

New American Framework Workbook Resue

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ABC-CLIO

This book discusses the adoption of learning management systems (LMS) in higher education institutions. It presents influential predictors that may impact instructors' behavioral intention to adopt learning management systems in the context of Arab culture, as well as a unique model of technology acceptance that draws on and combines previous technology adoption models (i.e., a modified unified theory of acceptance and use of technology model - UTAUT2). Moreover, this study extends the UTAUT2 model by including Hofstede's (1980) cultural dimensions, and technology awareness as the moderators of the model. It also describes the explanatory technique approach used to collect quantitative data from the instructors at higher education institutions in Saudi Arabia and were analyzed with structural equation modeling using SPSS/Amos software. The findings revealed that facilitating conditions were the strongest predictor of behavioral intention to adopt an LMS, followed by performance expectancy and hedonic motivation, technology awareness, and cultural dimensions exerted a moderating influence on instructors' behavioral intention to use LMS in their teaching. By including new constructs, this becomes the first study of its kind exploring instructors' use of LMS in Higher Educational Institutions of Saudi Arabia and other countries of the Middle East. It offers practical insights for a broad range of researchers and professionals at higher education institutions and serves as a reference guide for designers of learning management systems (e.g., blackboard systems), policymakers, and the Ministry of Education staff.

A History of the Book in America Routledge

The fifth volume of *A History of the Book in America* addresses the economic, social, and cultural shifts affecting print culture from World War II to the present. During this period factors such as the expansion of government, the growth of higher education, the climate of the Cold War, globalization, and the development of multimedia and digital technologies influenced the patterns of consolidation and diversification established earlier. The thirty-three contributors to the volume explore the evolution of the publishing industry and the business of bookselling. The histories of government publishing, law and policy, the periodical press, literary criticism, and reading—in settings such as schools, libraries, book clubs, self-help programs, and collectors' societies—receive imaginative scrutiny as well. The *Enduring Book* demonstrates that the corporate consolidations of the last half-century have left space for the independent publisher, that multiplicity continues to define American print culture, and that even in the digital age, the book endures. Contributors: David Abrahamson, Northwestern University James L. Baughman, University of Wisconsin-Madison Kenneth Cmiel (d. 2006) James Danky, University of Wisconsin-Madison Robert DeMaria Jr., Vassar College Donald A. Downs, University of Wisconsin-Madison Robert W. Frase (d. 2003) Paul C. Gutjahr, Indiana University David D. Hall, Harvard Divinity School John B. Hench, American Antiquarian Society Patrick Henry, New York City College of Technology Dan Lacy (d. 2001) Marshall Leaffer, Indiana University Bruce Lewenstein, Cornell University Elizabeth Long, Rice University Beth Luey, Arizona State University Tom McCarthy, Beirut, Lebanon Laura J. Miller, Brandeis University Priscilla Coit Murphy, Chapel Hill, N.C. David Paul Nord, Indiana University Carol Polsgrove, Indiana University David Reinking, Clemson University Jane Rhodes, Macalester College John V. Richardson Jr., University of California, Los

Angeles Joan Shelley Rubin, University of Rochester Michael Schudson, University of California, San Diego, and Columbia University Linda Scott, University of Oxford Dan Simon, Seven Stories Press Ian Stavans, Amherst College Harvey M. Teres, Syracuse University John B. Thompson, University of Cambridge Trysh Travis, University of Florida Jonathan Zimmerman, New York University

Ciottone's Disaster Medicine E-Book Morgan James Publishing

Presents a framework for beginning and continuing the process of transformation in America's K-12 public schools, based on Edward Deming's philosophies of business and organizational transformation. Concentrates on the three key elements of adoption of a systems perspective, application of essential statistical methods, and leadership, showing how

The Cloud Adoption Playbook Bloomsbury Publishing

"This book is a collection of knowledge on contemporary experiences on technological, societal and legal setups of e-Government implementation in emerging economies"--Provided by publisher.

