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## **KEY=SAKS - ORR CASTILLO**

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### **INDUSTRIAL/ORGANIZATIONAL PSYCHOLOGY**

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**Cengage Learning Striking a balance between research, theory, and application, the sixth edition of INDUSTRIAL/ORGANIZATIONAL PSYCHOLOGY: AN APPLIED APPROACH prepares students for their future careers through a combination of scholarship, humor, case studies, and practical applications. Students will see the relevance of industrial/organizational psychology to their everyday lives through such practical applications as how to write a resume, survive an employment interview, write a job description, create a performance appraisal instrument, and motivate employees. Charts and tables simplify such complicated issues as employment law, job satisfaction, work motivation and leadership. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.**

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### **PRINCIPLES OF MARKETING**

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**An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features**

summarising ideas and themes, a mix of mini and major case studies to illuminate concepts, and critical thinking exercises for applying skills.

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## **THE CULTURAL COLD WAR**

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### **THE CIA AND THE WORLD OF ARTS AND LETTERS**

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New Press, *The During the Cold War*, freedom of expression was vaunted as liberal democracy's most cherished possession—but such freedom was put in service of a hidden agenda. In *The Cultural Cold War*, Frances Stonor Saunders reveals the extraordinary efforts of a secret campaign in which some of the most vocal exponents of intellectual freedom in the West were working for or subsidized by the CIA—whether they knew it or not. Called "the most comprehensive account yet of the [CIA's] activities between 1947 and 1967" by the *New York Times*, the book presents shocking evidence of the CIA's undercover program of cultural interventions in Western Europe and at home, drawing together declassified documents and exclusive interviews to expose the CIA's astonishing campaign to deploy the likes of Hannah Arendt, Isaiah Berlin, Leonard Bernstein, Robert Lowell, George Orwell, and Jackson Pollock as weapons in the Cold War. Translated into ten languages, this classic work—now with a new preface by the author—is "a real contribution to popular understanding of the postwar period" (*The Wall Street Journal*), and its story of covert cultural efforts to win hearts and minds continues to be relevant today.

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### **THE CAMBRIDGE HANDBOOK OF INSTRUCTIONAL FEEDBACK**

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Cambridge University Press This book brings together leading scholars from around the world to provide their most influential thinking on instructional feedback. The chapters range from academic, in-depth reviews of the research on instructional feedback to a case study on how feedback altered the life-course of one author. Furthermore, it features critical subject areas - including mathematics, science, music, and even animal training - and focuses on working at various developmental levels of learners. The affective, non-cognitive aspects of feedback are also targeted; such as how learners react emotionally to receiving feedback. The exploration of the theoretical underpinnings of how feedback changes the course of instruction leads to practical advice on how to give such feedback effectively in a variety of diverse contexts. Anyone interested in researching instructional feedback, or providing it in their class or course, will discover why, when, and where instructional feedback is effective and how best to provide it.

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### **THE PROFESSION OF ARMS**

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### **ETHICS IN PSYCHOLOGY AND THE MENTAL HEALTH PROFESSIONS**

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## **STANDARDS AND CASES**

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Oxford University Press Most mental health professionals and behavioral scientists enter the field with a strong desire to help others, but clinical practice and research endeavors often involve decision-making in the context of ethical ambiguity. Good intentions are important, but unfortunately, they do not always protect the practitioner and client from breaches in ethical conduct. Academics, researchers, and students also face a range of ethical challenges from the classroom to the laboratory. Now in a new expanded edition, *Ethics in Psychology and the Mental Health Professions*, the most widely read and cited ethics textbook in psychology, has emerged with a broadened scope extending across the mental health and behavioral science fields. The revised volume considers many of the ethical questions and dilemmas that mental health professionals encounter in their everyday practice, research, and teaching. The book has been completely updated and is now also relevant for counselors, marriage and family therapists, social workers, and psychiatrists, and includes the ethics codes of those groups as appendices. Providing both a critical assessment and elucidation of key topics in the APA's guidelines, this comprehensive volume takes a practical approach to ethics and offers constructive means for both preventing problems, recognizing, approaching, and resolving ethical predicaments. Written in a highly readable and accessible style, this new edition retains the key features which have contributed to its popularity, including hundreds of case studies that provide illustrative guidance on a wide variety of topics, including fee setting, advertising for clients, research ethics, sexual attraction, how to confront observed unethical conduct in others, and confidentiality, among others. *Ethics in Psychology and the Mental Health Professions* will be important reading for practitioners and students-in training. An instructors manual is available for professors on <http://www.oup.com/us/companion.websites/9780195149111>

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## **FAMILY WARS**

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### **STORIES AND INSIGHTS FROM FAMOUS FAMILY BUSINESS FEUDS**

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Kogan Page Publishers Many of the world's most successful businesses are family owned. With this comes the threat of family bust-ups, sibling rivalry and petty jealousies. *Family Wars* takes you behind the scenes on a rollercoaster ride through the ups and downs of some of the biggest family-run companies in the world, showing how family in-fighting has threatened to bring about their downfall. Whether it's the Redstone's courtroom battles or the feud over Henry Ford's reluctance to let go of the reins, the book reveals the origins, the extent and the final resolution of some of the most famous family feuds in recent history. Names you'll recognise include: the Gallo Family; the Guinness story; the Pathak family; and the Gucci family. An astonishing exposé of the way families do

business and how arguments can threaten to blow a business apart, Family Wars also offers valuable advice on how such problems can be contained and solved.

