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The Case Study method of teaching and learning, adopted by business schools and management centres globally, provides an important function in management education, but employing it effectively can often be a challenge. This book provides practical insights, tools and approaches for both case teaching and writing, drawing on perspectives from expert practitioners around the world. This book aims to critically examine different approaches to using case studies in group-based, participant-centred learning environments, exploring good practices for case teaching and learning. It provides guidance for case writers on various approaches to structuring case data, presentational formats, and the use of technology in the construction of different types of cases. It also demonstrates the use of the case method as a tool for assessment, supporting students' own development of cases to showcase good practice in organisations. The final section of this book showcases some of the resources available, providing links and reviews of additional material that can support future case teaching and writing practice, including publication. The Case Study Companion is designed for lecturers using cases within their teaching across all management disciplines, as well as those training for Professional Development and Management Education qualifications. It will also be useful for postgraduate, MBA and Executive Education students wanting to make the

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most of case studies in their learning and assessments. Case Study Research in Practice explores the theory and practice of case study research. Helen Simons draws on her extensive experience of teaching and conducting case study to provide a comprehensive and practical account of how to design, conduct and communicate case study research. It addresses questions often raised by students and common misconceptions about case research. In four sections the book covers - Rationale, concept and design of case study research - Methods, ethics and reflexivity in case study - Interpreting, analyzing and reporting the case - Generalizing and theorizing in case study research Rich with 'tales from the field' and summary memos as an aide-memoire to future action, the book provides fresh insights and challenges for researchers to guide their practice of case study research. This is an ideal text for those studying and conducting case study research in education, health and social care, and related social science disciplines. Helen Simons is Professor Emeritus of Education University of Southampton

Psychopathology and Function by Dr. Bette Bonder has been an essential resource in the field of occupational therapy for more than 20 years. It is a one-of a kind text that compares diagnostic criteria used by mental health professionals with the framework used by occupational therapists and it identifies deficits in occupational performance that require occupational therapy intervention. Updated and revised, this Fourth Edition includes recent research literature regarding epidemiology, causes, and treatment of psychiatric

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disorders. New to the Fourth Edition:

- Chapter objectives
- Overview of the history in occupational therapy mental health
- A case study at the end of each chapter
- New and expanded tables
- Expanded discussion of DSM-V
- Expanded discussion of evidence for practice
- Expanded and updated Internet resources
- Discussion of lifespan considerations for each group of diagnoses

Unique Benefits and Features of the Fourth Edition:

- Adoption of concepts from the AOTA's Occupational Therapy Practice Framework (2nd ed.)
- Comparison and contrast of concepts with the DSM-IV-TR and the World Health Organization's International Classification of Functioning, Disability, and Health
- Exploration of current trends in mental health and discussion of their impact on occupational therapy
- Consideration of evidence-based practice
- Discussion of occupational therapy in the community and in prevention of mental health disorders
- Updated research and psychopharmacology
- Relation between DSM-V and occupational science views of psychosocial deficits explored and analyzed
- Instructor's material to supplement the book that includes Instructor's Manual and PowerPoint slides

Psychopathology and Function, Fourth Edition will continue the traditions of past editions and remain one of the profession's most looked-to textbooks for recent and critical information on psychiatric diagnosis.

Poisonous Parenting shows readers how to recognize the effects of negative parenting and strategies for helping adult children who are suffering from toxic attitudes and behaviors. Readers will learn when to try to

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save the relationship, when to proceed with caution, and when to disconnect in order to keep the poison from spreading.

This text uses cases to explain Management Information Systems concepts within an industry perspective. The cases are direct, real and written in the late '90's. Each chapter contains specific sections to thoroughly present and explain the relevant information systems and business concepts. Built upon extensive information technology sections, this text includes contextual elements such as actual financial information and analysis, the importance of data and the impact of technology on the manufacturing, marketing and distribution processes. An appropriate text for Management Information Systems.

