

# The book shelf

Management Services presents some of the latest titles.

## The Secure online Business Handbook

Editor: Martin Webster

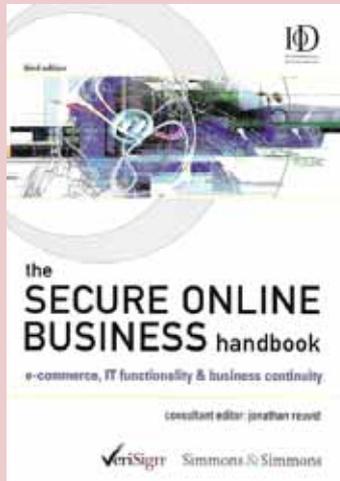
Publisher: Kogan Page

ISBN: 0 7494 4425 8

Review by David Blanchflower

The Internet and electronic systems now form vital parts of any business and few organisations can be truly effective without an online presence. The loss of availability of online systems can have serious consequences for companies. It is a fact that many businesses still concentrate on physical security without even taking basic precautions in respect of personal and electronic security. A recent survey by the Institute of Directors found that 10% of companies surveyed did not have firewall protection and of those who did only 75% kept the firewalls up to date.

The web is an exciting but unstable place to do business. The potential rewards are high, but so are the risks and the effective management of these risks is likely to be the greatest business enabler/destroyer of the next decade. Risk to e-business activities comes in many forms – fraud, espionage, viruses, spamming, denial of service – and the potential for damage or irretrievable loss is very real. Information security is no longer an issue confined to the IT department; it is critical to all operational functions and departments within an organisation. Nor are the solutions purely technical – given that two-thirds of



security breaches are caused by human error, management controls and processes are equally important.

The Secure Online Business Handbook is a practical guide for managers in developing and implementing appropriate strategies for online risk management. The contributions draw on a wide range of expertise and know-how, both in IT and in other disciplines such as the law, insurance, accounting and consulting.

Topics covered include:

- Recent attack trends;
- firewalls and viruses;
- phishing and e-mail fraud;
- operational management;
- web protection;
- countering cybercrime;

- network vulnerabilities;
- information security training;
- online payments;
- contingency planning;
- software protection;
- data recovery and forensics.

The 225 page hardback version of the book costs £50 and whilst expensive does offer value for money, as it sets out in an easy to read style, the steps that need to be taken by all organisations be they large or small to ensure the security of their electronic systems and the data in those systems. I would fully endorse the book's conclusion that security should not be an afterthought in developing a strategy. It is an integral part of setting up new channels of communication and business – ignore it at your peril!

The book's consultant editor Jonathan Reavid graduated in PPE from Oxford University and is an experienced international business development manager, having worked in many of the EU member countries in senior line and staff management positions. Alongside management consultancy he has pursued a parallel career in publishing as a writer and editor of international business books. He is managing director of the Management Consultancy Business School, which, in collaboration with the University of Surrey, offers the first European Master of Science degree in Management Consultancy.

## The Interviewer's Handbook

By Sandra Bunting

Publisher: Kogan Page

ISBN: 0 7494 4293 X

Review by David Blanchflower

Formal interviews are now used in a variety of workplace situations, whether in relation to the recruitment of staff, appraisal of employees or in a range of other circumstances. The book is primarily aimed at human resource professionals, but is written in such an easy to read style that it will form a ready guide to assist all those managers who have to conduct formal employee interviews and provides the reader with the tools for handling and achieving the best results from these formal settings. The book advises on interview techniques for a variety of workplace situations including recruitment interviews, performance appraisals, attendance and absence management, discipline and grievance management and

accident investigation.

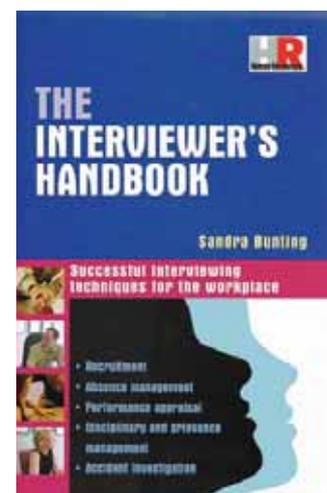
Best practice information and easy-to-follow guidance are included and the following areas are examined:

- questioning techniques;
- communication and listening techniques;
- non-verbal communication and body language;
- the interview process;
- job analysis and design of work;
- selection and recruitment interviews;
- performance appraisal interviews;
- attendance and absence management interviews;
- discipline and grievance management;
- accident investigation.

Comprehensive and highly practical in its approach, The Interviewer's Handbook is packed with examples of formal interview settings, questioning techniques and useful advice and is a must have book for any manager.

The book costs £24.95 and consists of

214 pages, is written by Sandra Bunting who was formally Head of Management Studies at an Oxford Business School and prior to that, Head of Division of Business, Leisure and Information Technology at a Leicestershire college.



**The Director's Handbook****Editor: Martin Webster****Publisher: Institute of Directors/Pinsent Masons****ISBN: 0 7494 4467 3****Review by David Blanchflower**

The Director's Handbook, published by the Institute of Directors and written by a team of experts from the UK law firm, Pinsent Masons, provides a no frills, practical guide for board directors and senior decision-makers in the private, public and voluntary sectors.