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## **CARDIAC CELL BIOLOGY**

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Springer Science & Business Media Cardiac cell biology has come of age. Recognition of activated or modified signaling molecules by specific antibodies, new selective inhibitors, and fluorescent fusion tags are but a few of the tools used to dissect signaling pathways and cross-talk mechanisms that may eventually allow rational drug design. Understanding the regulation of cardiac hypertrophy in all its complexity remains a fundamental goal of cardiac research. Since the advancement of adenovirally mediated gene transfer, transfection efficiency is no longer a limiting factor in the study of cardiomyocytes. A limiting factor in considering cell transplantation as a strategy to repair the damaged heart is cell availability at the right time. Cardiac gap junctions, intercellular communication channels that allow electrical and metabolic coupling and play an important role in arrhythmogenesis are now understood to be exquisite sensors of cardiac change. The reports in this volume include elegant studies that made use of cutting edge technological advances and many specialized reagents to address these issues.

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## **CONSUMER BEHAVIOR**

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Pearson Education India

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### **WHY WE BUY**

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### **THE SCIENCE OF SHOPPING--UPDATED AND REVISED FOR THE INTERNET, THE GLOBAL CONSUMER, AND BEYOND**

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Simon and Schuster A revised edition of a best-selling work on America's consumer culture makes observations about the retail practices of other cultures, describes the latest trends in online retail, and makes recommendations for how major companies can dramatically improve customer service practices. Original.

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## **INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY**

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An exploration of contemporary theories in the fields of industrial and organizational psychology, micro-organizational behavior, and human resource management.

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### **ETHICS IN PSYCHOLOGY**

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### **PROFESSIONAL STANDARDS AND CASES**

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Oxford University Press, USA "Written in a highly readable and accessible style, this new edition retains the key features that have contributed to its

popularity, including hundreds of case studies that provide illustrative guidance on a wide variety of topics, including fee setting, advertising for clients, research ethics, sexual attraction, how to confront observed unethical conduct in others, and confidentiality. Ethics in Psychology and the Mental Health Professions will be important reading for practitioners and students in training."--BOOK JACKET.

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### **STRATEGIC MANAGEMENT AND COMPETITIVE ADVANTAGE: CONCEPT AND CASES, EBOOK, GLOBAL EDITION**

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Pearson Higher Ed For courses in strategy and strategic management. Core strategic management concepts without the excess. Just the essentials, Strategic Management and Competitive Advantage strips out excess by only presenting material that answers the question: does this concept help students analyze real business situations? This carefully crafted approach provides students with all the tools necessary for strategic analysis. MyManagementLab for Strategic Management is a total learning package. MyManagementLab is an online homework, tutorial, and assessment program that truly engages students in learning. It helps students better prepare for class, quizzes, and exams—resulting in better performance in the course—and provides educators a dynamic set of tools for gauging individual and class progress. Please note that the product you are purchasing does not include MyManagementLabLab.

MyManagementLabLab Join over 11 million students benefiting from Pearson MyLabs. This title can be supported by MyManagementLabLab, an online homework and tutorial system designed to test and build your understanding. Would you like to use the power of MyManagementLabLab to accelerate your learning? You need both an access card and a course ID to access MyManagementLabLab. These are the steps you need to take: 1. Make sure that your lecturer is already using the system Ask your lecturer before purchasing a MyLab product as you will need a course ID from them before you can gain access to the system. 2. Check whether an access card has been included with the book at a reduced cost If it has, it will be on the inside back cover of the book. 3. If you have a course ID but no access code, you can benefit from MyManagementLabLab at a reduced price by purchasing a pack containing a copy of the book and an access code for MyManagementLabLab (ISBN:9781292060378) 4. If your lecturer is using the MyLab and you would like to purchase the product... Go to [www.mymanagementlab.com](http://www.mymanagementlab.com) to buy access to this interactive study programme. For educator access, contact your Pearson representative. To find out who your Pearson representative is, visit [www.pearsoned.co.uk/relocator](http://www.pearsoned.co.uk/relocator)

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### **ALTERNATIVE MEDICINE FOR THE ELDERLY**

