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KEY=I - RAMOS ELIEZER

IF ANIMALS COULD SPEAK

A 21ST CENTURY FABLE INSPIRED BY 9/11/2001

iUniverse **IF ANIMALS COULD SPEAK** is a fantasy that examines the human condition and our relationship to the animal kingdom. Inspired by 9/11/2001, the central themes of the novel are betrayal, terror, loss, heroism and love. Unlike that infamous September day, however, the primary victims and heroes of LoCicero's work are not human, but a band of farm animals. Faced with the destruction of their farm after its sale to developers, they valiantly but vainly battle the construction workers and their cruel, scar-faced boss. Exiled and pursued, their numbers grow as they recruit a dog, a bear, a colony of bats, a band of raccoons, an eagle, and ultimately a human who was an eyewitness to the terrorist attack on New York's Twin Towers. The latter, a stage actor nicknamed Shake, is also a fugitive, suspected by overzealous government agents of being a terrorist. Horse ultimately takes the unprecedented action of revealing the animals' most guarded secret to Shake. The latter repays their trust after making a remarkable discovery in the far recesses of a mountain cave, a find that has the potential of securing them lasting peace and freedom. In order to do this, however, they must locate Farmer and enlist him to their cause.

IF WALLS COULD SPEAK

MY LIFE IN ARCHITECTURE

Grove Press **One of the world's greatest and most thoughtful architects** recounts his extraordinary career and the iconic structures he has built—from Habitat in Montreal to Marina Bay Sands in Singapore—and offers a manifesto for the role architecture should play in society Over more than five decades, legendary architect Moshe Safdie has built some of the world's most influential and memorable structures—from the 1967 modular housing scheme in Montreal known as "Habitat" and the Yad Vashem memorial in Israel, to the Crystal Bridges Museum in Arkansas and the Marina Bay Sands development and extraordinary Jewel Changi airport interior garden and waterfall in Singapore. For Safdie, the way a space functions is fundamental; he is deeply committed to architecture as a social force for good, believing that any challenge, including extreme population density and environmental distress, can be addressed with solutions that enhance community and uplift the human spirit. Safdie always refers to the "silent client" an architect must ultimately serve: the people who live in, work in, or experience a building. **If Walls Could Speak** takes readers behind the veil of an essential yet mysterious profession to explain through Safdie's own experiences how an architect thinks and works—"from the spark of imagination through the design process, the model-making, the politics, the engineering, the materials." Relating memorable stories about what has inspired him—from childhoods in Israel and Montreal to the projects and personalities worldwide that have captured his imagination—Safdie reveals the complex interplay that underpins every project and his vision for the role architecture can and should play in society at large. Illustrated throughout with drawings, sketches, photographs, and documents from his firm's voluminous archives that illuminate his stories, **If Walls Could Speak** ends with a chapter outlining seven projects Safdie would pursue around the world if resources and will were no issue and the choices were his to make. A book like no other, **If Walls Could Speak** will forever change the way you look at and appreciate any built structure.

IF LIONS COULD SPEAK AND OTHER STORIES

Wildside Press LLC **If Lions Could Speak** is the first collection from Paul Park, acclaimed author of *The Starbridge Chronicles*, *Coelestis*, and *The Gospel of Corax*. Subtle, stylish, at once forthrightly simple and ingeniously complex, the pieces gathered here are compelling and penetrating explorations of cultural difference and psychological crisis, regret and reconciliation. It is a marvelous literary labyrinth, a realm of memory palaces, eerie doppelgangers, terrifying theocracies, implosive revelations. Here time travel, sordid and ludicrous, becomes emblematic of how all lives are led; here, disease is an index to how the past is rewritten; here, the Other, extravagantly alien or simply alienated, can collapse into the Self with the suddenness of a lethal gunshot. Sometimes sardonically hilarious, sometimes gravely humane, always fiercely shocking, these stories constitute one of the finest bodies of short fiction by any contemporary SF writer. "Paul Park's short stories are subtle, blunt, funny, distressing, strange, true--all these qualities, often all at once--they are like those dreams or nightmares that seem to plumb right to the meaning of things. In other words, beautiful fiction." --Kim Stanley Robinson. "Genre writing is both a liberation and a confinement. If those who don't read science fiction could discover Paul Park, they would find a writer as complex, as skillful, as ambitious and as many-faceted as any they will find under any rubric. I hope this collection will help them discover him. The rest of us can simply open and enjoy." --John Crowley. "Paul Park does not remind us of James Sallis or Marcel Proust; the mark of genius is that it never makes us recall anyone else, not even earlier selves." --Gene Wolfe.

