

Call Center Agent Training Ifc

Inclusive business is hailed as a win-win scenario for the development of poor communities; yet there is little insight into how these inclusive businesses work and, more importantly, for whom. This book aims for a thorough understanding of the range of inclusive businesses in agriculture by examining: the structures they implement, the actors involved, and whether they are effectively inclusive of smallholders. It presents a range of case studies and is therefore empirically based and practically oriented. By offering a critical assessment of inclusive businesses overall, it allows for a better perception of what works where, and under which conditions. It provides useful insights that will benefit smallholders, agribusinesses, support groups, policy makers and investors who are willing to promote more inclusive businesses, that foster a better integration of smallholders into commercial value-chains and a more equitable and sustainable agricultural sector.

This volume offers a detailed conceptual framework for understanding and learning about technology innovation policies and programs, and their implementation in the context of different countries.

2011 Updated Reprint. Updated Annually. Brunei Ecology & Nature Protection Handbook

In the first IEG evaluation of World Bank Group support to youth employment, the findings reveal short-term effects, limited positive results, and lack of evidence. The focus is on investment climate, labor market, and skills. An evidence-based, strategic approach using youth-specific, complementary interventions and multisectoral teams is needed.

The Military Balance is The International Institute for Strategic Studies' annual assessment of the military capabilities and defence economics of 170 countries worldwide. It is an essential resource for those involved in security policymaking, analysis and research. The book is a region-by-region analysis of the major military and economic developments affecting defence and security policies, and the trade in weapons and other military equipment.

Comprehensive tables detail major military training activities, UN and non-UN deployments, and give data on key equipment holdings and defence-expenditure trends over a ten year period. Key Features: Region-by-region analysis: major military issues affecting each region, changes in defence economics, weapons and other military equipment holdings and the trade in weapons and military equipment Comprehensive tables: key data on weapons and defence economics, such as comparisons of international defence expenditure and military manpower Analysis: significant military and economic developments Wallchart: detailed world map that shows current areas of conflict, with explanatory tables. This new edition of The Military Balance provides a unique compilation of data and information enabling the reader to access all required information from one single publication.

Written by prominent thought leaders in the global fintech space, The AI Book aggregates diverse expertise into a single, informative volume and explains what artificial intelligence really means and how it can be used across financial services today. Key industry developments are explained in detail, and critical insights from cutting-edge practitioners offer first-hand information and lessons learned. Coverage includes: - Understanding the AI Portfolio: from machine learning to chatbots, to natural language processing (NLP); a deep dive into the Machine Intelligence Landscape; essentials on core technologies, rethinking enterprise, rethinking industries, rethinking humans; quantum computing and next-generation AI - AI experimentation and embedded usage, and the change in business model, value proposition, organisation, customer and co-worker experiences in today's Financial Services Industry - The future state of financial services and capital markets – what's next for the real-world implementation of AI Tech? - The innovating customer – users are not waiting for the financial services industry to work out how AI can re-shape their sector, profitability and competitiveness - Boardroom issues created and magnified by AI trends, including conduct, regulation & oversight in an algo-driven world, cybersecurity, diversity & inclusion, data privacy, the 'unbundled corporation' & the future of work, social responsibility, sustainability, and the new leadership imperatives - Ethical considerations of deploying AI solutions and why explainable AI is so important

This book vividly traces seven centuries of the collective adventure of French lawyers and analyses their contemporary organizations and practices. The book provides new approaches to many key questions: How can a profession be integrally involved in politics and become one of the builders and defenders of the liberal state? How can a weak profession become a ruling elite? Why do lawyers' markets require a new economics? How does the experience of French lawyers stimulate new perspectives on lawyers worldwide?