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Springer Science & Business Media The explosion of information about complementary and alternative medicine (CAM) has demanded the

attention of health professionals and responsible consumers, including the elderly. Increasingly, medical schools are providing education about CAM. This book brings together for academicians and interested mainstream practitioners much of the current information on CAM and its role in the health of the elderly. The individual chapters are thoroughly researched and quite readable, even for patients and the lay public concerned with the state of the evidence and art supporting CAM's role in prevention and management of illness and well-being. This book provides educators with much necessary information needed to prepare coursework and learning activities. Although definitive data are lacking regarding efficacy and even safety of CAM methodologies, many chapters in this book summarize the existing evidence in a usable way. The topics analyzed range from well-accepted therapies, such as vitamin E for dementia and zinc tablets for the common cold, to far less conventional therapies such as transcendental meditation. The conclusions are often surprising, but well-presented and defended. Even the most highly controversial areas, such as the use of acupuncture to treat low back pain and osteoarthritis of the knee, are thoroughly and fairly reviewed. Finally, the chapters address some of the political issues that challenge CAM. These issues include who should be allowed to practice a CAM discipline whose efficacy is not based on the scientific method, and some of the state-to-state variations in practice standards and licensure.

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## **ROBOT RULES**

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### **REGULATING ARTIFICIAL INTELLIGENCE**

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Springer This book explains why AI is unique, what legal and ethical problems it could cause, and how we can address them. It argues that AI is unlike any other previous technology, owing to its ability to take decisions independently and unpredictably. This gives rise to three issues: responsibility--who is liable if AI causes harm; rights--the disputed moral and pragmatic grounds for granting AI legal personality; and the ethics surrounding the decision-making of AI. The book suggests that in order to address these questions we need to develop new institutions and regulations on a cross-industry and international level. Incorporating clear explanations of complex topics, Robot Rules will appeal to a multi-disciplinary audience, from those with an interest in law, politics and philosophy, to computer programming, engineering and neuroscience.

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## **INFORMATION SYSTEMS THEORY**

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### **EXPLAINING AND PREDICTING OUR DIGITAL SOCIETY, VOL. 1**

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Springer Science & Business Media The overall mission of this book is to provide a comprehensive understanding and coverage of the various theories and models used in IS research. Specifically, it aims to focus on the following key objectives: To describe the various theories and models

applicable to studying IS/IT management issues. To outline and describe, for each of the various theories and models, independent and dependent constructs, reference discipline/originating area, originating author(s), seminal articles, level of analysis (i.e. firm, individual, industry) and links with other theories. To provide a critical review/meta-analysis of IS/IT management articles that have used a particular theory/model. To discuss how a theory can be used to better understand how information systems can be effectively deployed in today's digital world. This book contributes to our understanding of a number of theories and models. The theoretical contribution of this book is that it analyzes and synthesizes the relevant literature in order to enhance knowledge of IS theories and models from various perspectives. To cater to the information needs of a diverse spectrum of readers, this book is structured into two volumes, with each volume further broken down into two sections. The first section of Volume 1 presents detailed descriptions of a set of theories centered around the IS lifecycle, including the Success Model, Technology Acceptance Model, User Resistance Theories, and four others. The second section of Volume 1 contains strategic and economic theories, including a Resource-Based View, Theory of Slack Resources, Portfolio Theory, Discrepancy Theory Models, and eleven others. The first section of Volume 2 concerns socio-psychological theories. These include Personal Construct Theory, Psychological Ownership, Transactive Memory, Language-Action Approach, and nine others. The second section of Volume 2 deals with methodological theories, including Critical Realism, Grounded Theory, Narrative Inquiry, Work System Method, and four others. Together, these theories provide a rich tapestry of knowledge around the use of theory in IS research. Since most of these theories are from contributing disciplines, they provide a window into the world of external thought leadership.

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### **SOCIALISM & MARGINALISM IN ECONOMICS 1870 - 1930**

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Routledge First published in 1995. Routledge is an imprint of Taylor & Francis, an informa company.

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### **A CONCISE GUIDE TO MARKET RESEARCH**

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### **THE PROCESS, DATA, AND METHODS USING IBM SPSS STATISTICS**

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Springer This accessible, practice-oriented and compact text provides a hands-on introduction to market research. Using the market research process as a framework, it explains how to collect and describe data and presents the most important and frequently used quantitative analysis techniques, such as ANOVA, regression analysis, factor analysis and cluster analysis. The book describes the theoretical choices a market researcher has to make with regard to each technique, discusses how these are converted into actions in IBM SPSS version 22 and how to interpret the output. Each chapter concludes with a case study that illustrates the

process using real-world data. A comprehensive Web appendix includes additional analysis techniques, datasets, video files and case studies. Tags in the text allow readers to quickly access Web content with their mobile device. The new edition features: Stronger emphasis on the gathering and analysis of secondary data (e.g., internet and social networking data) New material on data description (e.g., outlier detection and missing value analysis) Improved use of educational elements such as learning objectives, keywords, self-assessment tests, case studies, and much more Streamlined and simplified coverage of the data analysis techniques with more rules-of-thumb Uses IBM SPSS version 22