IF STONES COULD SPEAK

STORIES FROM THE STONE HEADS OF ST. ANDREW'S, KIRKTON-IN-LINDSEY

Stoneheads

IF SCHOOL DESKS COULD SPEAK

Xlibris Corporation **If School Desks Could Speak** is a collection of true, humorous and heartening vignettes from the classrooms of middle- and high-school students on both sides of the Atlantic. From being addressed as babe' to finding a father's personal item glowing in the dark; from dodging flying spit balls to flying business class; from confiscating student amorous messages to helping a teenage mother cope with an unplanned pregnancy - these are only a few examples of life in the trenches. You will be drawn into this honest testimony to the real world of a classroom teacher.

IF THE ORGANS COULD SPEAK

THE FOUNDATIONS OF PHYSICAL AND MENTAL HEALTH - UNDERSTANDING THE CHARACTER OF OUR INNER ANATOMY

Temple Lodge Publishing At a time of increasing volatility in healthcare provision, we are all having to become more responsible for our own well-being. This book - an imaginative, practical and accessible guide to our inner organs - is written for anyone who wants to improve their health and develop resiliency against illness. Although trained as a medical doctor, Olaf Koob has the vision and experience of a holistic physician. He has surveyed diverse medical systems - orthodox medicine, naturopathy, homeopathy, Chinese, ayurvedic and anthroposophic medicine - and found their common substance. Using this knowledge, he relates the essence of each human organ: its position, colour, form, embryonic development, function and characteristic attributes. Thus, the organs begin to tell their own stories, revealing their 'biography', physiognomy and the illnesses they are prone to.

IF THE WALLS COULD SPEAK

iUniverse It's a beautiful, clear spring day, and soon the cherry blossoms will fall from the trees and blanket the ground like snow. This season promises to be extraordinary, but it won't be the same without Da, who passed away at Christmastime. Finn O'Brine stares out the window, taking it all in. He can't believe his father will never spend time with him again. And he can't believe there's a bat at his window-talking to him. Before his death, Mr. O'Brine told Finn many stories about colossal dragons, sorcery, and the magic of Wickum Manor in Ireland-but they couldn't possibly be real, right? Wrong! Magic runs in the O'Brine family; it's part of their heritage. Now thirteen, Finn will begin to show signs of his magical inheritance any day now. It's time for Finn; his twin sister, Neave; his younger brother, Jack; and his mother, Ailish, to leave the comfort of their home in America and journey to Wickum Manor themselves. They expect a summerlong adventure, but the O'Brine children may not be as ready as they think. With all the fantastic things to experience and discover on the four-hundred-acre estate, will Finn want to enroll at the magical Wickum Academy, or will he choose to return to his friends and classes in America at summer's

end?

