Contents

List of Figu		ix
List of Tab	les	xi
Preface		xiii
Acknowled	igments	xvii
PART I	MANAGEMENT INFLUENCES IN A VIRTUAL GLOBAL LANDSCAPE	1
I	Managing in the Digital Era	3
PART II	STRATEGY AND PLANNING	15
2	Strategic Planning: Positioning for a Digital Future	19
3	Attracting and Retaining the Best People	35
4	Ensuring Value for Money and Sound Finances	51
5	Realizing the True Value of Knowledge and Information	79
6	Strategic Technology and Asset Management	97
PART II	LEADERSHIP AND INNOVATION	119
7	Leadership	123
8	Creating a Values-Driven Culture to Support Innovation	135
9	Innovation and Creativity	145
10	Engaging Change for a Virtual World	153
11	Group Dynamics and Team Building	169
12	Effective Negotiation and Conflict Management	181
13	Managing the Political Arena	193
14	Policy Making	199