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## **URBAN TOURISM AND URBAN CHANGE**

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### **CITIES IN A GLOBAL ECONOMY**

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Routledge Urban Tourism and Urban Change: Cities in a Global Economy provides both a sociological / cultural analysis of change that has taken place in many of the world's cities. This focused treatment of urban tourism examines the implications of these changes for urban management and planning sense, for success and failure in metropolitan change. Uniquely suited for teaching purposes, Costas Spirou integrates numerous case studies of cities to illuminate the significant impact and promise of tourism on urban image and economic development.

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## **FORENSIC DENTISTRY**

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CRC Press Identification of unknown individuals and the determination of their age, race, and sex is one of the most important functions of forensic dentistry. Throughout history, this procedure has been used to establish difficult identifications, including Adolph Hitler, Eva Braun, Lee Harvey Oswald, and actor William Holden. Other essential applications of forensic dentistry include mass disaster investigations, evaluating bite marks and bitemark evidence in death investigations, child abuse investigations, and in civil litigation for evaluating oral or temporomandibular injuries related to accidents. This book explains these procedures in a comprehensive way that takes you step-by-step through the world of forensic dental investigations. The areas of forensic dentistry have come a long way in recent years. New and unique discussions offer information that will benefit professionals faced with many of the current aspects of the science. Topics include how to deal with a trial or an aggressive attorney and how to assess buried crime scene evidence (the application of forensic geotaphonomy in forensic archaeology). Forensic Dentistry illustrates the proper handling and evaluation of dental evidence. Its broad coverage also includes important information for legal and police science professionals who must properly evaluate and present dental findings. This book covers all standard examination practices of dental evidence, including identification of unknown individuals (age, race, sex). Whether you are a

medical examiner or a pathologist who needs to know about the proper handling and evaluation of dental evidence, a legal or police science professional who needs to know how to deal with the proper presentation of dental findings in a court of law, or a dentist who wants to use your training and experience in a unique, interesting, and challenging way, this book is for you!

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## **THE LEOPARD HUNTS IN DARKNESS**

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### **THE BALLANTYNE SERIES 4**

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Bonnier Publishing Fiction Ltd. Craig got no further, for Tungata's anger turned to red fury. He was shaking with it, it clouded his gaze and knotted the muscles at the points of his heavy lantern jaw. "Be silent," he hissed. "You meddle in matters that you do not understand, and that do not concern you. Leave this land before they overwhelm you." His family's past. His country's future. Bestselling author Craig Mellow is tired of fame, and wants only to return to his family's old home in Zimbabwe. Although it's now derelict, Craig wants to rebuild and turn Rholands into a functioning ranch and tourist safari, but finds his way unexpectedly blocked by his old friend, now government minister, Tungata Zebwe. Working with acclaimed photographer Sally-Anne Jay, Craig is able to uncover Tungata's corruption and continue with his planned restoration. However, there is new fighting on the horizon that may threaten not only Rholands, but the lives of all who live there. In their desperate attempts to escape, Craig and Sally-Anne will learn that no one is truly who they say... The fourth book in the epic Ballantyne Series

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## **HANDBOOK OF PSYCHOLOGY, EDUCATIONAL PSYCHOLOGY**

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John Wiley & Sons Psychology is of interest to academics from many fields, as well as to the thousands of academic and clinical psychologists and general public who can't help but be interested in learning more about why humans think and behave as they do. This award-winning twelve-volume reference covers every aspect of the ever-fascinating discipline of psychology and represents the most current knowledge in the field. This ten-year revision now covers discoveries based in neuroscience, clinical psychology's new interest in evidence-based practice and mindfulness, and new findings in social, developmental, and forensic psychology.

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## **HANDBOOK OF PSYCHOLOGY, EDUCATIONAL PSYCHOLOGY**

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John Wiley & Sons Includes established theories and cutting-edge developments. Presents the work of an international group of experts. Presents the nature, origin, implications, an future course of major unresolved issues in the area.