IF THE SOULS COULD SPEAK

Xulon Press "Remember friends as you pass by, As you are now so once was I. As I am now, you soon will be. Prepare for death and follow me." After reading these words on a tombstone, Michael J. Maxson, author of *If the Souls Could Speak*, embarked on a journey toward renewed purpose and passion in his life. Left a widower after twenty-four years of marriage, Maxson searched for a new lease on life and found it in, of all places, a graveyard. Following his wife's untimely death, Maxson grieved by regularly visiting his wife's grave and then other graves, reading and recording the epitaphs that spoke to him. He covered thousands of miles as he traveled to more than seventy sites in North and South Carolina and collected hundreds of epitaphs. The quotes are powerful and his message is simple: "Live for today and be prepared, for tomorrow may never come." "The loss of a loved one is a universal experience. The examination of that loss and the acceptance of the journey that follows is a road far less traveled. *If the Souls Could Speak* reads much like a handbook for the weary and brokenhearted. Even throughout moments of great despondence, Mike Maxson shows us that, with a little preparation, and a lot of faith, we too can overcome the pain of death's unyielding march." -Jed Whitley: Entrepreneur, Photographer
Michael Maxson challenges you to embrace his journey and may his book *If the Souls Could Speak*, be your catalyst in connecting with the most powerful force on earth - the gracious love of Jesus Christ.

IF THE WALLS COULD SPEAK

INSIDE A WOMEN'S PRISON IN COMMUNIST POLAND

Oxford University Press The specter of a prison punishment for even slight political offenses became an element of daily life in post-war Poland. In interwar Poland, imprisonment, especially for communists, had served as a rite of passage, endurance training, and a university teaching life skills. The post-war order brought a dramatic shift, as communists all over the region, often veterans of interwar prisons or war-time concentration camps, used incarceration sites as a way to mold the future. The prison system functioned as a tool to subjugate society and silence or destroy enemies- anti-communists as well as committed communists. Arrests, trials, and prison sentences directly and indirectly affected tens of thousands of people and instilled fear and insecurity in many more. Many of those imprisoned as enemies of the new post-war Communist authorities were women. Some were jailed for their alleged collaboration with the Nazi resistance during the war, some for post-war activities in various civil and quasi-military groups, still others on the basis of their relationships with those already imprisoned. For some, there was evidence of their anti-state activities, while for many others the accusations were contrived. In this work, Anna Miller unearths the prison lives of these women through their autobiographical writings, interrogation protocols, cell spy reports, and original interviews with former political prisoners. Her interviewees narrated their own versions of what happened during their arrests, interrogations, and confinement. They also explored their emotions: surprise, confusion, fear, and anger. Although their imprisonments interrupted their lives, separated them from families, and caused much suffering, the women reflected on how they refashioned themselves during their interrogations; applied their senses to orient themselves in the prison space; and used their bodies to gain control over themselves and as a means to exercise pressure on the authorities. The creativity that they displayed individually and collectively in their cells helped them rebuild a semblance of normal life inside prison walls despite the abuses inflicted by interrogation officers and guards. By examining women's lives in the cells of Communist-era prisons, *If the Walls Could Speak* contributes to our understanding of coercion and resistance under totalitarian regimes.

IF I SHOULD SPEAK

A NOVEL

The author promises to revolutionize story telling in this powerful story about three college students, one Christian and the others Muslim, who find themselves unlikely roommates at a small, private American university. Tamika, the main character of this novel, is a sophomore in college who dreams of becoming a famous singer. After a fight with her roommate, she is forced to move out of her room and ends up living with two Muslims, one who is religious, while the other is becoming discontented with the religion. Tamika is immediately drawn to Durrah, the latter, who shares her love for singing. Durrah is emerging as a successful model and singer in her own right and enjoys a growing level of prominence in her career, which has earned her many admirers, Tamika being one. Captivated by Durrah's magnetic personality, breathtaking beauty, and powerful singing voice, Tamika has found both a friend and mentor in life. As the seeds of friendship are sown between them, the doors of fame are beginning to open for Tamika. But she is unprepared for the one obstacle that stands in her way to success...