From Civil Strife to Peace Building examines peace-building efforts in the fragile West African states of Sierra Leone, Liberia, and Côte d'Ivoire, with a focus on the role of the private sector in leading the reconstruction initiatives. Given that aid and debt relief, the traditional remedies for dependency and underdevelopment, have not been effective, the private sector is increasingly viewed as a major player in the revival of regional economies. Private sector support, however, requires government intervention to improve investment climates, curb corruption, strengthen the security sector, and reduce the cost of doing business. The contributors discuss ways in which West African governments can encourage the greater involvement of business in humanitarian support with incentives that demonstrate alignment with business objectives and profit margins, making humanitarian support simple and, more importantly, profitable and sustainable for both local and foreign investors. Co-published with the Centre for International Governance Innovation (CIGI)

The African Economic Outlook 2017 presents the continent's current state of affairs and forecasts its situation for the coming two years.

2011 Updated Reprint. Updated Annually. Brunei Business and Investment Opportunities Yearbook

The staff working in schools are the most important resource for today's education systems, both educationally and financially. This report aims to provide guidance for the design of effective human resource policies that strengthen, recognise and preserve the positive impact that that teachers, school leaders and other school staff have on their

students.

A major source of financing for the poor and no longer a niche industry Over the past four decades, microfinance—the provision of loans, savings, and insurance to small businesses and entrepreneurs shut out of traditional capital markets—has grown from a niche service in Bangladesh and a few other countries to a significant global source of financing. Some 200 million people globally now receive support from microfinance institutions, with most of the recipients in the developing world. In the beginning, much of the microfinance industry was managed by non-governmental organizations, but today the majority of these institutions are commercial and regulated by governments, and they provide safe places for the poor to save, as well as offering much-needed capital and other financial services. Now out of infancy, the microfinance industry faces major challenges, including its ability to deal with mobile banking and other technology and concerns that some markets are now over-saturated with microfinance. How the industry deals with these and other challenges will determine whether it will continue to grow or will be subsumed within the larger global financial sector. This book is based on the results of a workshop at Lehigh University among thirty-four leaders in the industry. The editors, working with contributions from more than a dozen leading authorities in the field, tell the important story of how microfinance developed, how it has met the needs of hundreds of millions of people, and they address key questions about how it can continue to meet those needs in the future.

Some 176 projects that "represent the status of activity (of mental health training grants) as of the spring of 1974". Broad arrangement by kinds of personnel. Entries include name of grantee, institution, address, grant number, grant duration, and summary of project. Subject index, Index of grantee institutions.

This unique study from the OECD Development Centre presents a comprehensive review by independent experts of the relationships and division of responsibility between the 22 member governments of the OECD Development Assistance Committee (DAC), and NGOs from these donor countries, working in international development. Additional chapters cover the roles of the European Union and the World Bank. Among other themes, the book looks at two very significant issues. First, at the way in which an overemphasis on evaluation may be leading NGOs to focus purely on measuring their output, thus choosing activities which are easily accountable. Second, it examines the important impacts of the evolution in the funding relationship between governments and NGOs - from matching grants to contracts - where NGOs must increasingly compete for contracts.

A state-of-the-art, one-stop resource, Public Administration in South Asia: India, Bangladesh, and Pakistan examines public administration issues and advances in the Indian subcontinent. The book fulfills a critical need. These nations have the largest public administration programs in South Asia, yet existing knowledge on them is fragmented at best. Bringing together leading scholars from these countries, this book provides both an insider perspective and a scholarly look at the challenges and accomplishments in the region. Focusing on the machinery of government, the book explores questions such as: What is the history of public administration development? How are major decisions made in the agencies? Why are anti-corruption efforts so much a challenge? What is the significance of intergovernmental relations? What is the success of administrative reform? What are examples of successful social development programs? How successful is e-government, and what are its challenges? Why is civil service reform difficult to achieve? How is freedom of information being used as a means to combat corruption and invoke grassroots activism? What can be learned from the successes and failures? While public administration practice and education have become considerably professionalized in the last decade, a sufficiently in-depth and well-rounded reference on public administration in these countries is sorely lacking. Most available books tackle only aspects of public administration such as administrative reforms, civil service, economic developments, or public policy, and are country specific. None provide the in-depth analysis of the sphere of public action in South Asia found in this book. It supplies an understanding of how public administration can be either the source of, or solution to, so many of the problems and achievements in the Indian subcontinent.

