
Case Studies for Harvard Business School



What Is a Case?

A case is a description of a management situation. Most cases range in length from two to twenty-five pages of text and exhibits; the latter often present quantitative material. So-called field cases are largely based on data provided by the organization that is the focus of the case. Library cases are drawn from published material in the public domain. A case is not written to illustrate correct or incorrect handling of an administrative situation, nor is there an editorial bias that implies a particular conclusion.

A chronological series of cases based on a single organization is sometimes used to expose the student to an organization's cumulative experience with a situation.

How Are Cases Used?

Cases are used for class discussion in a variety of educational programs. At the Harvard Business School, these include short programs for executives as well as the two-year program leading to the degree of Master of Business Administration (MBA). The cases offer students experience in dealing with complex, realistic situations. The emphasis is on decision making. In most courses, the cases are arranged so that a conceptual structure is built up during the course. Cases are often

supplemented with readings and short lectures.

In the MBA program, the student most often has three cases to prepare every day, each for a different course. A case usually is discussed for one class session.

Many cases developed by Harvard Business School are available to other educational institutions through the HBS Publishing Division.

How Are Cases Developed?

Each faculty member responsible for a course typically has a group of issues or situations for which cases are needed. Cases are often developed in response to these explicit needs. At other times, organizations suggest particularly interesting situations to faculty members.

Who Writes the Cases?

Faculty, research assistants, and—occasionally—students may be involved in casewriting. Research assistants and students work under the close supervision of members of the faculty.

In general, extensive writing, editing, or revising by the host organization does not aid case development. These responsibilities are most satisfactorily performed by people outside of the firm.

Who Pays the Expenses?

Harvard Business School commonly pays the direct expenses of case development. There are exceptions, however, and certain casewriting ventures are underwritten by an association or an individual firm.

What Is Expected of the Host Organization?

A case cannot be used until it is formally approved by the host organization. An initial discussion between the faculty supervisor and the host organization establishes the preliminary scope of the case. This understanding may be confirmed in a written summary or outline. An agreement to continue with the project signifies the organization's willingness to provide information relevant to the situation and important to the decision makers involved in the situation. Such information is crucial to the development of an effective teaching vehicle.

The initial agreement also affirms the organization's general willingness to approve Harvard's use of a case of the nature and scope discussed. If there is real doubt about the likelihood of approval, it is usually better to call a halt to the venture rather than to risk the development of an unapproved case and the consequent loss of substantial time and money.

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Sales Force Management Gregory Rich, Rhett Epler, 2024-09-25 Formerly published by Chicago Business Press now published by Sage Sales Force Management is a comprehensive guide to leading sales teams in today's dynamic business landscape offering practical insights strategies and tools to navigate the challenges of modern sales management effectively The Second Edition also delves into how technology such as artificial intelligence is reshaping sales force operations in the post pandemic era

Social Media Success for Every Brand Claire Diaz-Ortiz, 2019-10-22 Based on Donald Miller's bestselling book Building a StoryBrand Claire Diaz Ortiz applies the seven principles of the StoryBrand Framework to help you build an effective long lasting social media plan for your brand Most business owners are blindly guessing at their social media strategy and it's costing them time and money This book teaches you how to incorporate the StoryBrand 7 Part Framework into their social media channels to increase engagement and see better results In Social Media Success for Every Brand you will understand exactly what they need to do with their social media to drive growth to their organization through the practical guidance of the five point SHARE model Story How Audience Reach Excellence Social Media Success for Every Brand does not require you to be familiar with Building a StoryBrand but provides enough foundation to prepare you for practical success with their social media content Together with the StoryBrand Framework Claire's SHARE model will help boost customer engagement and grow the organization's brand awareness and revenues

Sales Management Thomas N. Ingram, Raymond W. LaForge, Ramon A. Avila, Charles H. Schwepker Jr, Michael R. Williams, 2024-01-22 This 11th edition of Sales Management continues the tradition of blending the most recent sales management research with the real life best practices of leading sales organizations and sales professionals Reflecting today's emphasis on analytics and customer experience CX this edition focuses on the importance of employing different data based selling strategies for different customer groups as well as integrating corporate business marketing and sales level strategies and plans Sales Management includes coverage of the current trends and issues in sales management along with real world examples from the contemporary business world that are used throughout the text to illuminate chapter discussions The new 11th edition includes Emphasis on data driven decision making ethics the use of artificial intelligence the customer experience leadership sales enablement technology and new communication technologies Updated end of chapter cases with application questions along with skill building experiential exercises with discovery investigations and focused role plays which place students in the role of sales manager Updated ethical dilemmas for students to practice ethical decision making Revised Sales Management in Action boxes Multiple vignettes embedded in each chapter featuring sales management professionals and well known companies discussing key topics from that chapter This text is core reading for postgraduate MBA and executive education students studying sales management An updated online instructor's manual with solutions to cases and exercises a revised test bank and updated PowerPoints is available to adopters