IF STILETTOS COULD SPEAK

iUniverse In the small town of Senoia, Georgia—where everything is a skip, hop, or short bus ride away—what could possibly go wrong? Aging Detective Garrett Sandoval stumbles upon strange events that result in a missing person's case. Details of the crime send him down memory lane, back to a time when his career was just beginning. Years ago, women went missing in nightclubs. Now, their cases are reopened as a copycat shows up and more women disappear. Witnesses mention flickering lights and a popping sound before women vanish. All they leave behind are fancy high-heeled shoes. The case escalates, however, when the culprit leaves a note that says, "I'm back!" Maybe Sandoval doesn't deal with a copycat but the original villain. An unlikely team comes together to solve this mystery, including several detectives, a burlesque dancer, and a writer, all following clues that lead down a dark and twisted path. Sandoval gets closer and closer to his old nemesis, while balancing on the metaphorical point of a stiletto with the past nipping at his heels.

IF ASYLUM WALLS COULD SPEAK

A MEMOIR OF 50 YEARS OF MENTAL HEALTH NURSING AT GLENSIDE.

Xlibris Corporation Sandy embarked on her mental health nursing career in Parkside Hospital in 1964 as a naive seventeen-year-old child and stepped into another world a world of entrenched culture, such as the deep division of the sexes and women incarcerated for infidelity and labelled morally insane, doomed to spend the rest of their lives in the asylum. Pencil baths, gang showers, and group bathing and how a young window cleaner saw more than he expected to and fled. The stately matron in her crisply starched whites and fearsome charge nurses who evoked terror among the junior staff. Sandy relates hilarious tales of bodies being transported in the dead of night to the hospital mortuary by some very unconventional means. The camaraderie and the close-knit community of the hospital made it a home to many but asylum to most. With 1,300 beds and the ridiculous ratio of fifty patients to one nurse on night duty, she still had time to knit between rounds. Sandy rolled up her sleeves and got on with the job, and fifty years later, she is still rolling with the punches literally.

IF I COULD SPEAK WITH PRESIDENT TRUMP

Page Publishing Inc The most powerful spirit effect is parents seeing their children very sick or children seeing their parents very sick. Little Ann, the twelfth child, while recovering from lymph node surgery herself, saw transient ischemic warnings that resolves on its own in her mother; spells that were confusing. The impact of never knowing if little Ann's mother will be there for her picture day or to pick her up from school kept her brainstorming on what to do next. Then the blood clot occluded a main cerebral vessel, causing her mother to be comatose for months while little Ann feeds, communicates, and pledges in her heart the Girl Scout Promise and Law, for her mother's sake and the world. Changing schools and crossing railroad tracks home to see her mother awakens to her unique tribe of children gone wild. Nourishing her mother with music from her violin during the stages of the schools closing and the transition from segregated bus rides in the community to integrated schools seven miles away, the change caused little Ann to listen and work hard. The magic of the gut-feeling of faith, "seeking the best consequences" came with a bit of fear, and the only one to graduate from the tribe before the hemorrhagic stroke took her mother. Suddenly, it hit Ann: "Write to the right one." The "right president." "Do you hear me? Thank you for listening!"

IF ANIMALS COULD SPEAK, OH THE STORIES THEY WOULD TELL!

LifeRich Publishing In her second book of children's short stories, Susan Perry brings you to the lively energetic tales of some of her favorite animal characters: • Twin dolphins separated from their parents during a fierce hurricane -- their journey home is the adventure of a lifetime! From a goofy pelican to a large, angry shark, they find friends, bravely face danger, and never lose hope in finding their parents again. • Ranger Rob, a valiant friend of the animals of the forest. He saves them when a destructive fire threatens their home and gains their trust in return. • Scout, a beautiful Blue Heeler dog. She was taken from her home, but she never loses sight of getting back to the human that she loves more than anything. These are just a few of the stories the animals tell in this fun book of adventures. Throughout the stories, the animals go on adventures, learn valuable lessons, and make great friends -- like Freda and Cathy, two fish who see deeper than outward appearances as they try to find a place where they will be accepted as the special and unique creatures they are. Listen closely to these wonderful lessons in life, as only the animals could tell them!