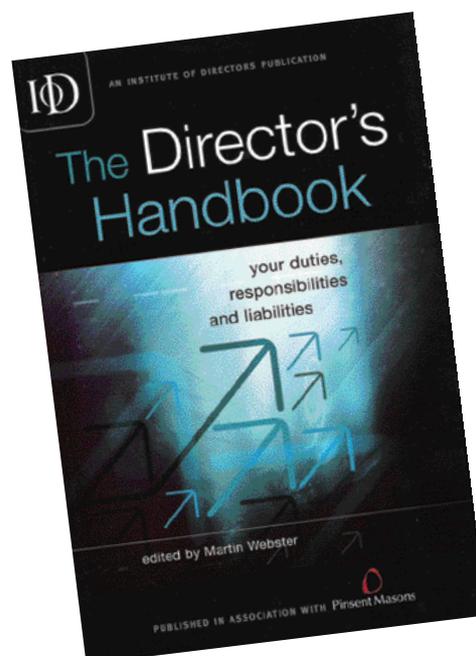
Being a company director in today's highly regulated environment is fraught with pitfalls for the unwary. The penalty for getting it wrong can range from hefty fines to prison. The Companies Act alone contains over 250 criminal offences and more are added each year. Ignorance is no defence for lapses in compliance.

In this ever-changing legal and regulatory environment, the book deals with the duties, responsibilities and liabilities of directors, tackling contentious topics of the day and helping to promote best practice in the boardroom.

The Director's Handbook gets to grip with the boardroom essentials:

- obligations and risks;
- corporate governance;
- service contracts;
- pensions;
- remuneration;
- directors' own dealings;
- insolvency and financial difficulty;
- the FSA.

The Directors Handbook costs £25 and consists of 192 pages of practical information written in a non-legal format that makes it a very useful resource for anyone who may be a director or



thinking of becoming one. The book is not directly relevant for Management Services staff but often Institute members become associated with charities or may even be thinking of setting up their own companies and it will be an essential resource for these individuals. The book's editor and lead author Martin Webster, is a partner at the UK

law firm, Pinsent Masons. He has practised law in the City for more than 20 years, acting for both quoted companies and growing private businesses. The collaboration between the Institute of Directors and Pinsent Masons, one of the top UK commercial law firms, has resulted in a readable and useful book.

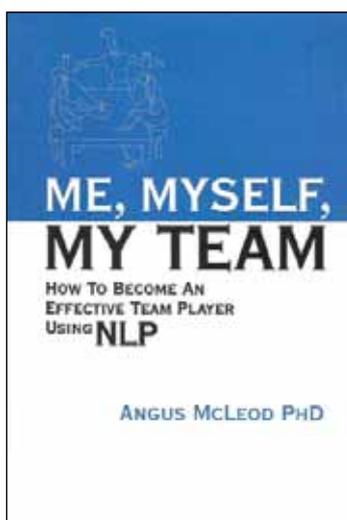
**Me, Myself, My Team – How to become an effective team player using NLP****By Angus McLeod****Publisher: Crown House****ISBN: 1899836381****Review by David Blanchflower**

Having read the title I knew the book was about being an effective team player and that the book was intended to demonstrate how to achieve this by using NLP. My first difficulty was actually discovering what NLP was as I did not find any cross-reference to the full title for NLP in the book. By deduction

and reading the authors details I discovered he was a business practitioner in neuro-linguistic programming. On reading the book's introduction I found that the book was based upon current practice, which included neuro-linguistic programming but still no reference to NLP. On the assumption that NLP is actually intended to refer to neuro-linguistic programming, I am happy to tell you that NLP studies the structure of how humans think and experience the world. If you are interested in knowing more about NLP you could look up the following website [www.nlpinfo.com](http://www.nlpinfo.com).

The book seeks to explain what turns a good team into a great team and is intended to provide the reader with effective strategies to improve your team's communication and motivation, discover new perceptions and begin new courses of action. Founded on the belief that openness and flexibility are the keys to personal effectiveness, it promotes the need for real empowerment of each team member.

The book costs £12.99, which does seem to me to be expensive for 127 pages and is not a book I myself would buy. The book is repetitive of much information that is available in many other books; after all most Management Services Practitioners would be well aware that big goals need to be broken down into smaller goals without reading about this in the book.



Our client is one of the leading consultancies to the public sector. They are particularly strong in Local Government and the strength of their brand is such that they are invited to bid for most opportunities.

Our brief is to identify individual consultants or small consultant organisations that are keen to work as associates with our client. Our client is interested initially in consultants with in-depth experience in any of the following areas:

- + Business transformation
- + Business process re-engineering / process mapping
- + Change management / benefits realisation
- + The efficiency agenda (Gershon)

If you have in depth experience in any of the above areas, then please email your CV to [alun@treble-e.com](mailto:alun@treble-e.com). If you would like to discuss this opportunity, please call Alun on 01 452-812320.

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