An Executive's Primer on the Strategy of Social

Networks Mason Carpenter,2009-06-01 This book defines social networking and social capital and helps you understand the relationship between them Learn how to leverage the logic and structure of social networks through extensive discussions of current successful models in action and enhance your strategies and competitive advantage This book is a single concise resource that covers both social network and social capital and helps you understand the relationship between them

Business Model Innovation Allan Afuah,2018-10-03 Rooted in strategic management research Business Model Innovation explores the concepts tools and techniques that enable organizations to gain and or maintain a competitive advantage in the face of technological innovation globalization and an increasingly knowledge intensive economy Updated with all new cases this second edition of the must have for those looking to grasp the fundamentals of business model innovation explores the novel ways in which an organization can generate deliver and monetize benefits to customers

Marketing Case Studies in Emerging Markets Dilip S. Mutum,Soo Yeong Ewe,Ezlika M. Ghazali,Racheal Louis Vincent,2024-04-01 There is an increasing interest in emerging markets because of the higher economic growth rates compared to developed economies However these markets have a diverse consumer base with unique needs and preferences As a result companies in these markets face different challenges and opportunities Unfortunately there is a lack of marketing cases from these markets This book presents actual real world marketing cases in these markets offering an in depth look at some of the issues faced by companies in different industries It is hoped that the cases would serve as valuable reference material for academics students professionals in marketing business strategy and other related fields as well as policymakers to better understand the challenges of these markets and develop strategies to succeed in them

The Strategic Management of Information Systems Joe Peppard,John Ward,2016-04-18 A comprehensively updated revision of a book regarded by many as one the leading and authoritative titles for practitioners academics and students in the domain of information systems and technology IS IT strategy Presents a structured framework with tools techniques and ways of thinking which provide a practical approach to building a digital strategy expressed primarily in the language of business and management Brings together the implications of the significant advances in IT and the most useful current thinking research and experiences concerning the business impact and strategic opportunities created by IS IT Peppard and Ward discuss the key questions that managers have to grapple with of where when and how to invest in IS IT which is why a IS IT or digital strategy is required

Lean-AI Adil Dalal,Elizabeth A. Cudney,2025-09-16 We stand at the threshold of a transformative era where the convergence of Lean methodologies and artificial intelligence AI is redefining operational excellence This book is a pioneering exploration of this integration offering a roadmap for organizations seeking to harness AI s potential while preserving the human centric values at the heart of Lean It provides a deep dive into how Lean principles focused on efficiency waste reduction and continuous improvement can be enhanced through AI driven intelligence agility and innovation More than just a technical guide this book is an invitation to rethink the future of work leadership and culture in

an AI powered world **Lean AI A Humanistic Integration of Lean and AI** empowers readers with the tools and insights necessary to navigate the evolving landscape of Industry 5.0 Through real world case studies practical strategies and in depth discussions this book illustrates how organizations can leverage AI to accelerate Lean transformation enhance human performance and drive sustainable growth Readers will gain actionable knowledge on integrating AI with Lean tools such as 5S poka yoke single minute exchange of dies total productive maintenance and value stream mapping among others The book also highlights the critical role of leadership and culture in ensuring AI driven Lean implementations uplift rather than replace human capabilities This book is designed for forward thinking innovators business leaders Lean practitioners and AI enthusiasts eager to explore the synergy between technology and human centric process improvement Whether you are an executive driving digital transformation a Lean expert looking to modernize methodologies or a professional seeking to understand AI's role in operational excellence this book provides a strategic guide to mastering Lean AI integration It is an essential read for those ready to challenge conventional paradigms and embrace the future of efficiency collaboration and intelligent innovation