Pediatric Critical Care E-Book Elsevier Health Sciences

The most comprehensive resource of its kind, Ciottone's Disaster Medicine, 2nd Edition, thoroughly covers isolated domestic events as well as global disasters and humanitarian crises. Dr. Gregory Ciottone and more than 200 worldwide authorities share their knowledge and expertise on the preparation, assessment, and management of both natural and man-made disasters, including terrorist attacks and the threat of biological warfare. Part 1 offers an A-to-Z resource for every aspect of disaster medicine and management, while Part 2 features an exhaustive compilation of every conceivable disaster event, organized to facilitate quick reference in a real-time setting. Quickly grasp key concepts, including identification of risks, organizational preparedness, equipment planning, disaster education and training, and more advanced concepts such as disaster risk reduction, tactical EMS, hazard vulnerability analysis, impact of disaster on children, and more. Understand the chemical and biologic weapons known to exist today, as well as how to best manage possible future events and scenarios for which there is no precedent. Consult this title on your favorite e-reader. Be prepared for man-made disasters with new sections that include Topics Unique to Terrorist Events and High-Threat Disaster Response and Operational Medicine (covering tactical and military medicine). Get a concise overview of lessons learned by the responders to recent disasters such as the earthquake in Haiti, Hurricane Sandy, the 2014 Ebola outbreak, and active shooter events like Sandy Hook, CT and Aurora, CO. Learn about the latest technologies such as the use of social media in disaster response and mobile disaster applications. Ensure that everyone on your team is up-to-date with timely topics, thanks to new chapters on disaster nursing, crisis leadership, medical simulation in disaster preparedness, disaster and climate change, and the role of non-governmental agencies (NGOs) in disaster response – a critical topic for those responding to humanitarian needs overseas.

Nursing and Informatics for the 21st Century - Embracing a Digital World, Book 1 Springer Science & Business Media

The essential roadmaps for enterprise cloud adoption As cloud technologies continue to challenge the fundamental understanding of how businesses work, smart companies are moving quickly to adapt to a changing set of rules. Adopting the cloud requires a clear roadmap backed by use cases, grounded in practical real-world experience, to show the routes to successful adoption. The Cloud Adoption Playbook helps business and technology leaders in enterprise organizations sort through the options and make the best choices for accelerating cloud adoption and digital transformation. Written by a team of IBM technical executives with a wealth of real-world client experience, this book cuts through the hype, answers your questions, and helps you tailor your cloud adoption and digital transformation journey to the needs of your organization. This book will help you: Discover how the cloud can fulfill major business needs Adopt a standardized Cloud Adoption Framework and understand the key dimensions of cloud adoption and digital transformation Learn how cloud adoption impacts culture, architecture, security, and more Understand the

roles of governance, methodology, and how the cloud impacts key players in your organization. Providing a collection of winning plays, championship advice, and real-world examples of successful adoption, this playbook is your ultimate resource for making the cloud work. There has never been a better time to adopt the cloud. Cloud solutions are more numerous and accessible than ever before, and evolving technology is making the cloud more reliable, more secure, and more necessary than ever before. Don't let your organization be left behind! The Cloud Adoption Playbook gives you the essential guidance you need to make the smart choices that reduce your organizational risk and accelerate your cloud adoption and digital transformation.

Making Technology Work in Schools Storyfuel Press

Following the AHIMA standards for education for both two-year HIT programs and four-year HIA programs, Health Information: Management of a Strategic Resource, 4th Edition describes the deployment of information technology and your role as a HIM professional in the development of the electronic health record. It provides clear coverage of health information infrastructure and systems along with health care informatics including technology, applications, and security. Practical applications provide hands-on experience in abstracting and manipulating health information data. From well-known HIM experts Mervat Abdelhak, Sara S. Grostick, and Mary Alice Hanken, this book includes examples from diverse areas of health care delivery such as long-term care, public health, home health care, and ambulatory care. An e-book version makes it even easier to learn to manage and use health data electronically. A focus on the electronic health care record helps you learn electronic methods of organizing, maintaining, and abstracting from the patient health care record. Learning features include a chapter outline, key words, common abbreviations, and learning objectives at the beginning of each chapter, and references at the end. Unique! Availability in the e-book format helps you in researching, abstracting, and managing data electronically. A study guide on the companion Evolve website includes interactive exercises and cases containing real-life medical records, letting you apply what you've learned from the book and in the classroom. Evolve logos within the textbook connect the material to the Evolve website, tying together the textbook, student study guide and online resources. Well-known and respected authors include Mervat Abdelhak and Mary Alice Hanken, past presidents of the American Health Information Management Association (AHIMA), and Sara S. Grostick, a 2007 AHIMA Triumph Award winner for excellence in education. Self-assessment quizzes test your learning and retention, with answers available on the companion Evolve website. Did You Know? boxes highlight interesting facts to enhance learning.

