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The SAGE Encyclopedia of LGBTQ Studies SAGE Publications This far-reaching and contemporary new Encyclopedia examines and explores the lives and experiences of Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) individuals, focusing on the contexts and forces that shape their lives. The work focuses on LGBTQ issues and identity primarily through the lenses of psychology, human development and sociology, emphasizing queer, feminist and ecological perspectives on the topic, and addresses questions such as: · What are the key theories used to understand variations in sexual orientation and gender identity? · How do Gay-Straight Alliances (GSA) affect LGBTQ youth? · How do LGBTQ people experience the transition to parenthood? · How does sexual orientation intersect with other key social locations, such as race, to shape experience and identity? · What are the effects of marriage equality on sexual minority individuals and couples? Top researchers and clinicians contribute to the 400 signed entries, from fields such as: · Psychology · Human Development · Gender/Queer Studies · Sexuality Studies · Social Work · Sociology The SAGE Encyclopedia of LGBTQ Studies is an essential resource for researchers interested in an interdisciplinary perspective on LGBTQ lives and issues. **Sexual Identities and the Media An Introduction** Routledge Sexual Identities and the Media encourages students to examine media as a site of negotiation for how people make sense of their own and others' sexual identities. Taking a critical/cultural approach, Wendy Hilton-Morrow and Kathleen Battles weave together theory, synthesis of existing research, and original analysis of contemporary media examples in order to explore key areas of debate, including: an historical context for contemporary GLBTO representations; the advantages and limitations of media visibility, including a discussion of the strengths and limitations of stereotype research and the quest for "positive" representations; the role of consumer culture in constructing GLBTO identities; strategies of mainstream media resistance by GLBTO community members, including oppositional/queer reading strategies and the production of media products by and for the GLBTO community; the complexities of comedy as a popular narrative device in GLBTO portrayals; the closet as a structuring metaphor in both GLBTO identities and engagement with media; media representations of GLBTO bodies as sites of non-normative desires and gender identities. Featuring an enormous range of discussion questions and case studies—from celebrity coming-out narratives, transgender models, and slash fiction writers to Glee and Modern Family—this textbook offers a timely, informative, and demystifying introduction to this vital intersection in contemporary culture. **Same-Sex Marriage and Social Media How Online Networks Accelerated the Marriage Equality Movement** Routledge According to polls, from the early noughties to now, public support for same-sex marriage has increased dramatically. Same-Sex Marriage and Social Media asks how such a rate of attitude change came about and, more specifically, what role social media played. Digital platforms like Facebook, Twitter and YouTube have proved to be useful outlets for political expression, and Rhonda Gibson explores how this came to benefit the marriage equality movement. Drawing on a wealth of movement-related discourse, the book looks at: how marriage equality was framed by news companies online and in print; the digital strategies deployed by LGBT+ rights organizations and their opponents to gain support; the corporate response to the same-sex marriage debate; the effect of perceived public opinion and the concept of social identity on how the debate evolved online. This book seeks to demonstrate how the unique ability of social networks to share personal stories on a mass scale, connect like-minded individuals regardless of geography, and leverage the bandwagon effect of viral content contributed to a seismic shift in visibility and public opinion around the issue of marriage equality. Students and researchers will find this a timely and accessible introduction to the impact of online networks on LGBTQ rights. **Handbook on Diversity and Inclusion Indices A Research Compendium** Edward Elgar Publishing This Handbook on Diversity and Inclusion Indices critically examines many of the popular and frequently cited indices related to DEI benchmarking and progress tracking. The goal is to provide a better understanding of the indices' construction, strengths and weaknesses, intended applications, contribution to research and progress towards diversity and equity goals. **Shapeholders Business Success in the Age of Activism** Columbia University Press Today, all it takes is one organizational misstep to sink a company's reputation. Social media can be a strict ethical enforcer, with the power to convince thousands