The heinous attack on Mumbai on 26 November 2008 '26/11' brought to the fore the compelling need to strengthen mechanisms for maritime and coastal security in India. This book, ten years after the attack, aims to advance the academic discourse on the subject. The book traces the evolution of the coastal security construct in India and dwells extensively on the multifarious initiatives taken since '26/11'. The book also undertakes a comprehensive examination of multiple elements of the coastal security construct, and makes policy recommendations for further strengthening coastal security in India. A useful, updated, and insightful resource for academics, policymakers, practitioners, as also those interested in the subject.

This book examines East Asia's inter-state collaborative energy projects to address energy vulnerability. It focuses on projects that have demonstrated effectiveness in addressing vulnerabilities faced by the ten states of the Association of Southeast Asian Nations and China, Japan, and South Korea in Northeast Asia. Including case studies on uncertainties in external sources of oil and gas supply, maritime piracy, continuation of energy poverty, and geographical barriers to cross-border electricity interconnection, expert contributors highlight how collaborative energy projects have been more successful than the traditional state rivalry in energy-related issues. The book develops the framework of energy vulnerability, avoiding usual securitization approaches, instead examining non-traditional security conceptualizations in studying energy policies to examine how issue-specific cooperation efforts between states arise and develop. Using East Asia as a starting point, contributors introduce a framework that advances the study of international energy cooperation. Managing Regional Energy Vulnerabilities in East Asia will be of interest to students and scholars of Asian studies, sociology, development studies, and international political economy particularly the political economy of East Asia, energy and development studies, regional and global governance of energy and the environmental economics.

2011 Updated Reprint. Updated Annually. Brunei Tax Guide

This book, consisting of 17 chapters, focuses on clarifying the challenges, issues, and priorities of Agricultural Education and Training (AET) in sub-Saharan Africa, and provides suggestions for practical solutions that can help guide organisations interested in furthering AET for agricultural development on the continent. It discusses the African context within which a transformed AET system needs to be located; analyses African and international experiences that are relevant to identified AET needs and challenges; dissects AET models that may hold important lessons; and addresses the main critical issues that will impact upon AET in sub-Saharan Africa. The concluding chapter synthesises the ideas, experiences, and evidence from the preceding chapters in order to highlight critical issues for success as well as possible solutions. The book is uniquely positioned to add to a call to action on AET, to pull together state-of-the-art knowledge from within and outside sub-Saharan Africa, and to advance "out of the box" thinking about the principles, values and character of AET for development, with an emphasis on the models that can help to cultivate leaders and change-makers at all levels of the agricultural sector.

Severe economic depression and the difficulty to acquire employment with adequate income have significant impact on a nation's social welfare. The need to provide ample educational opportunities is more imperative than ever, particularly in emerging economies. Technical

Education and Vocational Training in Developing Nations is a comprehensive reference source for the latest literature on optimizing the implementation of curriculum development and instructional design strategies for technical and vocational education. Featuring innovative coverage across a range of relevant topics, such as curriculum deficiency, teacher competencies, and accessible learning, this book is ideally designed for policy makers, academicians, researchers, advanced-level students, technology developers, and educators interested in the improvement of professional learning programs.

A comprehensive guide to the world body's institutions, procedures, policies, specialized agencies, historic personalities, initiatives, and involvement in world affairs, The New United Nations is organized thematically, blending both topical and chronological explanations making reference to current scholarly terms and theories. The first textbook of its kind on the market, it presents the UN in its evolving role in this new era since the Cold War and shows its responsibilities for meeting challenges to the global community.