Auerbach's Wilderness Medicine E-Book John Wiley & Sons

Presents reviews of a variety of children's books featuring the themes of adoption and foster care. *Standards for Internal Control in the Federal Government* Wiley

Innovation principles to bring about meaningful and sustainable growth in your organization Using a list of more than 2,000 successful innovations, including Cirque du Soleil, early IBM mainframes, the Ford Model-T, and many more, the authors applied a proprietary algorithm and determined ten meaningful groupings—the Ten Types of Innovation—that provided insight into innovation. The Ten Types of Innovation explores these insights to diagnose patterns of innovation within industries, to identify innovation opportunities, and to evaluate how firms are performing against competitors. The framework has proven to be one of the most enduring and useful ways to start thinking about transformation. Details how you can use these innovation principles to bring about meaningful—and sustainable—growth within your organization Author Larry Keeley is a world renowned speaker, innovation consultant, and president and co-founder of Doblin, the innovation practice of Monitor Group; BusinessWeek named Keeley one of seven Innovation Gurus who are changing the field The Ten Types of Innovation concept has influenced thousands of executives and companies around the world since its discovery in 1998. The Ten Types of Innovation is the first book explaining how to implement it.

The New Philosophy for K-12 Education Intl Food Policy Res Inst

The Next Generation Science Standards (NGSS) represent the culmination of years of collaboration and effort by states, science educators and experts from across the United States. Based on the National Research Council's "A Framework for K-12 Science Education" and developed in partnership with 26 lead states, the NGSS, when implemented with fidelity, have the potential to fundamentally alter the landscape of American science education and prepare students for college, careers and life in the 21st century. This workbook is designed for state leaders who intend to adopt and implement the NGSS so that the standards bring about the change in classroom instruction and student achievement that they promise. One of the main objectives of this workbook is to help state leaders think through an NGSS adoption strategy and timeline. State science education advocates will need to make the case for these new standards and be prepared to answer questions from those charged with standards adoption in their states (usually state boards of education, but in some states adoption is the purview of general assemblies or chief state school officers). These questions are likely to include inquiries about the state's transition timeline and strategy for incorporating these standards into the full range of education reforms unfolding in states. In many states that are implementing the CCSS, the role of the state education agency is changing from compliance/monitoring to supporting and responding to district and school needs. The workbook is organized around elements of NGSS adoption and implementation that are critical to include in your state's plan; each chapter includes action steps to help guide your state's adoption and preliminary implementation of the NGSS: Chapter 1: Designate a Strategic Leadership Team, Review Your Capacity for Adoption and Implementation, and Create a Timeline for Adoption and Preliminary Implementation: (1) Designate a strategic leadership team and understand its role; (2) Complete a diagnostic assessment of your state's capacity to adopt and implement; and (3) Establish an adoption and preliminary implementation timeline. Chapter 2: Define Your Aspiration: (1) Develop a vision for how the NGSS will affect students and your state; and (2) Understand what the NGSS will require. Chapter 3: Evaluate Past and Present Performance: (1) Gather the relevant data; (2) Distill key performance patterns and identify root causes; and (3) Identify implications for adoption and implementation. Chapter 4: Determine the State's Role and Approach to Implementation: (1) Define your state's role; (2) Identify core implementation strategies; (3) Draw the delivery chain and identify feedback loops. Chapter 5: Set Targets and Trajectories: (1) Establish a performance target; (2) Connect your strategies to expected outcomes; and (3) Create more detailed trajectories to monitor implementation progress. Chapter 6: Develop a Stakeholder Engagement Strategy: (1) Develop key three messages; (2) Identify and analyze the stakeholders who are most critical to successful adoption and implementation; (3) Build your guiding coalition; (4) Establish a process and plan to handle potential challenges; and (5) Develop a stakeholder outreach strategy. Chapter 7: Establish Routines and Solve Problems (1) Reflect on existing performance management routines and consider how they can be adapted to monitor the progress of NGSS implementation; and (2) Organize, prepare for and conduct routines. A Glossary of NGSS Workbook Terms is also included.

