowitt, jenna goodward, alexander perera introduction **an overview of fannie mae's multifamily mortgage business** - this overview describes the core components of fannie mae's multifamily mortgage business ("multifamily"). it begins by providing a foundation for understanding **are you a collaborative leader? - gotomeeting** - hbr july-august 2011 reprint r1107d are you a spotlight on collaboration collaborative leader? how great ceos keep their teams connected by herminia ibarra and morten t. hansen **the power of cloud for food and beverage operators** - what will opera cloud do for my key business processes? check-in/checkout + provide anytime, anywhere service to your guests using the fully mobile-enabled opera cloud. **the economic costs of conflict: a case study of the basque ...** - the economic costs of conflict: a case study of the basque country this article investigates the economic effects of conflict, using the terrorist conflict **product brief development tools** - product brief development tools quality function deployment in a few words: the voice of the customer translated into the voice of the engineer. to design a product well, a design teams needs to know what it is

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