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## **ECRM 2019 - PROCEEDINGS OF THE 18TH EUROPEAN CONFERENCE ON RESEARCH METHODOLOGY FOR BUSINESS AND MANAGEMENT STUDIES**

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Acpi! These proceedings represent the work of contributors to the 18th European Conference on Research Methodology for Business and Management Studies (ECRM 2019), hosted by Wits Business School, University of Witwatersrand, Johannesburg, South Africa on 20-21 June 2019. The Conference Chair is Prof. Anthony Stacey, from Wits Business School and the Programme Chair is Prof. Louise Whittaker, from University of Pretoria. ECRM is now a well-established event on the academic research calendar and now in its 18th year the key aim remains the opportunity for participants to share ideas and meet the people who hold them. The scope of papers will ensure an interesting two days. The subjects covered illustrate the wide range of topics that fall into this important and ever-growing area of research. This year marks the first time the European Conference on Research Methodology for Business and Management Studies has been hosted outside of Europe. We are pleased to take the conference on tour to South Africa in order to facilitate a wider and more diverse range of participants. The opening keynote presentation is given by Prof. Dan Remenyi, who is extraordinary professor at the University of the Western Cape, on the topic of Being a Successfully Published Academic Researcher. The second day of the conference will open with an address by Dr Jayshina Punwasi, Clinical Manager at the Helen Joseph Hospital in Gauteng, who's talk is entitled From Clinician to Researcher to Manager: The Practical Application of Research Methodology. With an initial submission of 129 abstracts, after the double blind, peer review process there are 42 Academic research papers and 3 PhD research papers published in these Conference Proceedings. These papers represent research from Australia, Bahrain, Cameroon, Canada, China, Czech Republic, Denmark, Estonia, Ireland, Netherlands, New Zealand, Poland, Portugal, Romania, South Africa, Spain, United Kingdom, United States of America and Zimbabwe.

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### **LINDA GOODMAN'S LOVE SIGNS**

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#### **A NEW APPROACH TO THE HUMAN HEART**

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RosettaBooks The New York Times bestseller that helps you explore whether romance is in the stars. Linda Goodman's Love Signs addresses the question asked by everyone familiar with astrology: How do I relate to someone of another sign? Each sign is "related" to the twelve signs of the zodiac in a different and unique way. Each section addresses the differences for a male and a female with the same sign matches. This is an updated edition of Linda Goodman's lively bestseller, which has introduced millions to the concept of astrological compatibility. "What seems to set Goodman's books apart from other stargazing guides is their

knowledgeable approach and comprehensive reach.” —Newsweek

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## **SUPPORTING WORKPLACE LEARNING**

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### **TOWARDS EVIDENCE-BASED PRACTICE**

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Springer Science & Business Media During the 1990s, the workplace was rediscovered as a rich source of learning. The issue of workplace learning has since received increasing attention from academics and practitioners alike but is still under-researched empirically. This book brings together a range of state-of-the-art research papers addressing interventions to support learning in the workplace. The authors are experienced international scholars who have an interest in making HRD and workplace learning practices more evidence-based through practical relevant research. Although workplace learning is largely an autonomous process, many organizations want to manage it as part of their broader HRD strategy. There are limits, however, to the extent to which the complex dynamics of learning in the workplace can be guided in pre-determined desirable directions. This tension between the possible strengths of workplace learning and the limits of managing it is at the heart of this volume. The book is broken into three sections. The first section deals with workplace learning interventions, including HRD practitioners' strategies, training and development activities, and e-learning programs. The second section investigates the impact of social support, or lack thereof, in workplace learning, such as mentoring, coaching, and socialization practices. The third section addresses collective learning in the workplace, looking at teams, knowledge productivity, and collaborative capability building.

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## **ENCYCLOPEDIA OF ELECTRONIC HRM**

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De Gruyter Oldenbourg The Encyclopedia of Electronic HRM is a comprehensive research-based reference resource with entries on core e-HRM areas, key concepts, and leading technologies. From electronic selection to HR analytics, from e-HRM implementation to HRIS cultural differences - each entry reflects the views of an expert in the field. Each entry provides a list of references and recommended further reading to enable the reader to gain a deeper awareness and understanding of each topic. The book formalizes the best knowledge in the field. It will inform and connect the different topics and scholars from the multiple disciplines who conduct research on e-HRM. Who should read this book? Academic Researchers, including doctoral students, will appreciate the insightful (and occasionally provocative) guidance on future research opportunities. Practitioners will be able to quickly see the research evidence on e-HRM practices and tools, helping them make the business case for adopting technology. Students can use the individual entries as a quick but thorough introduction to a topic, particularly in master's level courses.

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## CRISIS COMMUNICATION

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Walter de Gruyter GmbH & Co KG Finn Frandsen and Winni Johansen have won the 2019 Danish communication prize (KOM-pris) for their world-class research in organisational crises, crisis management and crisis communication. This prize is awarded by The Danish Union of Journalists (Dansk Journalistforbund) and Kforum.

<http://mgmt.au.dk/nyheder/nyheder/news-item/artikel/finn-frandsen-and-winni-johansen-win-the-kom-pris-2019/> The aim of this handbook is to provide an up-to-date introduction to the discipline of crisis communication. Based on the most recent international research and through a series of levels (from the textual to the inter-societal level), this handbook introduces the reader to the most important concepts, models, theories and debates within the field of crisis communication. Crisis communication is a young and very vibrant field of research and practice. It is therefore crucial that researchers, students and practitioners have access to presentations and discussions of the most recent research. Like the other handbooks in the HOCS series, this handbook contains a general introduction, a chapter on the history of crisis communication research, a series of thematic chapters on crisis communication research at various levels, a chapter perspectives, a glossary of key terms, and lists of further reading for each chapter (with references to publications in English, German, and French).