Career Services and Workforce Development Centers for Libraries Raymond Pun, Arpine Eloyan, Michael R. Oppenheim, 2024-11-18 With the rise of unemployment increased career growth opportunities and changing workforce demographics libraries can support job seekers in several ways **Career Services and Workforce Development Center for Libraries A Guide** serves as a resource for libraries interested in creating supporting or enhancing their career services economic and workforce development programs for their communities Going beyond collection development and hosting job fair activities the book covers teaching resources and interviews from library leaders supporting workforce development initiatives or collaborations ideas on how libraries can be embedded in the workforce development community by providing a series of job readiness activities programs and services show academic and public librarians can support their users exploring career opportunities and development examines employment trends and resources such as generative artificial intelligence to dive into these issues so libraries can stay active in identifying new skill development and technologies to support their communities How can one start a career services or job center program in their libraries What are specialized career services in libraries being offered How can libraries advocate for funding for workforce development Divided into five chapters each chapter addresses these questions and provides a series of examples ideas and resources for readers to consider replicating in their own libraries If you are looking for ideas for your libraries to support a community of job seekers this is the book for you

Handbook of Teaching with Technology in Management, Leadership, and Business Stuart Allen, Kim Gower, Danielle K. Allen, 2020-09-25 Ever evolving technological innovation creates both opportunities and challenges for educators aiming to achieve meaningful and effective learning in the classroom and to equip students with a well honed set of technology skills as they enter the professional world The **Handbook of Teaching with Technology in Management Leadership and Business** is written by experienced instructors using technology in novel and

impactful ways in their undergraduate and graduate courses as well as researchers reporting and reflecting on studies and literature that can guide them on the how and why of teaching with technology *The Buy-In Advantage* Dave Garrison, 2025-06-03 Employees who buy into a company's purpose and goals are the key to driving sustainable bottom line improvements Here's how to get lots of them Most leaders would love to get their people to do more than just show up and do only what's asked They want employees who also bring their best talents ideas and enthusiasm to accomplish what's truly important to the organization Unfortunately most leaders have never been shown how to create a culture of genuine and sustainable buy in As a result they miss out on the amazing advantages that widespread buy in can deliver including easier hiring lower turnover smarter strategies and more consistent execution Dave Garrison is renowned for helping companies foster a culture of high engagement even in the face of adversity or rapid expansion In *The Buy In Advantage* he now offers a practical playbook that will help leaders in any industry or any size company get much better at Recruiting and retaining the right talent Tapping the collective genius of their people Prioritizing the few things that really count which prevents burnout Solving problems without drama And much more By sharing true stories from companies he's led as a CEO and advised as a strategist Garrison shows how to implement these strategies without significant cost extra effort or disruption to core activities His approach leads to immediate improvements as well as long term cultural change The result is a powerful guide to building teams that get things done care about outcomes and solve problems on their own initiative **Digital Business and Electronic Commerce** Bernd W. Wirtz, 2021-03-28 This textbook introduces readers to digital business from a management standpoint It provides an overview of the foundations of digital business with basics activities and success factors and an analytical view on user behavior Dedicated chapters on mobile and social media present fundamental aspects discuss applications and address key success factors The Internet of Things IoT is subsequently introduced in the context of big data cloud computing and connecting technologies with a focus on industry 4.0 smart business services smart homes and digital consumer applications as well as artificial intelligence The book then turns to digital business models in the B2C business to consumer and B2B business to business sectors Building on the business model concepts the book addresses digital business strategy discussing the strategic digital business environment and digital business value activity systems dVAs as well as strategy development in the context of digital business Special chapters explore the implications of strategy for digital marketing and digital procurement Lastly the book discusses the fundamentals of digital business technologies and security and provides an outline of digital business implementation A comprehensive case study on Google Alphabet explaining Google's organizational history its integrated business model and its market environment rounds out the book *400+ Interview Questions & Answers For Achievement Analyst Role* CloudRoar Consulting Services, 2025-08-15 Prepare for your next career opportunity with this comprehensive guide containing 400 interview questions and answers designed to help you succeed in today's competitive job market This book provides an extensive collection of questions covering technical