to boycott products and services. Executives are stuck on appeasing stakeholders—shareholders, employees, and consumers—but they ignore shapeholders, regulators, the media, and social and political activists who have no stake in a company but will work hard to curb what they see as bad business practices. And they do so at their own peril. In *Shapeholders: Business Success in the Age of Activism*, former congressman, Fortune 500 executive, and university president Mark Kennedy argues that shapeholders, as much as stakeholders, have significant power to determine a company's risks and opportunities, if not its survival. Many international, multi-billion-dollar corporations fail to anticipate activism, and they flounder on first contact. Kennedy zeroes in on the different languages that shapeholders and companies speak and their contrasting metrics for what constitutes acceptable business practice. Executives, he argues, must be visionaries who find profitable—and probable—collaborations to diffuse political tensions. Kennedy's decision matrix helps corporations align their business practices with shapeholder interests, anticipate their demands, and assess changing moral standards so that together they can plan a profitable route forward. **The Engineers' Metric Data Manual and Buyers' Guide** Elsevier The Engineers' Metric Data Manual and Buyers' Guide is a manual and guide for the British engineering industry in the period of transition from Imperial to metric sizes. This material begins with the abbreviated history and use of the S.I. system. A guide on using the manual and a suggested component coding system for adoption by companies for internal metric use are also explained. This book also presents design data and conversion tables, as well as data sheet for specific parts of the whole engineering design, including fasteners, bearings, bushes, machine tools, fluid sealing, and coupling systems. This book will be valuable to engineers in such transition and will help prevent a serious and avoidable waste of skilled engineering effort. **Do Good Well Your Guide to Leadership, Action, and Social Innovation** John Wiley & Sons Written with a fresh voice and a dash of humor, *Do Good Well* is an exciting and readily adaptable guide to social innovation that not only captures the entrepreneurial and creative spirit of our time, but also harnesses the insights, wisdom, and down-to-earth experience of today's most accomplished young leaders. *Do Good Well* offers a winning combination of theory, anecdote, and application, giving you the framework you need to make an impact next door or across the world. The authors present a 12-step process that empowers readers to act on their passions and concerns. This process is organized into three parts: *Do What Works*, *Work Together*, and *Make It Last*. They offer specific guidance for following the process through practical and prescriptive actions such as building organizations, joining boards, applying for funding, creating partnerships with organizations that have similar goals, organizing conferences, and publicizing events. The book incorporates accounts of young people in action, and always reinforces the message that social innovation can be a lifestyle, made up of efforts small and large. It is not an all-or nothing proposition, and anyone can affect social change. **Q & A Revision Guide EU Law 2013 and 2014** Oxford University Press Q&A EU Law offers a lifeline to students revising for exams. It provides clear guidance from experienced examiners on how best to tackle exam questions, and gives students the opportunity to practise their exam technique and assess their progress. **What Happened** Simon and Schuster "An engaging, beautifully synthesized page-turner" (Slate). The #1 New York Times bestseller and Time #1 Nonfiction Book of the Year: Hillary Rodham Clinton's most personal memoir yet, about the 2016 presidential election. In this "candid and blackly funny" (The New York Times) memoir, Hillary Rodham Clinton reveals what she was thinking and feeling during one of the most controversial and unpredictable presidential elections in history. She takes us inside the intense personal experience of becoming the first woman nominated for president by a major party in an election marked by rage, sexism, exhilarating highs and infuriating lows, stranger-than-fiction twists, Russian interference, and an opponent who broke all the rules. "At her most emotionally raw" (People), Hillary describes what it was like to run against Donald Trump, the mistakes she made, how she has coped with a shocking and devastating loss, and how she found the strength to pick herself back up afterward. She tells readers what it took to get back on her feet—the rituals, relationships, and reading that got her through, and what the experience has taught her about life. In this "feminist manifesto" (The New York Times), she speaks to the challenges of being a strong woman in the