**Overview Section I - Introducing the field**

**General introduction**

**A brief history of crisis management and crisis communication: From organizational practice to academic discipline**

**Reframing the field: Public crisis management, political crisis management, and corporate crisis management**

**Section II - Between text and context**

**Image repair theory**

**Situational crisis communication theory: Influences, provenance, evolution, and prospects**

**Contingency theory: Evolution from a public relations theory to a theory of strategic conflict management**

**Discourse of renewal: Understanding the theory's implications for the field of crisis communication**

**Making sense of crisis sensemaking theory: Weick's contributions to the study of crisis communication**

**Arenas and voices in organizational crisis communication: How far have we come?**

**Visual crisis communication**

**Section III - Organizational level**

**To minimize or mobilize? The trade-offs associated with the crisis communication process**

**Internal crisis communication: On current and future research**

**Whistleblowing in organizations**

**Employee reactions to negative media coverage**

**Crisis communication and organizational resilience**

**Section IV - Interorganizational level**

**Fixing the broken link: Communication strategies for supply chain crises**

**Reputational interdependence and spillover: Exploring the contextual challenges of spillover crisis response**

**Crisis management consulting: An emerging field of study**

**Section V - Societal level**

**Crisis and emergency risk communication: Past, present, and future**

**Crisis communication in public organizations**

**Communicating and managing crisis in the world of politics**

**Crisis communication and the political scandal**

**Crisis communication and social media: Short history of the evolution of social media in crisis communication Mass media and their symbiotic relationship with crisis Section VI - Intersocietal level Should CEOs of multinationals be spokespersons during an overseas product harm crisis? Intercultural and multicultural approaches to crisis communication Section VII - Critical approaches Ethics in crisis communication Section VIII - The future The future of organizational crises, crisis management and crisis communication For a detailed table of contents, please see here.**

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## **EFFECTIVE BIG DATA MANAGEMENT AND OPPORTUNITIES FOR IMPLEMENTATION**

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**IGI Global "Big data" has become a commonly used term to describe large-scale and complex data sets which are difficult to manage and analyze using standard data management methodologies. With applications across sectors and fields of study, the implementation and possible uses of big data are limitless. Effective Big Data Management and Opportunities for Implementation explores emerging research on the ever-growing field of big data and facilitates further knowledge development on methods for handling and interpreting large data sets. Providing multi-disciplinary perspectives fueled by international research, this publication is designed for use by data analysts, IT professionals, researchers, and graduate-level students interested in learning about the latest trends and concepts in big data.**

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## **NETWORK PHARMACOLOGY**

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**Springer Nature**

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## **GLOBAL MARKETING**

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**Pearson "All good marketing is local. Global companies know this and are going "glocal."There is also a trend towards the Internet of Everything, which revolutionizes the whole marketing discipline.Svend Hollensenhas captured all the latest trends very well with the new cases inhis seventh edition of Global Marketing." Philip Kotler, S. C. Johnson & Son Distinguished Professor of International Marketing, Kellogg School of Management, Northwestern University In this era of increased globalisation, if there s one textbook that today s students and tomorrow s marketers need to read, it s Svend Hollensen s world renowned text. For over fifteen years "Global Marketing" has been the definitive, truly international guide to marketing. During that time, borders have become ever more transient and this book more central to the work of marketers all around the world. Now into its seventh edition, "Global Marketing "continues to be the most up-to-date and thorough text of its kind, with cutting-edge case studies and a focus on the impact of new technologies and perspectives on international marketing. This seventh edition expands on a number of new topics, including: shared economy solutions, social**

media, e-services and smartwatch app marketing, as well as many more. It is ideal for undergraduate and postgraduate students studying international marketing, and for any practitioners who want to take their global marketing strategies to the next level. "The world today truly is flat, and a sound global perspective is an absolute must for all students. SvendHollensen'sGlobal Marketingprovides a thorough and comprehensive treatment that delivers on this need." Michael R. Solomon, Professor of Marketing, Haub School of Business, Saint Joseph's University, USA, and Professor of Consumer Behaviour, University of Manchester, UK The best textbook on global marketing I have come across! The case studies, many of them available online, provide an excellent basis for class discussion. Elisabeth Gotze, Vienna University of Economics and Business Excellent level of detail in each chapter to support learning around strategic global marketing decisions. The video case studies are a huge bonus and really help to bring the subject alive. Giovanna Battiston, Senior Lecturer in Marketing, Sheffield Hallam University Key Features include: A clear part structure, organised around the five main decisions that marketing people in companies face in connection to the global marketing process End of part and end of chapter case studies helping students to understand how the theory relates to real world application Video case studies (available at [www.pearsoned.co.uk/hollensen](http://www.pearsoned.co.uk/hollensen)), showing how practitioners are using Global Marketing in their work About the author Svend Hollensen is Associate Professor of International Marketing at the University of Southern Denmark and has worked as a marketing consultant for several international companies and organizations. As well as this book, he is the author of other Pearson texts, including "Marketing Management"and "Essentials of Global Marketing." Student resources specifically written to complement this textbook are at [www.pearsoned.co.uk/hollensen](http://www.pearsoned.co.uk/hollensen) "