The REGTECH Book Naval Inst Press

Quickly and decisively manage any medical emergency you encounter in the great outdoors with Wilderness Medicine! World-renowned authority and author, Dr. Paul Auerbach, and a team of experts offer proven, practical, visual guidance for effectively diagnosing and treating the full range of emergencies and health problems encountered in situations where time and resources are scarce. Every day, more and more people are venturing into the wilderness and extreme environments, or are victims of horrific natural disasters...and many are unprepared for the dangers and aftermath that come with these episodes. Whether these victims are stranded on mountaintops, lost in the desert, injured on a remote bike path, or ill far out at sea, this indispensable resource--now with online access at www.expertconsult.com for greater accessibility and portability--equips rescuers and health care professionals to effectively address and prevent injury and illness in the wilderness! This textbook is widely referred to as "The Bible of Wilderness Medicine." Be able to practice emergency medicine outside of the traditional hospital/clinical setting whether you are in remote environments, underdeveloped but highly populated areas, or disaster areas, are part of search and rescue operations, or dealing with casualties from episodes of extreme sports and active lifestyle activities. Face any medical challenge in the wilderness with expert guidance: Dr. Auerbach is a noted author and the world's leading authority on wilderness medicine. He is a founder and Past President of the Wilderness Medical Society, consultant to the Divers Alert Network and many other agencies and organizations, and a member of the National Medical Committee for the National Ski Patrol System. Handle everything from frostbite to infection by marine microbes, not to mention other diverse injuries, bites, stings, poisonous plant exposures, animal attacks, and natural disasters. Grasp the essential aspects of search and rescue. Respond quickly and effectively by improvising with available materials. Improve your competency and readiness with the latest guidance on volcanic eruptions, extreme sports, splints and slings, wilderness cardiology, living off the land, aerospace medicine, mental health in the wilderness, tactical combat casualty care, and much more. Meet the needs and special considerations of specific patient populations such as children, women, elders, persons with chronic medical conditions, and the disabled. Make smart decisions about gear, navigation, nutrition, and survival. Be prepared for everything with expanded coverage on topics such as high altitude, cold water immersion, and poisonous and venomous plants and animals. Get the skills you need now with new information on global humanitarian relief and expedition medicine, plus expanded coverage of injury prevention and environmental preservation. Get guidance on the go with fully searchable

online text, plus bonus images, tables and video clips - all available on ExpertConsult.com.

Asian/American Curricular Epistemicide UNC Press Books

This book explores the ways to 'rethink', 'repackage' and 'rescue' world trade law in the post-COVID-19 era. Using the COVID-19 pandemic as an important context, the book makes original and critical contributions to the growing debate over a range of emerging challenges and systemic issues that might change the landscape of world trade law in the years to come. The book asks: do these unprecedented times and challenges call for reengineering the world trading system and a further retreat from trade liberalisation? The authors offer a rigorous and insightful analysis of whether and how the existing trade institutions and/or rules, including their latest developments, may provide room to deal with pandemic-induced trade-related issues, sustainable development goals, future crises and other existential threats to the multilateral trading system. The book reinforces the importance of international cooperation and the pressing need to reinvigorate the world trading system. The pandemic has provided a unique opportunity for governments to rebuild the political will needed for such cooperation. One should never let a serious crisis go to waste.

Handbook of Adoption Rowman & Littlefield

So perfectly executed was the mission to rescue Capt. Scott O'Grady that it amazed even the men responsible. Just, five hours after radio contact was first made with Basher 52 - O'Grady's call sign - the Air Force captain was safely on board the USS Kearsarge. The downed F-16 fighter pilot's rescue from a Bosnian mountainside by Col. Martin Berndt's 24th Marine Expeditionary Unit electrified the nation in June 1995 and renewed many Americans' faith in the military. This book tells the story of the mission in the words of the men who commanded, planned, and carried it out. To get the inside account, Mary Pat Kelly traveled throughout Europe to conduct more than one hundred interviews, visiting U.S. ships and bases and UN posts in Croatia and Bosnia where participants were stationed. Adm. Leighton W. Smith Jr., commander in chief of U.S. naval forces in Europe and head of NATO forces in the Southern European theater, provides the framework with his day-to-day commentary on the efforts to find Captain O'Grady and a nearly minute-by-minute record of the rescue itself. In concert with Lt. Gen. Michael E. Ryan, commander of U.S. and NATO air forces, the admiral reveals the decision-making process that led to the "Good to Go" order. Readers then hear from the Tactical Recovery of Aircraft and Personnel (TRAP) team - the Navy and Marine Corps commanders, pilots, crew chiefs, and grunts who made it happen. Speaking for the Navy are Capt. Christopher Cole, skipper of the Kearsarge, Como. Jerome Schill, and their staffs, from the intelligence officers to the grapes who fueled the aircraft. Captain O'Grady puts his own experiences in the context of overall events.