Voted America's Best-Loved Novel in PBS's The Great American Read Harper Lee's Pulitzer Prize-winning masterwork of honor and injustice in the deep South—and the heroism of one man in the face of blind and violent hatred One of the most cherished stories of all time, *To Kill a Mockingbird* has been translated into more than forty languages, sold more than forty million copies worldwide, served as the basis for an enormously popular motion picture, and was voted one of the best novels of the twentieth century by librarians across the country. A gripping, heart-wrenching, and wholly remarkable tale of coming-of-age in a South poisoned by virulent prejudice, it views a world of great beauty and savage inequities through the eyes of a young girl, as her father—a crusading local lawyer—risks everything to defend a black man unjustly accused of a terrible crime.

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With the effects of climate change already upon us, the need to cut global greenhouse gas emissions is nothing less than urgent. It's a daunting challenge, but the technologies and strategies to meet it exist today. A small set of energy policies, designed and implemented well, can put us on the path to a low carbon future. Energy systems are large and complex, so energy policy must be focused and cost-effective. One-size-fits-all approaches simply won't get the job done. Policymakers need a clear, comprehensive resource that outlines the energy policies that will have the biggest impact on our climate future, and describes how to design these policies well. *Designing Climate Solutions: A Policy Guide for Low-Carbon Energy* is the first such guide, bringing together the latest research and analysis around low carbon energy solutions. Written by Hal Harvey, CEO of the policy firm Energy Innovation, with Robbie Orvis and Jeffrey Rissman of Energy Innovation, *Designing Climate Solutions* is an accessible resource on lowering carbon emissions for policymakers, activists, philanthropists, and others in the climate and energy community. In Part I, the authors deliver a roadmap for understanding which countries, sectors, and sources produce the greatest amount of greenhouse gas emissions, and give readers the tools to select and design efficient policies for each of these sectors. In Part II, they break down each type of policy, from renewable portfolio standards to carbon pricing, offering key design principles and case studies where each policy has been implemented successfully. We don't need to wait for new technologies or strategies to create a low carbon

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future—and we can't afford to. Designing Climate Solutions gives professionals the tools they need to select, design, and implement the policies that can put us on the path to a livable climate future.

What's the secret to sales success? If you're like most business leaders, you'd say it's fundamentally about relationships—and you'd be wrong. The best salespeople don't just build relationships with customers. They challenge them. The need to understand what top-performing reps are doing that their average performing colleagues are not drove Matthew Dixon, Brent Adamson, and their colleagues at Corporate Executive Board to investigate the skills, behaviors, knowledge, and attitudes that matter most for high performance. And what they discovered may be the biggest shock to conventional sales wisdom in decades. Based on an exhaustive study of thousands of sales reps across multiple industries and geographies, *The Challenger Sale* argues that classic relationship building is a losing approach, especially when it comes to selling complex, large-scale business-to-business solutions. The authors' study found that every sales rep in the world falls into one of five distinct profiles, and while all of these types of reps can deliver average sales performance, only one—the Challenger—delivers consistently high performance. Instead of bludgeoning customers with endless facts and features about their company and products, Challengers approach customers with unique insights about how they can save or make money. They tailor their sales message to the customer's specific needs and objectives. Rather than acquiescing to the customer's

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every demand or objection, they are assertive, pushing back when necessary and taking control of the sale. The things that make Challengers unique are replicable and teachable to the average sales rep. Once you understand how to identify the Challengers in your organization, you can model their approach and embed it throughout your sales force. The authors explain how almost any average-performing rep, once equipped with the right tools, can successfully reframe customers' expectations and deliver a distinctive purchase experience that drives higher levels of customer loyalty and, ultimately, greater growth.

The challenges to humanity posed by the digital future, the first detailed examination of the unprecedented form of power called "surveillance capitalism," and the quest by powerful corporations to predict and control our behavior. In this masterwork of original thinking and research, Shoshana Zuboff provides startling insights into the phenomenon that she has named surveillance capitalism. The stakes could not be higher: a global architecture of behavior modification threatens human nature in the twenty-first century just as industrial capitalism disfigured the natural world in the twentieth. Zuboff vividly brings to life the consequences as surveillance capitalism advances from Silicon Valley into every economic sector. Vast wealth and power are accumulated in ominous new "behavioral futures markets," where predictions about our behavior are bought and sold, and the production of goods and services is subordinated to a new "means of behavioral modification." The threat has shifted from a totalitarian

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Big Brother state to a ubiquitous digital architecture: a "Big Other" operating in the interests of surveillance capital. Here is the crucible of an unprecedented form of power marked by extreme concentrations of knowledge and free from democratic oversight. Zuboff's comprehensive and moving analysis lays bare the threats to twenty-first century society: a controlled "hive" of total connection that seduces with promises of total certainty for maximum profit -- at the expense of democracy, freedom, and our human future. With little resistance from law or society, surveillance capitalism is on the verge of dominating the social order and shaping the digital future -- if we let it.