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## **HISTORY OF TIOGA COUNTY, PENNSYLVANIA**

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## **WARNING MIRACLE**

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### **THE AMERICAN PSYCHIATRIC ASSOCIATION PUBLISHING TEXTBOOK OF PSYCHOPHARMACOLOGY**

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**American Psychiatric Pub The American Psychiatric Association Publishing Textbook of Psychopharmacology is an indispensable and comprehensive resource for clinicians and trainees who prescribe psychotropic medications. Updated to reflect the new DSM-5 classification, this revised Fifth Edition maintains the user-friendly structure of its predecessors while offering in-depth coverage of the latest research in pharmacological principles, classes of drugs, and psychiatric disorders. Introductory chapters provide a theoretical grounding in clinical applications, with topics ranging from neurotransmitters to brain imaging in psychopharmacology. The bulk of the book is devoted to various classes of drugs, including antidepressants, anxiolytics, antipsychotics, mood stabilizers, and other agents, with each class divided into chapters on specific drugs -- either new or revised to include the latest findings and trends. Finally, the section on psychopharmacological treatment addresses evidence-based principles of clinical care for the full spectrum of mental disorders and conditions -- from depression to chronic pain -- as well as for specific populations and circumstances -- from children and adolescents to psychiatric emergencies -- offering information on topics such as medication selection, combination and maintenance dosing regimens, monitoring and management of side effects, and strategies for optimizing treatment response. The book's beneficial features are many: The section on principles of pharmacology has been revised and reorganized to incorporate recent discoveries from the fields of neurobiology, genetics, brain imaging, and epidemiology. History and discovery, structure--activity relationships, pharmacological profiles, pharmacokinetics and disposition, mechanisms of action, indications and efficacy, side effects and toxicology, and drug--drug interactions are addressed for each agent. This consistent structure places the desired information at the clinician's fingertips and facilitates study for trainees. Coverage of drugs approved since the last edition is thorough, encompassing new antidepressants (e.g., vortioxetine), new antipsychotics (e.g., cariprazine), and agents on the clinical horizon (e.g., ketamine). More than 180 tables and graphs present critically important data in an accessible way. A work of uncommon scientific rigor and clinical utility, The American Psychiatric Association Publishing Textbook of Psychopharmacology provides state-of-the-art information on both the principles and the practice of psychopharmacological treatment of psychiatric disorders.**

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### **LEADERSHIP FOR HEALTH PROFESSIONALS**

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**Jones & Bartlett Learning An All-New Second Edition of the Essential Health**

**Leadership Text Leadership for Health Professionals: Theory, Skills, and Applications, Second Edition** is the first textbook of its kind to apply classical knowledge of leadership theory and time-honored best practices of industry leaders to a health organization context. This comprehensive and well-organized text is grounded in real-world applications of theoretical concepts, and focuses on practical examples of leadership practice in actual healthcare scenarios. The text's innovative and dynamic pedagogical structure cycles and expands key concepts throughout the text, allowing for enhanced learning and information retention. The material supports and engages students, pushing them to synthesize solutions and develop leadership strategies that are flexible enough to address an ever-changing industry. The fully-revised and updated Second Edition includes new material supporting leadership in "high performing organizations," as well as a stronger emphasis on leading systems and sub-systems of health organizations. The Second Edition also features a new chapter on the healthcare supply chain and integration with revenue management and finance, expanded material on competencies and motivation, new material on emergency and disaster preparedness for hospitals and public health systems, and expanded material on strategic and operational planning. Ideally suited for graduate or upper-level undergraduate students in health professions programs, **Leadership for Health Professionals, Second Edition** is the essential text for future healthcare industry leaders. **Key Features** Text developed based on competencies from the Healthcare Leadership Alliance Competency Directory Practical, real-world cases from health leaders across the industry that demonstrate the application of theoretical principles in practice Material organized in four parts according to Bloom's Taxonomy of the Cognitive Domain, which encourages retention, synthesis, and learning Instructor Resources, including an Instructor's Manual, PowerPoint Presentations, and a Test Bank Each new copy of the text includes an access code to the Navigate Companion Website with helpful Student Resources

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## **THE SCOPE OF SOCIAL PSYCHOLOGY**