Handbook of Research on E-Government in Emerging Economies: Adoption, E-Participation, and Legal Frameworks Courier Corporation

The Regulatory Technology Handbook The transformational potential of RegTech has been confirmed in recent years with US\$1.2 billion invested in start-ups (2017) and an expected additional spending of US\$100 billion by 2020. Regulatory technology will not only provide efficiency gains for compliance and reporting functions, it will radically change market structure and supervision. This book, the first of its kind, is providing a comprehensive and invaluable source of information aimed at corporates, regulators, compliance professionals, start-ups and policy makers. The REGTECH Book brings into a single volume the curated industry expertise delivered by subject matter experts. It serves as a single reference point to understand the RegTech eco-system and its impact on the industry. Readers will learn foundational notions such as: • The economic impact of digitization and datafication of regulation • How new technologies (Artificial Intelligence, Blockchain) are applied to compliance • Business use cases of RegTech for cost-reduction and new product origination • The future regulatory landscape affecting financial institutions, technology companies and other industries Edited by world-class academics and written by compliance professionals, regulators, entrepreneurs and business leaders, the RegTech Book represents an invaluable resource that paves the way for 21st century regulatory innovation.

The Content Fuel Framework Radical CareEducators often invoke the term care to describe why they entered the field and what compels them to continue. This book argues that care, as typically described and enacted, is not sufficient for leading schools, particularly those serving Black and Brown children. Instead, school leaders need to embrace radical care. Drawing from 20 years of researching and working in New York City public schools, Rosa Rivera-McCutchen outlines the five components of radical care: adopting an antiracist stance, cultivating authentic relationships, believing in students' and

teachers' capacity for excellence, leveraging power strategically, and embracing a spirit of radical hope. To demonstrate practical strategies, the author shares vignettes from her personal experiences that exemplify each of the components. Calling for today's school leaders to thoughtfully challenge existing structures that reproduce inequality, Radical Care offers a much-needed framework that will guide leadership practice with a sense of urgency and a spirit of hope. Book Features: Focuses on the school principal as critical catalyst for school transformation. Centers antiracism as essential to leadership practice. Includes practical strategies for navigating the sociopolitical and policy climate. Offers a roadmap for engaging teachers and staff in practicing radical care.Auerbach's Wilderness Medicine E-Book

Awarded second place in the 2017 AJN Book of the Year Awards in the Information Technology category. See how information technology intersects with health care! Health Informatics: An Interprofessional Approach, 2nd Edition prepares you for success in today's technology-filled healthcare practice. Concise coverage includes information systems and applications such as electronic health records, clinical decision support, telehealth, ePatients, and social media tools, as well as system implementation. New to this edition are topics including data science and analytics, mHealth, principles of project management, and contract negotiations. Written by expert informatics educators Ramona Nelson and Nancy Stagers, this edition enhances the book that won a 2013 American Journal of Nursing Book of the Year award! Experts from a wide range of health disciplines cover the latest on the interprofessional aspects of informatics — a key Quality and Safety Education for Nurses (QSEN) initiative and a growing specialty area in nursing. Case studies encourage higher-level thinking about how concepts apply to real-world nursing practice. Discussion questions challenge you to think critically and to visualize the future of health informatics. Objectives, key terms and an abstract at the beginning of each chapter provide an overview of what you will learn. Conclusion and Future Directions section at the end of each chapter describes how informatics will continue to evolve as healthcare moves to an interprofessional foundation. NEW! Updated chapters reflect the current and evolving practice of health informatics, using real-life healthcare examples to show how informatics applies to a wide range of topics and issues. NEW mHealth chapter discusses the use of mobile technology, a new method of health delivery — especially for urban or under-served populations — and describes the changing levels of responsibility for both patients and providers. NEW Data Science and Analytics in Healthcare chapter shows how Big Data — as well as analytics using data mining and knowledge discovery techniques — applies to healthcare. NEW Project Management Principles chapter discusses proven project management tools and techniques for coordinating all types of health informatics-related projects. NEW Contract Negotiations chapter describes strategic methods and tips for negotiating a contract with a healthcare IT vendor. NEW Legal Issues chapter explains how federal regulations and accreditation processes may impact the practice of health informatics. NEW HITECH Act chapter explains the regulations relating to health informatics in the Health Information Technology for Education and Clinical Health Act as well as the Meaningful Use and Medicare Access & CHIP Reauthorization Act of 2015.