IF TREES COULD SPEAK

iUniverse This book is a fictional story about two hundred acres of land that was stolen from an African American family who obtained land thanks to the Homestead Act. In the

1800s, Veronica Williams great-grandfather was deceived, and this is how this brave descendant regained what was rightfully hers. Her ways and means were out of the ordinary, but she did what she needed to do to triumph. Sadly, millions of African Americans who obtained land from their former slave masters or land that they purchased was stolen from them through racism, violence, trickery, or murder. This is the story of the Williams family.

IF WALLS COULD SPEAK

A COLLECTION OF POEMS

iUniverse That nostalgic feeling where “I’ve got to read it to the end” type of energy. Guaranteed to make you mmm or snap your fingers more than once like a musical beat. High and low intense feelings grasping you at the edge of your seat.

WHEN GOD SPEAKS, WHO WILL LISTEN?

Inspiring Voices When I was young, I was mysteriously protected and kept from harm. I was hit by a car, severely burned on the palms of my hands, and literally thrown out of a car into a busy intersection. Somehow I never sustained any injuries. I had many questions as this divine protection and provision continued throughout my life. Little did I know that what I endured was part of a plan for me to know what I have now learned, and share this with all who will listen. These adventures with our heavenly Father not only gave me answers to my questions but also much understanding of our Father and His works. This book tells about my adventures and part of what I learned. It is the beginning of a series of books containing what our Father has taught me. It was not easy for me to hear. It was not easy for me to write. It is always difficult for us to listen to Him. All He is asking now is for us to listen to what He has told us from the beginning and respond.

DARK TIDES

A NOVEL

Simon and Schuster #1 New York Times bestselling author of *Tidelands*—the “searing portrait of a woman that resonates across the ages” (People)—returns with an evocative historical novel tracking the rise of the Tidelands family in London, Venice, and New England. Midsummer Eve 1670. Two unexpected visitors arrive at a shabby warehouse on the south side of the River Thames. The first is a wealthy nobleman seeking the lover he deserted twenty-one years earlier. Now James Avery has everything to offer: a fortune, a title, and the favor of the newly restored King Charles II. He believes that the warehouse’s poor owner Alinor has the one thing he cannot buy—his son and heir. The second visitor is a beautiful widow from Venice in deepest mourning. She claims Alinor as her mother-in-law and tells her of the death of Rob—Alinor’s son—drowned in the dark tides of the Venice lagoon. Meanwhile, Alinor’s brother Ned, in faraway New England, is making a life for himself between in the narrowing space between the jarring worlds of the English newcomers and the American Indians as they move towards inevitable war. Alinor writes to him that she knows—without doubt—that her son is alive and the widow is an imposter. But how can she prove it? Set in the poverty and glamour of Restoration London, in the golden streets of Venice, and on the tensely contested frontier of early America, this is a novel of greed and desire: for love, for wealth, for a child, and for home.

THINK, SPEAK, WIN: DISCOVER THE ART OF DEBATE

Marshall Cavendish International Asia Pte Ltd Many books on persuasive speaking only teach you how to speak persuasively, but they don’t teach you how to also think persuasively. Debaters tend to excel when they are put on the spot, because they know how to think fast, speak well, and win audiences. *Think, Speak, Win: Discover the Art of Debate* provides a first-of-its-kind comprehensive introduction to the basics of debating for young students as well as interested adults, in a light-hearted and interesting style. This book breaks down the skills of debating into simple, memorable, and easy-to-follow chapters, and even covers the basics of coaching a school team and judging a debate competition. The skills of debating can help you achieve greater success at work and school, and this book guides you through a memorable 6-step process to apply “Debate-Thinking” to situations such as interviews, essay writing, impromptu speeches, presentations, and even leadership and management. You will never be at a loss for words again!

IF THESE WALLS COULD TALK: CHICAGO BULLS

STORIES FROM THE SIDELINE, LOCKER ROOM, AND PRESS BOX OF THE CHICAGO BULLS DYNASTY

Triumph Books The Chicago Bulls are one of basketball's most storied teams—from Michael Jordan, Scottie Pippen, and Phil Jackson to Hall of Famers and MVPs, the Bulls' NBA championship legacy will likely never be surpassed. Author and Bulls' beat reporter Kent McDill provides a closer look at the great moments of the 1990s championship teams, which saw the Bulls win six championships in eight seasons. Through multiple interviews conducted with current and past Bulls, readers will meet the players, coaches, and management and share in their moments of greatness and defeat. *If These Walls Could Talk: Chicago Bulls* will make fans a part of the Bulls' history from a new perspective.

