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Annotated Bibliography

Harrison, Guy. “How Will COVID-19 Affect Emerging Technologies?” Database Trends and Applications, Unisphere Media, 1 July 2020, www.dbta.com/Editorial/News-Flashes/How-Will-COVID-19-Affect-Emerging-Technologies-141252.aspx.

Most software development is remote, and as a result the software industry has been impervious to the effects of a COVID-19. In his article *How Will COVID-19 Affect Emerging Technologies?* , Guy Harrison, a remote software engineer, discusses the impact Covid-19 has had on businesses, and what may happen down the road. Harrison provides a prospective from someone on the other side of the industry. In the text, Harrison states “For most businesses, the immediate impact of the pandemic was twofold. First, there was an abrupt need to transition to a work-from-home model. Second, there was a sudden shift in product demand. For most businesses, this change was negative, as economic hardship reduced demand across the board.” This really established that COVID was a double-sided coin for businesses across the globe.

I want to understand Steves outlook with everything going on. COVID-19 has had, and continues to have, negative repercussions on globalization as a whole. However, like Harrison, Steve is currently in an industry that is not affected by COVID-19. This article shows an outside prospective on what was happening to businesses that aren’t benefiting from COVID-19. Relative to everything going on, this puts prospective on where Steve likely is mentally. It's important to understand the effect COVID has had and will have on his supply chain. In addition, this opens the conversation up for discussing the hardships Steve has overcome in a similar vein as COVID-19.

Davison, Edwin D. “Logistics Management.” Salem Press Encyclopedia, 2019. EBSCOhost, search.ebscohost.com/login.aspxdirect=true&AuthType=shib&db=ers&AN=89163828&site=eds-live.

Edwin Davison is an expert in the field of supply chain management. Davison released the article *Logistics Management*. There a lot of intricacies in the field and Davison aims to bridge the gap between the novice, and the expert in recognizing what to watch out for. In the article, he clarifies the disasters that can occur, stating “the end results of poor logistics management are higher costs, a possible loss of customers, lower market share, and not surprisingly, lower profit.” Optimization is reoccurring theme throughout this text.

Steve was a logistics manager for a large part of his career. Charles Poirier’s book Supply Chain Optimization touches into the networking practices that leads to good supply chain. Davison’s article glued together some of the ideas presented, but from the angle of what happens when people don’t succeed. This gives background into some of the competencies a person needs to have in order to succeed and what happens when they don't. It also raises a lot of good question about Steve, and his tactics, and times he has had to overcome, and rebuild things in various companies.

David R. Caruso, and Peter Salovey. The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership. Vol. 1st ed, Jossey-Bass, 2004. EBSCOhost, search.ebscohost.com/login.aspxdirect=true&AuthType=shib&db=nlebk&AN=106985&site=ehost-live.

In *The Emotionally Intelligent Manager*, Caruso touches into emotional management, through stories of experience and advice. Caruso presents his findings from the prospective someone in a managerial position. In one part of the text, Caruso raises a point about moods and emotions in the workplace stating “Getting in the right mood starts with accurate emotional identification. Then you need to tap your knowledge of how your feelings and thoughts work together as a team.” Anecdotes like this are all over the text. The presentation, while targeted for a manager, is also appropriate for those outside of management.

Steve has spent a lot of time acting in high stress situations, with high maintenance people. Caruso holds a Doctorate in psychology and specializes in emotional management. Using his skillset, Caruso provides context into what it is like to not only be a manager, but an emotionally competent one at that. Steve must manage his emotions, as well as the emotions of his team. Having more background on how professionals handle themselves is important in understanding him throughout the interview process.

Bonsu, Samuel, and Matthew Kuofie. “Small Business Survival.” Journal of Marketing & Management, vol. 10, no. 1, May 2019, pp. 51–63. EBSCOhost, search.ebscohost.com/login.aspxdirect=true&AuthType=shib&db=bth&AN=141061104&site=eds-live.

Joint authors of Small Business Survival, Samuel Bonsu and Mathew Kuofie both hold a PHD in business. The book touches into the significance of small businesses, as well as why they fail and the repercussions of such. For example, “The problem of small business closures may be due to a lack of effective management and leadership. Effective management entails helping employees maximize their full potential, hiring the right people to perform specific tasks, and providing the necessary information and tools that may be required to get the task accomplished.”. The text touches on the different operation styles big companies have in comparison to small companies. There is divide between big business and small business, where big takes small. The text aims to show the importance of small business, and how small business can learn from big business in a symbiotic relationship.

Small business and big business have been a part of Steves work history. He spent a large part of his youth growing companies. This text holds the unique position of looking at both big business, and small business, objectively. This is good because it provides an outlook on how big business and small business work. If Steve answers a question about a small business he worked in, I can understand his prospective from the context of what I understand about that type of business allowing me to better frame my next question.

Malhotra, Deepak. Negotiating the Impossible: How to Break Deadlocks and Resolve Ugly Conflicts. Vol. First edition, Berrett-Koehler Publishers, 2016. EBSCOhost, search.ebscohost.com/login.aspxdirect=true&AuthType=shib&db=nlebk&AN=1109036&site=ehost-live.

Negotiations are a key component of business. Deepak Malhotra is a Harvard professor of business that specializes in negotiations. Deepak believes that successful negotiations can be broken up into three stages. These stages are framing, process, and empathy. In addition to these stages, Deepak uses a lot of real-life examples to iterate the process of negotiating in a nonviolent way. For example, Deepak states “Even the most important relationships usually begin with interactions that have relatively lower stakes. Wars often begin with skirmishes. Peace processes often start with attempts at a cease-fire.”. Nonviolence is the overall goal Deepak has in his tactics and he exercises this notion throughout the text.

In addition to high stress situations, Steve has also dealt with a lot of negotiations. His ability to negotiate is characteristic of who is, even outside of his work life. There is a lot of negotiating when dealing with startup companies, and supply chain operations. Understanding the process that goes into professional negotiation is important if I want to understand what Steve had to adapt to in his day to day work. This book is a good introduction into understanding the mentality a negotiator needs.

Joseph Geunes, and Panos M. Pardalos. Supply Chain Optimization. Springer, 2005. EBSCOhos t, search.ebscohost.com/login.aspxdirect=true&AuthType=shib&db=nlebk&AN=146485&site= ehost-live.

Charles Poirier is an industry expert of over 40 years. In Poirier’s book Supply Chain Optimization, he aims to show how operations can be fine-tuned. In the text he states, “Only by incessantly chasing every possible avenue of process improvement and seeking any beneficial enhancement to quality, productivity, cost, and customer satisfaction can companies hope to survive into the next century” He chases every possible avenue as you go through the text showing the different ways each step in the supply chain be optimized.

At a deeper level this book can prove to be a powerful reference to where things can improve in a supply chain. At a surface level this book is informative because it shows not only what a supply chain is, but what goes into. The supply chain is a huge part of what Steve does in his line of work. As a result, understanding how it works is important in being able to understand what he does. Taking that into consideration this book is a good introduction into what Steve’s career entails.