knowledge practical skills problem solving abilities and workflow optimization making it an indispensable resource for job seekers across industries Whether you are a fresh graduate an experienced professional or someone looking to switch careers this guide equips you with the confidence and knowledge needed to excel in interviews Each question is thoughtfully crafted to reflect real world scenarios and the types of inquiries employers are most likely to ask Detailed answers are provided for every question ensuring you not only understand the correct response but also the reasoning behind it This helps you build a strong foundation in both theory and practical application empowering you to respond effectively during interviews By studying these questions you will improve your critical thinking analytical skills and decision making abilities which are essential for excelling in any professional role The guide covers a wide range of topics relevant to modern workplaces including technical expertise industry best practices problem solving strategies workflow management and communication skills Each section is structured to provide clarity step by step guidance and actionable insights making it easy to focus on your preparation Additionally scenario based questions allow you to practice applying your knowledge in realistic situations ensuring that you can confidently handle complex and unexpected interview questions Designed with job seekers in mind this book emphasizes both knowledge and strategy It helps you understand what interviewers look for how to present your skills effectively and how to demonstrate your value to potential employers Tips on communication problem solving and showcasing your accomplishments are woven throughout the answers allowing you to develop a holistic approach to interview preparation Furthermore this guide is perfect for creating a structured study plan You can divide the questions into categories track your progress and focus on areas where you need improvement The comprehensive nature of the questions ensures that you are prepared for technical assessments behavioral interviews and scenario based discussions By using this book you can reduce anxiety boost confidence and improve your chances of securing your desired position Whether you are preparing for a technical role managerial position or specialized industry specific job this book serves as a one stop resource to help you succeed It is ideal for individuals seeking growth aiming for promotions or exploring new career paths Employers value candidates who are well prepared articulate and demonstrate both technical and soft skills By mastering the questions and answers in this guide you position yourself as a knowledgeable confident and capable candidate Invest in your future and maximize your interview performance with this all inclusive resource With practice and careful study you will gain the confidence to answer even the most challenging questions with clarity and professionalism This book is more than just a collection of questions it is a roadmap to career success skill enhancement and professional growth Take control of your career journey prepare effectively and achieve your professional goals with this essential interview preparation guide Every page is crafted to ensure that you are ready for your next interview fully equipped to impress hiring managers and well prepared to advance in your career

The Future of Sales John Asher, 2022-01-01 A revolutionary guide by renowned sales expert John Asher designed to equip sales professionals with the knowledge and tools they need to

excel in today's dynamic sales environment In *The Future of Sales* Asher explores the latest trends technologies and tactics transforming the sales industry Drawing from his extensive experience and insightful research he presents a comprehensive roadmap to mastering the new landscape of sales using proven neuroscience techniques More than just a forecast of future sales trends this guide provides actionable insights and proven methods for adapting to change and capitalizing on opportunities Whether you're a seasoned business leader or new to the field *The Future of Sales* is your playbook for navigating and succeeding in the new age of sales

Key Features

- Future Focused** Discusses the latest trends technologies and tactics transforming the sales industry
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- Industry Insights** Offers insights from renowned sales expert John Asher backed by extensive research
- Adaptation** Gives advice on adapting to change and capitalizing on opportunities in the sales industry

For All Sales Professionals Suitable for both seasoned sales veterans and those new to the field

Cracking the Leadership Code Alain Hunkins, 2020-03-17 Become the effective proactive leader you aspire to be with this practical tool kit for leading people and organizations Yes you can learn the skills to effectively lead people organizations and employees With the right motivation and knowledge you can be a leader who knows what it takes to succeed Throughout his extensive experience in training leaders author Alain Hunkins discovered that many leaders shared a common trait They were mainly focused on what they were doing but not so focused on how they were doing it especially when it came to working with other people By strengthening their leadership capabilities they could become trusted leaders within their organization improve employee communications and build bridges across hierarchies *Cracking the Leadership Code* shares the valuable principles and practices that Hunkins developed and refined during the 20 years he's worked with leaders When you crack the code you'll have a new operating model for organizational leadership that will help your teams thrive in a 21st century economy Discover the brain science behind leading people Get inspired by real life leadership stories Use a practical leadership tool kit to become a better leader Learn how to communicate influence and persuade others more effectively than ever before With this book as a resource you'll have a new perspective a new framework and new tools at your disposal readily available to guide your leadership You'll learn to establish proactive leader follower relationships To do this you'll use the interconnected elements of Connection Communication and Collaboration When you learn from the author's insightful experiences working with organizations around the world you can accelerate your leadership development and become the leader you've always aspired to be

The Power of Employee Resource Groups Farzana Nayani, 2022-06-07 This is the first authoritative book on building employee resource groups ERGs to empower underrepresented employees and positively impact diversity equity and inclusion DEI efforts within organizations and in society at large In existence for decades ERGs originated out of affirmative action policies and have evolved into powerful sources of employee activity and engagement Organizations can leverage ERGs to support business goals but ERGs can also play a critical role in creating a more inclusive

work environment for marginalized individuals ERGs represent a balance of serving company interests and empowering employees offering the opportunity for innovative leadership within organizations This book is a practical guide on how to manage ERGs effectively and how they inspire a deeper connection between employees and companies while helping us progress toward the DEI goals that we aim to accomplish Participating in an ERG can help professionals of color and other historically excluded groups advance their careers thereby increasing diverse representation in leadership Farzana Nayani provides foundational tools for starting ERGs and outlines the five Ps purpose people processes planning and priorities needed to successfully operate them Unlike other ERG handbooks this book is people centric and socially conscious and thoughtfully takes into account the experiences of employees and leaders during current times It also serves as a deeper call to action around how ERGs can foster authentic change within organizations creating transformative impact in the surrounding world