Family Matters Elsevier Health Sciences

In just the past decade, the emergence of digital health has finally become palpable. Enhanced by the pandemic, social justice events, and planetary health urgency, Realizing Digital Health – Bold Challenges and Opportunities for Nursing explores that evolution with a focus on capturing the current state of digital health. Anchored in an introduction to digital health, new technologies, opportunities, and challenges are described. Consideration of the opportunities and challenges of digital health calls for specific attention to ethical considerations. This book includes a current state synopsis of healthcare in the USA, with the inclusion of specific implications for nursing leaders and executives. Engagement of the people (patients, families, communities) working in partnership to enhance health is described. Information management and the necessary definition and access to data are discussed with a particular explication of the function of information management and operational decision-making. The challenges and learnings related to informatics drawn from the experiences of leaders in large health systems shed insight into the current state of informatics-enabled digital health and healthcare. The global example of the integration of technology, nursing, and health systems expands our knowledge of the current state as well as explores possibilities. This book concludes with a commitment to and description of the current state of teamwork and the integral role/functions within informatics, nursing, and healthcare. This book provides the reader with a succinct overview of digital technologies, a reality-anchored description of the current state in the USA and globally and highlights the core foundation and integration of informatics and information management. This book stimulates thought and actions to advance digital health within a full partnership among the people, organizations, systems, and global imperatives including planetary survival. This book lifts up the next era calling for full teamwork, collaboration, and partnership as we emerge into a true global community. Nursing and Informatics for the 21st Century –

Embracing a Digital World, 3rd Edition is comprised of four books which can be purchased individually: Book 1: Realizing Digital Health – Bold Challenges and Opportunities for Nursing Book 2: Nursing Education and Digital Health Strategies Book 3: Innovation, Technology, and Applied Informatics for Nurses Book 4: Nursing in an Integrated Digital World that Supports People, Systems, and the Planet

Rescuing Healthcare SAGE Publications

Agricultural mechanization in Africa south of the Sahara — especially for small farms and businesses — requires a new paradigm to meet the needs of the continent's evolving farming systems. Can Asia, with its recent success in adopting mechanization, offer a model for Africa? An Evolving Paradigm of Agricultural Mechanization Development analyzes the experiences of eight Asian and five African countries. The authors explore crucial government roles in boosting and supporting mechanization, from import policies to promotion policies to public good policies. Potential approaches presented to facilitating mechanization in Africa include prioritizing market-led hiring services, eliminating distortions, and developing appropriate technologies for the African context. The role of agricultural mechanization within overall agricultural and rural transformation strategies in Africa is also discussed. The book's recommendations and insights should be useful to national policymakers and the development community, who can adapt this knowledge to local contexts and use it as a foundation for further research.

Next Generation Science Standards IT Revolution

Why is it so hard to make lasting changes in our companies, in our communities, and in our own lives? The primary obstacle is a conflict that's built into our brains, say Chip and Dan Heath, authors of the critically acclaimed bestseller *Made to Stick*. Psychologists have discovered that our minds are ruled by two different systems - the rational mind and the emotional mind—that compete for control. The rational mind wants a great beach body; the emotional mind wants that Oreo cookie. The rational mind wants to change something at work; the emotional mind loves the comfort of the existing routine. This tension can doom a change effort - but if it is overcome, change can come quickly. In *Switch*, the Heaths show how everyday people - employees and managers, parents and nurses - have united both minds and, as a result, achieved dramatic results:

- The lowly medical interns who managed to defeat an entrenched, decades-old medical practice that was endangering patients
- The home-organizing guru who developed a simple technique for overcoming the dread of housekeeping
- The manager who transformed a lackadaisical customer-support team into service zealots by removing a standard tool of customer service

In a compelling, story-driven narrative, the Heaths bring together decades of counterintuitive research in psychology, sociology, and other fields to shed new light on how we can effect transformative change. *Switch* shows that successful changes follow a pattern, a pattern you can use to make the changes that matter to you, whether your interest is in changing the world or changing your waistline.

Democratic Transformation and Obstruction Springer

Radical Care

Health Information - E-Book John Wiley & Sons

Although most mental health and behavioral health professionals have encountered adoption triad members—birth parents, adoptive parents, and adopted persons—in their clinical practice, the vast majority have had no formal or informal training on adoption issues. The *Handbook of Adoption* is the first text designed for mental health practitioners to specifically address the many dimensions of adoption-related issues which can and do affect adoption triad members, specifically in the United States.