TESTING SECOND LANGUAGE SPEAKING

Routledge The testing and assessment of second language learners is an essential part of the language learning process. Glenn Fulcher's *Testing Second Language Speaking* is a state-of-the-art volume that considers the assessment of speaking from historical, theoretical and practical perspectives. The book offers the first systematic, comprehensive and up-to-date treatment of the testing of second language speaking. Written in a clear and accessible manner, it covers: Explanations of the process of test design Costing test design projects How to put the test into practice Evaluation of speaking tests Task types for testing speaking Testing learners with disabilities It also contains a wealth of examples, including task types that are commonly used in speaking tests, approaches to researching speaking tests and specific methodologies that teachers, students and test developers may use in their own projects. Successfully integrating practice and theory, this book demystifies the process of testing speaking and provides a thorough treatment of the key ethical and technical issues in speaking evaluation.

THE LAW STUDENTS' JOURNAL

THE TRUE LATTER-DAY-SAINTS' HERALD

FUNDAMENTALS OF PUBLIC SPEAKING

BLACKWOOD'S MAGAZINE

SPEAK LORD, I'M LISTENING

HOW TO HEAR GOD'S VOICE ABOVE THE NOISE

Baker Books Jesus said, "My sheep hear My voice," but many Christians do not know how to hear from God. In this practical, story-rich guidebook, international teacher Larry Kreider shows believers how to develop a listening relationship with the Lord. *Speak Lord, I'm Listening* explores the multiple ways Christians can hear the voice of God in today's world. It offers real-life examples of how God teaches His followers to listen. Contains tips in each chapter for distinguishing His voice from the noise of Satan's interference. Christians across the denominational spectrum will develop a closer and deeper relationship with God as they learn fifty unique ways to listen to Him. You will realize that God was speaking to you all along but, like the disciples on the road to Emmaus, you didn't know it was Him!

INSTRUCTOR'S MANUAL TO ACCOMPANY THE ART OF PUBLIC SPEAKING, SEVENTH EDITION

COBBETT'S PARLIAMENTARY DEBATES

A COMPLETE CONCORDANCE TO THE BOOK OF MORMON

IF SUN COULD SPEAK

Spork Sun is out to impress in this slightly egotistical first-person account that sheds light on the facts, history, and myths about its existence. Sun seeks to inspire readers to

wonder and search for discoveries in this witty STEM-infused exploration of the center of our solar system.

NIV, THE JOURNEY BIBLE

REVEALING GOD AND HOW YOU FIT INTO HIS PLAN

Zondervan Ideal for spiritual seekers—or anyone looking to explore the Bible for the first time. The NIV Journey Bible is uniquely designed to help you discover the practical aspects of Christianity and better understand God. Based on the REVEAL study from the Willow Creek Association, this Bible is intended for anyone in the investigative stage of their spiritual journey. The Journey Bible's exploratory approach addresses key questions you may have about the Bible and its relevance today. Notes and insights are woven throughout the accurate, readable, and clear New International Version, drawing you into the message and pointing the way toward a relationship with Jesus. Icons visually trace seven "explorer" themes throughout Scripture: Discovering God Addressing Questions Strengthening Relationships Reasons to Believe Knowing Yourself Why Jesus? Managing Resources Features: Complete text of the accurate, readable, and clear New International Version (NIV) Introductory articles that define key concepts involved in being a spiritually open person Book introductions that provide helpful information about each book of the Bible Indexes NIV dictionary/concordance that helps explain and find things you're looking for "Five Alive" reading plan covering Genesis, Deuteronomy, John, Acts, and Romans

SPEAK LIKE YOURSELF--NO, REALLY!