Rituals of the Past explores the various approaches archaeologists use to identify ritual in the material record and discusses the influence ritual had on the formation, reproduction, and transformation of community life in past Andean societies. A diverse group of established and rising scholars from across the globe investigates how ritual influenced, permeated, and altered political authority, economic production, shamanic practice, landscape cognition, and religion in the Andes over a period of three thousand years. Contributors deal with theoretical and methodological concerns including non-human and human agency; the development and maintenance of political and religious authority, ideology, cosmologies, and social memory; and relationships with ritual action. The authors use a diverse array of archaeological, ethnographic, and linguistic data and historical documents to demonstrate the role ritual played in prehispanic, colonial, and post-colonial Andean



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societies throughout the regions of Peru, Chile, Bolivia, and Argentina. By providing a diachronic and widely regional perspective, *Rituals of the Past* shows how ritual is vital to understanding many aspects of the formation, reproduction, and change of past lifeways in Andean societies. Contributors: Sarah Abraham, Carlos Angiorama, Florencia Avila, Camila Capriata Estrada, David Chicoine, Daniel Contreras, Matthew Edwards, Francesca Fernandini, Matthew Helmer, Hugo Ikehara, Enrique Lopez-Hurtado, Jerry Moore, Axel Nielsen, Yoshio Onuki, John Rick, Mario Ruales, Koichiro Shibata, Hendrik Van Gijseghem, Rafael Vega-Centeno, Verity Whalen

Local newspapers can hold back the rising tide of political division in America by turning away from the partisan battles in Washington and focusing their opinion page on local issues. When a local newspaper in California dropped national politics from its opinion page, the resulting space filled with local writers and issues. We use a pre-registered analysis plan to show that after this quasi-experiment, politically engaged people did not feel as far apart from members of the opposing party, compared to those in a similar community whose newspaper did not change. While it may not cure all of the imbalances and inequities in opinion journalism, an opinion page that ignores national politics could help local newspapers push back against political polarization.

Ten Strategies of a World-Class Cyber Security Operations Center conveys MITRE's accumulated expertise on enterprise-grade computer network

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defense. It covers ten key qualities of leading Cyber Security Operations Centers (CSOCs), ranging from their structure and organization, to processes that best enable smooth operations, to approaches that extract maximum value from key CSOC technology investments. This book offers perspective and context for key decision points in structuring a CSOC, such as what capabilities to offer, how to architect large-scale data collection and analysis, and how to prepare the CSOC team for agile, threat-based response. If you manage, work in, or are standing up a CSOC, this book is for you. It is also available on MITRE's website, [www.mitre.org](http://www.mitre.org).

"In this essential guide, Karen Berman and Joe Knight customize the approaches and insights from their acclaimed book *Financial Intelligence* specifically for entrepreneurs. The authors not only demystify common financial terms and tools, they also show how you can use this knowledge to gauge your company's performance and make better decisions."--Back cover. Multi-volume major reference work bringing together histories of companies that are a leading influence in a particular industry or geographic location. For students, job candidates, business executives, historians and investors.

"I have decided to write down everything that happens, because I feel, I suppose, I may be putting myself in danger." London, 1965. An unworldly young woman believes that a charismatic psychotherapist, Collins Braithwaite, has driven her sister to suicide. Intent on confirming her suspicions, she assumes a false identity and presents herself to him as a client, recording her

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experiences in a series of notebooks. But she soon finds herself drawn into a world in which she can no longer be certain of anything. Even her own character. In Case Study, Graeme Macrae Burnet presents these notebooks interspersed with his own biographical research into Collins Braithwaite. The result is a dazzling – and often wickedly humorous – meditation on the nature of sanity, identity and truth itself, by one of the most inventive novelists writing today.