The Ministry of Finance, Government of India established a High Powered Expert Committee in 2006 to study the feasibility of India's entry into the global market for international financial services and that of Mumbai becoming an international financial center. The Committee's report analyses Mumbai's strengths and weaknesses in terms of the above seven key factors essential for the success of an IFC. The report strives to deliver a nuanced appreciation of the likely costs and benefits of the path to an IFC, based on an understanding of which policy-makers can make a reasoned choice.

Brunei Country Study Guide - Strategic Information and Developments

In our rapidly urbanizing global society, solid waste management will be a key challenge facing all the world's cities. This title provides a fresh perspective and data on one of the biggest issues in urban development.

Dealing with such productivity improvement programmes as action learning, quality circles, inter-firm comparisons and business clinics, this book also offers information on the most important areas in which productivity can be improved and on techniques field-tested in developing countries.

Naval Training Bulletin Explorations in Mental Health Training Project Summaries

The Digital Review of Asia Pacific provides an overview of how information and communication technology (ICT) is being diffused throughout the Asia Pacific region to facilitate socio-economic development. This third annual review provides an analytical overview of the state of ICT4D in the Asia Pacific region. It covers 31 countries and economies including - for the first time - North Korea. Each country is dealt within a separate chapter, which attempts to provide comprehensive coverage of the various aspects of ICT4D in the concerned country at the time of writing (in 2006). The chapters have been written by a team of authors representing different sectors, such as government, academia, industry, and civil society.

This handbook addresses the challenges that agribusiness companies face when working with smallholder suppliers in their value chain.

Private enterprises in advanced economies have been learning to use information and communication technology (ICT) to innovate and transform their processes, products, services and business models, significantly improving productivity and competitiveness. Moreover, the ICT industry itself has become a major source of job creation and a contributor to economic growth and business transformation. A key question today is whether and how developing countries can learn to benefit from the ICT revolution, and what roles the government and private sector can play. Already, a number of developing countries have been inspired by the example of India and China, and are now seeking to jump on the outsourcing bandwagon. Nevertheless, with few exceptions in the developing world, little attention has been paid by policymakers and practitioners to invest systematically and proactively in ICT-enabled growth, poverty reduction and grassroots innovation. Most communities and small and medium-sized enterprises in developing countries, for example, face multiple constraints to adopting and leveraging this general purpose technology, and lack the capabilities for maximizing its potential. In "Enabling Enterprise Transformation", Nagy Hanna draws on his rich experience of over 35 years at the World Bank and other aid agencies as a development strategist and ICT policy expert, the most current research, and best practices from around the world to provide practical tools for promoting economic and social transformation through ICT. He assesses various initiatives to develop and diffuse ICT, such as innovation funds, incubators, parks, public-private partnerships, and comprehensive promotion programs. He argues for the strategic options now open for developing countries to participate in ICT production, to deploy ICT to transform industries and services, and to leverage ICT as a new national infrastructure for improving the business environment and enhancing the competitiveness of the whole economy. The challenge for leaders in developing countries is to create such social and institutional dynamics for learning about ICT use and adaptation at many levels. Lessons gained so far from programs to build these social learning and innovation capabilities at the institutional and grassroots levels should be shared among developing countries, and a dialogue among business leaders, policymakers, development agencies, educational institutions, and the general citizenry must be advanced.

This book constitutes the refereed post-conference proceedings of the Final Conference of the Marie Skłodowska-Curie Initial Training Network for Digital Cultural Heritage, held in Olimje, Slovenia, in May 2017. The 29 revised full papers included in this volume were carefully reviewed and selected from 198 submissions. They focus on interdisciplinary and multi-disciplinary research concerning cutting edge cultural heritage informatics, -physics, -chemistry and -engineering and the use of technology for the representation, documentation, archiving, protection, preservation and communication of cultural heritage knowledge.

The United Nations Human Settlements Programme (UN-Habitat) promotes socially and environmentally sustainable towns and cities with the goal of providing adequate shelter for all.

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