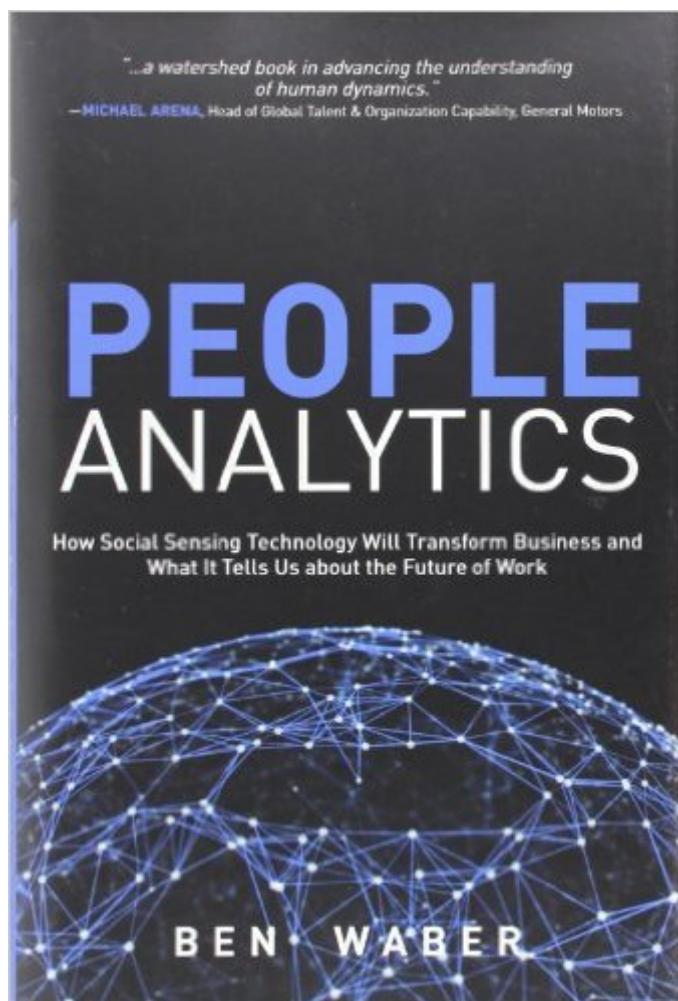


The book was found

People Analytics: How Social Sensing Technology Will Transform Business And What It Tells Us About The Future Of Work (FT Press Analytics)



Synopsis

Discover powerful hidden social "levers" and networks within your company | then, use that knowledge to make slight " tweaks" that dramatically improve both business performance and employee fulfillment! In People Analytics, MIT Media Lab innovator Ben Waber shows how sensors and analytics can give you an unprecedented understanding of how your people work and collaborate, and actionable insights for building a more effective, productive, and positive organization. Through cutting-edge case studies, Waber shows how: Changing the way call center employees spent their breaks increased performance by 25% while significantly reducing stress Quantifying the failure of marketing and customer service to communicate led to a more cohesive and profitable organization Tweaking the balance of in-person and electronic communication can enhance the value of both Sensor data can help you discover who your internal experts really are Identifying employees involved in "creative" behaviors can help you promote innovation throughout your business Sensors and simulations can help you optimize your sick-day policies Measuring informal interactions can improve the chances that a merger, acquisition, or "mega-project" will succeed Drawing on his cutting-edge work at MIT and Harvard, Waber addresses crucial issues ranging from technology to privacy, revealing what will be possible in a few years, and what you can achieve right now. In bringing the power of analytics to organizational development, he offers immense new opportunities to everyone with responsibility for workplace performance.