Web search engines are not just indispensable tools for finding and accessing information online, but have become a defining component of the human condition and can be conceptualized as a complex behavior embedded within an individual's everyday social, cultural, political, and information-seeking activities. This book investigates Web search from the non-technical perspective, bringing together chapters that represent a range of multidisciplinary theories, models, and ideas.

8 starred reviews · Goodreads Choice Awards Best of the Best · William C. Morris Award Winner · National Book Award Longlist · Printz Honor Book · Coretta Scott King Honor Book · #1 New York Times Bestseller!

"Absolutely riveting!" —Jason Reynolds "Stunning." —John

Green "This story is necessary. This story is important."

—Kirkus (starred review) "Heartbreakingly topical."

—Publishers Weekly (starred review) "A marvel of

verisimilitude." —Booklist (starred review) "A powerful, in-

your-face novel." —Horn Book (starred review) Sixteen-

year-old Starr Carter moves between two worlds: the

poor neighborhood where she lives and the fancy

suburban prep school she attends. The uneasy balance

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between these worlds is shattered when Starr witnesses the fatal shooting of her childhood best friend Khalil at the hands of a police officer. Khalil was unarmed. Soon afterward, his death is a national headline. Some are calling him a thug, maybe even a drug dealer and a gangbanger. Protesters are taking to the streets in Khalil's name. Some cops and the local drug lord try to intimidate Starr and her family. What everyone wants to know is: what really went down that night? And the only person alive who can answer that is Starr. But what Starr does—or does not—say could upend her community. It could also endanger her life. Want more of Garden Heights? Catch Maverick and Seven's story in *Concrete Rose*, Angie Thomas's powerful prequel to *The Hate U Give*.

A bestselling modern classic—both poignant and funny—about a boy with autism who sets out to solve the murder of a neighbor's dog and discovers unexpected truths about himself and the world. Nominated as one of America's best-loved novels by PBS's *The Great American Read* Christopher John Francis Boone knows all the countries of the world and their capitals and every prime number up to 7,057. He relates well to animals but has no understanding of human emotions. He cannot stand to be touched. And he detests the color yellow. This improbable story of Christopher's quest to investigate the suspicious death of a neighborhood dog makes for one of the most captivating, unusual, and widely heralded novels in recent years.

Presents recipes ranging in difficulty with the science and technology-minded cook in mind, providing the

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science behind cooking, the physiology of taste, and the techniques of molecular gastronomy.

"Paul's Case" by Willa Cather. Published by Good Press. Good Press publishes a wide range of titles that encompasses every genre. From well-known classics & literary fiction and non-fiction to forgotten?or yet undiscovered gems?of world literature, we issue the books that need to be read. Each Good Press edition has been meticulously edited and formatted to boost readability for all e-readers and devices. Our goal is to produce eBooks that are user-friendly and accessible to everyone in a high-quality digital format.

Dubliners is a collection of picturesque short stories that paint a portrait of life in middle-class Dublin in the early 20th century. Joyce, a Dublin native, was careful to use actual locations and settings in the city, as well as language and slang in use at the time, to make the stories directly relatable to those who lived there. The collection had a rocky publication history, with the stories being initially rejected over eighteen times before being provisionally accepted by a publisher—then later rejected again, multiple times. It took Joyce nine years to finally see his stories in print, but not before seeing a printer burn all but one copy of the proofs. Today Dubliners survives as a rich example of not just literary excellence, but of what everyday life was like for average Dubliners in their day. This book is

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part of the Standard Ebooks project, which produces free public domain ebooks.

It takes a graveyard to raise a child. Nobody Owens, known as Bod, is a normal boy. He would be completely normal if he didn't live in a graveyard, being raised by ghosts, with a guardian who belongs to neither the world of the living nor the dead. There are adventures in the graveyard for a boy—an ancient Indigo Man, a gateway to the abandoned city of ghouls, the strange and terrible Sleer. But if Bod leaves the graveyard, he will be in danger from the man Jack—who has already killed Bod's family. Hedy's private world is being stretched thin on all fronts--thanks to the emotional demands placed on her by her teenage daughter, stroke-victim father, and speed-skiing legend husband. As the political issues of the outside world encroach on her increasingly fragile private one, Hedy learns to take a side--her side--for the first time.