Strategic Staffing Jean Phillips, 2019-01-15 Formerly published by Chicago Business Press now published by Sage *Strategic Staffing 4e* prepares all current and future managers to take a strategic and modern approach to the identification attraction selection deployment and retention of talent Organizations increasingly realize that their employees are the key to executing their business strategies and the current competition for talent has made the identification and attraction of high performing employees essential for companies to succeed in their marketplaces The right employees give their organization a competitive advantage that sets it apart and drives its performance In today's business environment a company's ability to execute its strategy and maintain its competitive edge depends even more on the quality of its employees And the quality of a company's employees is directly affected by the quality of its recruiting and staffing systems Because hiring managers are involved in the staffing process hiring managers and human resources HR professionals need to be familiar with strategic staffing techniques Over the past 10 years advancing technology and the increased application of data analytics have changed the practices of sourcing recruiting and staffing *Strategic Staffing 4e* is grounded in research communicates practical and modern staffing concepts and the role of staffing in organizational performance and is engaging to read The new edition contains updates to many sections on the roles of technology and analytics and adds more focus to the discussion of ethics that was added to the fourth edition New research findings were also incorporated and many company examples were updated The fifth edition of *Strategic Staffing* continues to present up to date staffing theories and practices in an interesting engaging and easy to read format

Information Technology for Management Efraim Turban, Carol Pollard, Gregory R. Wood, 2021 *Information Technology for Management* provides students with a comprehensive understanding of the latest technological developments in IT and the critical drivers of business performance growth and sustainability Integrating feedback from IT managers and practitioners from top level organizations worldwide the International Adaptation of this well regarded textbook features thoroughly revised content throughout to present students with a realistic up to date view of IT management in the current business environment This

text covers the latest developments in the real world of IT management with the addition of new case studies that are contemporary and more relevant to the global scenario It offers a flexible student friendly presentation of the material through a pedagogy that is designed to help students easily comprehend and retain information There is new and expanded coverage of Artificial Intelligence Robotics Quantum Computing Blockchain Technology IP Intelligence Big Data Analytics IT Service Management DevOps etc It helps readers learn how IT is leveraged to reshape enterprises engage and retain customers optimize systems and processes manage business relationships and projects and more

Identity-Based Brand Management Christoph Burmann,Nicola-Maria Riley,Tilo Halaszovich,Michael Schade,Kristina Klein,Rico Piehler,2025-07-15 This textbook provides a comprehensive overview of identity based brand management based on current research The authors focus on the design of the brand identity which covers the internal perspective of brand management and the resulting external brand image perceived by consumers and other audiences The book covers topics such as brand positioning the design of the brand architecture and brand elements the management of brand touchpoints and the customer journey as well as multi sensory brand management and brand management in a digital environment Further topics covered are international brand management brand management in the retail sector in social media and on digital brand platforms electronic marketplaces Numerous practical examples illustrate the applicability of the concept of identity based brand management The authors show that this concept is a valuable management model to make brands successful In the 3rd edition all chapters were fundamentally revised and latest research findings were integrated A new section on corporate social responsibility due to the increasing importance of brands societal and environmental responsibilities and up to date practical examples were added Additional material is available via an app Download the Springer Nature Flashcards App and use exclusive content to test your knowledge

Talent Intelligence Toby Culshaw,2022-10-03 Leverage the power of Talent Intelligence TI to make evidence informed decisions that drive business performance by using data about people skills jobs business functions and geographies Improved access to people and business data has created huge opportunities for the HR function However simply having access to this data is not enough HR professionals need to know how to analyse the data know what questions to ask of it and where and how the insights from the data can add the most value Talent Intelligence is a practical guide that explains everything HR professionals need to know to achieve this It outlines what Talent Intelligence TI is why it s important how to use it to improve business results and includes guidance on how HR professionals can build the business case for it This book also explains how and why talent intelligence is different from workforce planning sourcing research and standard predictive HR analytics and shows how to assess where in the organization talent intelligence can have the biggest impact and how to demonstrate the results to all stakeholders Most importantly this book covers KPIs and metrics for success short term and long term TI goals an outline of what success looks like and the skills needed for effective Talent Intelligence It also features case studies from organizations including Philips Barclays and Kimberly Clark

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