Book Information

Series: FT Press Analytics

Hardcover: 240 pages

Publisher: FT Press; 1 edition (May 2, 2013)

Language: English

ISBN-10: 0133158314

ISBN-13: 978-0133158311

Product Dimensions: 6.2 x 1 x 8.9 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars | See all reviews (15 customer reviews)

Best Sellers Rank: #276,680 in Books (See Top 100 in Books) #12 in Books > Computers & Technology > Web Development & Design > Website Analytics #124 in Books > Computers & Technology > Business Technology > Social Media for Business #216 in Books > Computers & Technology > Internet & Social Media > Social Media

Customer Reviews

Collaboration is a 21st century buzz word. Ben Waber uses science to prove how collaboration adds significantly to a company's bottom line. If I told you that changing how people spent 15 minutes of their day could yield \$15 million in profit, would you believe me? You should because Ben Waber et al. proved it in their experiments namely the water cooler effect during his research at MIT. He wrote his findings as a fantastic read called *People Analytics: How social sensing technology will transform business and what it tells us about the future of work*. Waber collected data from modified employee worn id badges and analyzed the effects of human interactions. While email data can easily be mined to produce a description of written office communication, Waber and his team at MIT wanted to capture the "hidden" communication in office settings. The value of the coffee break Waber et al. studied the effects of synchronized coffee breaks for call center employees at Bank of America. The results showed conclusively that employees were more cohesive and less stressed as a result of taking their "coffee" breaks with colleagues. The experiment did not require employees to communicate, they did that naturally. The orchestrated communication made employees feel more cohesive. These factors increased productivity and significantly decreased employee turnover. All significantly increasing BoA's bottom line. Co-location and outsourcing software development Next, Waber investigated remote teams working together. Obviously, teams working together, at the same location, is ideal. But, what about remote teams? How can we increase their productivity?

[Download to continue reading...](#)

People Analytics: How Social Sensing Technology Will Transform Business and What It Tells Us about the Future of Work (FT Press Analytics) Remote Sensing of Aquatic Coastal Ecosystem Processes: Science and Management Applications (Remote Sensing and Digital Image Processing) Analytics: Data Science, Data Analysis and Predictive Analytics for Business (Algorithms, Business Intelligence, Statistical Analysis, Decision Analysis, Business Analytics, Data Mining, Big Data) Data Analytics: Practical Data Analysis and Statistical Guide to Transform and Evolve Any Business. Leveraging the Power of Data Analytics, Data ... (Hacking Freedom and Data Driven) (Volume 2) Social Media Analytics: Techniques and Insights for Extracting Business Value Out of Social Media (IBM Press) The Future of the Professions: How Technology Will Transform the Work of Human Experts The Social Work Experience: An Introduction to Social Work and Social Welfare (6th Edition) (Connecting Core Competencies) Social Skills - Social Fluency: Genuine Social Habits to Work a Room, Own a Conversation, and be Instantly Likeable...Even Introverts! (Communication

Skills, Small Talk, People Skills Mastery) Data Analytics: What Every Business Must Know About Big Data And Data Science (Data Analytics for Business, Predictive Analysis, Big Data) The Social Organism: A Radical Understanding of Social Media to Transform Your Business and Life Business Plan: Business Tips How to Start Your Own Business, Make Business Plan and Manage Money (business tools, business concepts, financial freedom, ... making money, business planning Book 1) Social Media: Master, Manipulate, and Dominate Social Media Marketing With Facebook, Twitter, YouTube, Instagram and LinkedIn (Social Media, Social Media ... Twitter, Youtube, Instagram, Pinterest) Social Security & Medicare Facts 2016: Social Security Coverage, Maximization Strategies for Social Security Benefits, Medicare/Medicaid, Social Security Taxes, Retirement & Disability, Ser Social Media: Master Strategies For Social Media Marketing - Facebook, Instagram, Twitter, YouTube & LinkedIn (Social Media, Social Media Marketing, Facebook, ... Instagram, Internet Marketing Book 3) Remote Sensing and GIS for Ecologists: Using Open Source Software (Data in the Wild) Introduction to Remote Sensing, Fifth Edition Fundamentals of Perinatal Social Work: A Guide for Clinical Practice with Women, Infants, and Families (Monograph Published Simultaneously As Social Work in Health Care , Vol 24, No 3-4) Analytics: Data Science, Data Analysis and Predictive Analytics for Business Masters Social Work Exam Flashcard Study System: ASWB Test Practice Questions & Review for the Association of Social Work Boards Exam (Cards) Winning with Data: Transform Your Culture, Empower Your People, and Shape the Future

[Dmca](#)