Popular Science gives our readers the information and tools to improve their technology and their world. The core belief that Popular Science and our readers share: The future is going to be better, and science and technology are the driving forces that will help make it better.

A boy recounts his annual summer trips to rural Illinois with his sister during the Great Depression to visit their larger-than-life grandmother.

**#1 NEW YORK TIMES BESTSELLER • ONE OF**

## TIME MAGAZINE'S 100 BEST YA BOOKS OF ALL

TIME The extraordinary, beloved novel about the ability of books to feed the soul even in the darkest of times. When Death has a story to tell, you listen. It is 1939. Nazi Germany. The country is holding its breath. Death has never been busier, and will become busier still. Liesel Meminger is a foster girl living outside of Munich, who scratches out a meager existence for herself by stealing when she encounters something she can't resist—books. With the help of her accordion-playing foster father, she learns to read and shares her stolen books with her neighbors during bombing raids as well as with the Jewish man hidden in her basement. In superbly crafted writing that burns with intensity, award-winning author Markus Zusak, author of *I Am the Messenger*, has given us one of the most enduring stories of our time. “The kind of book that can be life-changing.” —The New York Times “Deserves a place on the same shelf with *The Diary of a Young Girl* by Anne Frank.” —USA Today **DON'T MISS BRIDGE OF CLAY, MARKUS ZUSAK'S FIRST NOVEL SINCE THE BOOK THIEF.**

Concrete repair continues to be a subject of major interest to engineers and technologists worldwide. The concrete repair budget for the UK alone currently runs at some UKP 220 per annum. Some estimates have indicated that, worldwide, in 2010 the expenditure for maintenance and repair work will

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represent about 85% of the total expenditure in the construction field. It has been forecast that, in the same year in the USA, 50 billion dollars will be spent just for the restoration of deteriorated bridges and viaducts. An understanding of the latest techniques in repair and testing and inspection is thus crucial to the international construction industry. This book, with contributions from 34 countries, brings together the best in research, practical application, strategy and theory relating to concrete repair, testing and inspection, fire damage, composites and electro-chemical repair.

Lab Manual for Health Assessment in Nursing, 5e serves as a laboratory manual and a study guide for the student. Each chapter of the lab manual corresponds to a chapter in the main textbook assisting students with comprehending and applying the theoretical content. Students will fully develop their assessment skills using the new interview guides and assessment guides. Students will also develop independence and readiness for test-taking by answering questions designed to hone these skills. Critical thinking skills are further developed when students participate in the Critical Thinking and Case Study activities.

William Golding's unforgettable classic of boyhood adventure and the savagery of humanity comes to Penguin Classics in a stunning Graphic Deluxe Edition with a new foreword by Lois Lowry As



provocative today as when it was first published in 1954, *Lord of the Flies* continues to ignite passionate debate with its startling, brutal portrait of human nature. William Golding's compelling story about a group of very ordinary boys marooned on a coral island has been labeled a parable, an allegory, a myth, a morality tale, a parody, a political treatise, and even a vision of the apocalypse. But above all, it has earned its place as one of the indisputable classics of the twentieth century for readers of any age. This Penguin Classics Graphic Deluxe Edition features an array of special features to supplement the novel, including a foreword by Lois Lowry, an introduction by Stephen King, an essay by E. M. Forster, an essay on teaching and reading the novel and suggestions for further exploration by scholar Jennifer Buehler, and an extended note by E. L. Epstein, the publisher of the first American paperback edition of *Lord of the Flies*. For more than seventy years, Penguin has been the leading publisher of classic literature in the English-speaking world. With more than 1,700 titles, Penguin Classics represents a global bookshelf of the best works throughout history and across genres and disciplines. Readers trust the series to provide authoritative texts enhanced by introductions and notes by distinguished scholars and contemporary authors, as well as up-to-date translations by award-winning translators.

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The ordinary interactions and everyday routines of the Watsons, an African American family living in Flint, Michigan, are drastically changed after they go to visit Grandma in Alabama in the summer of 1963.

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