FOLLOW YOUR STRENGTHS AND SKILLS TO GREAT PUBLIC SPEAKING

Bring Press If you speak in public--or want to--this fast-paced, entertaining, and actionable book is for you! "Speak Like Yourself... No, Really!" will help you communicate more effectively and authentically. It provides insights, encouragement, and step-by-step instructions to develop your best speaking style and use it not just for podium presentations, but in meetings, pitches, networking events, jobs interviews, and more. This uniquely effective and personal approach has worked for hundreds of the author's private public speaking clients, and it will work for you!

PROPER ENGLISH

Routledge First published in 1991. Routledge is an imprint of Taylor & Francis, an informa company.

COMMUNICATIVE SPEAKING AND LISTENING

PROCEEDINGS OF THE CONVENTION

ELEMENTS OF EFFECTIVE COMMUNICATION

4TH EDITION

Plain & Precious Publishing La vida y el ministerio de Jesucristo. Este volumen es el primero de tres sobre el Nuevo Testamento. Abarca la vida de Cristo, desde la selección premortal como el Cordero de Dios a través de Su nacimiento e infancia. Luego seguimos al Maestro durante el primer año de Su ministerio, de como es tentado, bautizado, hace milagros, selecciona a los Doce Apóstoles, y luego enseña con parábolas y en el Sermón de la Montaña durante el segundo año de Su ministerio, Él enseña el sermón del Pan de Vida, se transfigura y otorga las llaves del sacerdocio a los Doce. Termina el segundo año de Su ministerio en Jerusalén, donde se declara a Si mismo la Luz del Mundo, el Hijo de Dios y el Mesías. La cubierta exhibe la imagen clásica de "El Sermón de la Montaña", pintado por Carl Heinrich Bloch en 1890.

PROCEEDINGS OF THE SIXTH INTERNATIONAL CONFERENCE ON COMPUTER SUPPORTED COOPERATIVE WORK IN DESIGN

JULY 12-14, 2001, LONDON, ONTARIO, CANADA

Computer-supported co-operative work (CSCW) is a research area that aims at integrating the works of several people involved in a common goal, inside a co-operative universe, through the sharing of resources in an efficient way. This report contains the papers presented at a conference on CSCW in design. Topics covered include: techniques, methods, and tools for CSCW in design; social organization of the CSCW process; integration of methods & tools within the work organization; co-operation in virtual enterprises and electronic businesses; CSCW in design & manufacturing; interaction between the CSCW approach and knowledge reuse as found in knowledge management; intelligent agent & multi-agent systems; Internet/World Wide Web and CSCW in design; and applications & test beds.

HOW TO DO IT SERIES

OFFICIAL REPORT OF THE STANDING COMMITTEES

SESSION

THE PERFORMANCESTAT POTENTIAL

A LEADERSHIP STRATEGY FOR PRODUCING RESULTS

Brookings Institution Press It started two decades ago with CompStat in the New York City Police Department, and quickly jumped to police agencies across the U.S. and other nations. It was adapted by Baltimore, which created CitiStat—the first application of this leadership strategy to an entire jurisdiction. Today, governments at all levels employ PerformanceStat: a focused effort by public executives to exploit the power of purpose and motivation, responsibility and discretion, data and meetings, analysis and learning, feedback and follow-up—all to improve government's performance. Here, Harvard leadership and management guru Robert Behn analyzes the leadership behaviors at the core of PerformanceStat to identify how they work to produce results. He examines how the leaders of a variety of public organizations employ the strategy—the way the Los Angeles County Department of Public Social Services uses its DPSSTATS to promote economic independence, how the City of New Orleans uses its BlightStat to eradicate blight in city neighborhoods, and what the Federal Emergency Management Agency does with its FEMASat to ensure that the lessons from each crisis response, recovery, and mitigation are applied in the future. How best to harness the strategy's full capacity? The PerformanceStat Potential explains all.