

Susanna Opper

Publications

BOOKS

TECHNOLOGY FOR TEAMS: Enhancing Productivity in Networked Organizations, Henry Fersko-Weiss, co-author, 1992, Van Nostrand Reinhold, New York.

BOOK CHAPTERS

“Staying Human in a Machine-dominated World,” in *Web-Weaving: Intranets, Extranets and Strategic Alliances*, Paula Boyle and Peter Lloyd, eds., 1998, Butterworth-Heinemann, London.

“Lloyd’s Register Quality Assurance: Quality Management Begins at Home,” in *Transforming Organizations through Groupware: Lotus Notes in Action*, Peter Lloyd and Roger Whitehead, eds., 1996, Springer Verlag, London.

“Managing Technological Change,” in *New Tools for New Times: The Workflow Paradigm*, Second Edition, The Impact of Information Technology on Business Process Reengineering, Layna Fischer, ed., 1996, Future Strategies, Inc., Book Division, Lighthouse Point, FL.

“You Are Not Alone: Computer Networks Help People Learn from Others,” in *Health and Fitness in the Workplace: Health Education in Business Organizations*, Samuel H. Klarreich, ed., 1987, Praeger, NY.

ARTICLES

“Class in Session: Does Classroom Education for CRM Still Make Sense?” Will Ryan, co-author, August 2002, *DestinationCRM.com*
<http://www.destinationcrm.com/articles/default.asp?ArticleID=2433>

“Where Are We After Sept. 11?” January 2002, *Berkshire Trade & Commerce*.

“Have You Ever Listened to Your E-Mail?—Commentary” Vol. 3, No. 2, Winter 2001, *Reflections, The SoL Journal on Knowledge, Learning, and Change*.

(continued)

“Are You Selling to the Right People?” Will Ryan, co-author, July 2001, *Consulting Today*.

“Negative Attitudes about Sales Process Can be Costly Problem for Small Business Owners,” Will Ryan, co-author, March 2000, *Berkshire Trade & Commerce*.

“Demystifying the Selling Process,” Will Ryan, co-author, June 2000, *Berkshire Trade & Commerce*.

“‘Social Styles’ Model Offers Insights to Sales Success,” Will Ryan, co-author, September 2000, *Berkshire Trade & Commerce*.

“Getting More Out of Meetings,” November 1995, *Berkshire Business Journal*.

“Groupware: Technology Makes Teamwork Easier,” January 1990, *TRIAL*.

“A Groupware Toolbox,” December 1988, *BYTE*.

“Making the Right Moves with Groupware,” December 1988, *Personal Computing*.

“Strength in Numbers—Groupware May Revolutionize the Way We Work,” August 1988, *Computerworld Focus*.

“Making Disparate Data Environments Seem Like One,” September 1987, *Computers in Banking*.

“Computer Conferencing Adds a New Dimension to the Workplace,” April 1987, *PC Week*.

“Networking via Computer,” May 1986, *Computer News for Physicians*.

“Corporations Conquer Distance,” A. David Boomstein, co-author, November, 1984, *Computer Decisions*.

“Keep Corporate Teams on Target,” November 1984, *Computer Decisions*.

“Meetings of the Minds,” December 1983, *Data Training*.

WHITE PAPERS

“Knowledge Management with Lotus Notes R5,” January 1999, *Iris Today*.

“Choosing and Implementing a Groupware System,” *Datapro, Workgroup Computing Series—Strategies and LAN Services*, July 1992.