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### **THEORY AND APPLICATIONS (A Festschrift for Wolfgang Stroebe)**

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Psychology Press Social psychology attempts to understand, explain, predict and, when needed, change people's thoughts, feelings and behaviours. For a relatively young discipline it has already made great strides toward this awe-inspiring goal. Pioneers such as Lewin, Asch, Kelley and Festinger began groundwork in the 1940s and 1950s, but it was only in the late 1960s that social psychology came of age. Since then it has blossomed, both in investigating the basics of the discipline and in applying the insights from fundamental social psychology to different fields related to the area. This volume is devoted to the development of

understanding in the field of social psychology over the last four decades, focusing on both basic and applied social psychology. Contributions are gathered under five main areas: attitudes and attitude change; social cognition and emotions; interpersonal and group processes; health behavior; and bereavement and coping. These five domains not only illustrate the scope of social psychology, but also pay tribute to one of the key figures in modern social psychology, Wolfgang Stroebe. Remarkably, he has made significant contributions across all five of these areas, and his research achievements exemplify the progress, prospects and problems faced by modern social psychology over the last 40 years. This volume includes contributions from some of the most distinguished names in the field, and all authors provide an overview or critical look at their specific area of expertise, tracing historical developments where appropriate. The Scope of Social Psychology provides a broad-ranging, illustrative review of the field of modern social psychology.

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### **THE AMERICAN PSYCHIATRIC ASSOCIATION PRACTICE GUIDELINES FOR THE PSYCHIATRIC EVALUATION OF ADULTS, THIRD EDITION**

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American Psychiatric Pub Since the publication of the Institute of Medicine (IOM) report Clinical Practice Guidelines We Can Trust in 2011, there has been an increasing emphasis on assuring that clinical practice guidelines are trustworthy, developed in a transparent fashion, and based on a systematic review of the available research evidence. To align with the IOM recommendations and to meet the new requirements for inclusion of a guideline in the National Guidelines Clearinghouse of the Agency for Healthcare Research and Quality (AHRQ), American Psychiatric Association (APA) has adopted a new process for practice guideline development. Under this new process APA's practice guidelines also seek to provide better clinical utility and usability. Rather than a broad overview of treatment for a disorder, new practice guidelines focus on a set of discrete clinical questions of relevance to an overarching subject area. A systematic review of evidence is conducted to address these clinical questions and involves a detailed assessment of individual studies. The quality of the overall body of evidence is also rated and is summarized in the practice guideline. With the new process, recommendations are determined by weighing potential benefits and harms of an intervention in a specific clinical context. Clear, concise, and actionable recommendation statements help clinicians to incorporate recommendations into clinical practice, with the goal of improving quality of care. The new practice guideline format is also designed to be more user friendly by dividing information into modules on specific clinical questions. Each module has a consistent organization, which will assist users in finding clinically useful and relevant information quickly and easily. This new edition of the practice guidelines on psychiatric evaluation for adults is the first set of the APA's guidelines developed under the new guideline development process. These guidelines

address the following nine topics, in the context of an initial psychiatric evaluation: review of psychiatric symptoms, trauma history, and treatment history; substance use assessment; assessment of suicide risk; assessment for risk of aggressive behaviors; assessment of cultural factors; assessment of medical health; quantitative assessment; involvement of the patient in treatment decision making; and documentation of the psychiatric evaluation. Each guideline recommends or suggests topics to include during an initial psychiatric evaluation. Findings from an expert opinion survey have also been taken into consideration in making recommendations or suggestions. In addition to reviewing the available evidence on psychiatry evaluation, each guideline also provides guidance to clinicians on implementing these recommendations to enhance patient care.

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## **THE DEFENCE TEAM**

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## **MILITARY AND CIVILIAN PARTNERSHIP IN THE CANADIAN ARMED FORCES AND DEPARTMENT OF NATIONAL DEFENCE**

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## **IJRNET INTERNATIONAL JOURNAL FOR RESEARCH IN VOCATIONAL EDUCATION AND TRAINING**

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### **YEARBOOK 2019**

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The International Journal for Research in Vocational Education and Training (IJRVET) is a double blind peer-reviewed journal for VET-related research. IJRVET is the official journal of VETNET (founded in 1996), the European Research Network in Vocational Education and Training (umbrella organisation: EERA European Educational Research Association), supported by CINTERFOR (founded in 1963), the Centro Interamericano para el Desarrollo del Conocimiento en la Formación Profesional / Inter-American Centre for Knowledge Development in Vocational Training (a technical service of OIT Organización Internacional del Trabajo / ILO International Labour Organization) and IRNVET (founded in 2013), the International Research Network in Vocational Education and Training (umbrella organisation: WERA World Education Research Association). All articles are indexed in SCOPUS. The Yearbook includes all articles published in 2019.

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## **GLOBAL MARKETING**

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