public eye, the criticism over her voice, age, and appearance, and the double standard confronting women in politics. Offering a "bracing... guide to our political arena" (The Washington Post), *What Happened* lays out how the 2016 election was marked by an unprecedented assault on our democracy by a foreign adversary. By analyzing the evidence and connecting the dots, Hillary shows just how dangerous the forces are that shaped the outcome, and why Americans need to understand them to protect our values and our democracy in the future. The election of 2016 was unprecedented and historic. *What Happened* is the story of that campaign, now with a new epilogue showing how Hillary grappled with many of her worst fears coming true in the Trump Era, while finding new hope in a surge of civic activism, women running for office, and young people marching in the streets. **Branded Bodies, Rhetoric, and the Neoliberal Nation-state** Rowman & Littlefield *Branded Bodies, Rhetoric, and the Neoliberal Nation-State*, by Dr. Jennifer Wingard, explores how neoliberal economics has affected the rhetoric of the media and politics, and how in very direct, material ways it harms the bodies of some of the United States' most vulnerable occupants. Wingard explains how the state uses certain bodies that will never be accepted as citizens as an underclass in service of capital, and explores how those underclass "bodies" are identified through branding. By showing how brands are assembled to create affective threats, this book articulates how dangerous the branding of bodies has become and offers rhetorical strategies that can repair the damage to bodies caused by political branding. **Electronics Buyers' Guide Crimes of War What the Public Should Know** W. W. Norton & Company The nature of war crimes and the international law that defines them is discussed in accounts of major violations of the code of conduct military organizations are supposed to follow in war **Section 1557 of the Affordable Care Act** American Dental Association Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). This brief guide explains Section 1557 in more detail and what your practice needs to do to meet the requirements of this federal law. Includes sample notices of nondiscrimination, as well as taglines translated for the top 15 languages by state. **Reinventing Diversity Transforming Organizational Community to Strengthen People, Purpose, and Performance** Rowman & Littlefield Publishers In *Reinventing Diversity*, one of America's leading diversity experts explains why most diversity programs fail and how we can make them work. In this inspiring guide, Howard Ross uses interviews, personal stories, statistics, and case studies to show that there is no quick fix, no easy answer. Acceptance needs to become part of the culture of a company, not just a mandated attitude. **U.S. Rifle, Caliber .30, M1 Human Rights at International Borders A Trainer's Guide** This is a joint publication of the Office of the UN High Commissioner for Human Rights and the UN Office on Counter-Terrorism. **Hillary Rodham Clinton Polarizing First Lady** *Modern First Ladies* Chronicles the life of former first lady Hillary Rodham Clinton, focusing on her activities during the ten years leading up to her national prominence and her influence on her husband's presidential administration. **The SAGE International Encyclopedia of Travel and Tourism** SAGE Publications Taking a global and multidisciplinary approach, The SAGE International Encyclopedia of Travel and Tourism brings together a team of international scholars to examine the travel and tourism industry, which is expected to grow at an annual rate of four percent for the next decade. In more than 500 entries spanning four comprehensive volumes, the Encyclopedia examines the business of tourism around the world paying particular attention to the social, economic, environmental, and policy issues at play. The book examines global, regional, national, and local issues including transportation, infrastructure, the environment, and business promotion. By looking at travel trends and countries large and small, the Encyclopedia analyses a wide variety of challenges and opportunities facing the industry. In taking a comprehensive and global approach, the Encyclopedia approaches the field of travel and tourism through the numerous disciplines it reaches, including the traditional tourism administration curriculum within schools of business and management, economics, public policy, as well as social science disciplines such as the anthropology and sociology. Key features include: More than 500 entries authored and signed by key academics in the field Entries on individual countries that details the health of the tourism industry, policy and planning approaches, promotion efforts, and primary tourism draws. Additional entries look at major cities and popular destinations Coverage of travel trends such as culinary tourism, wine tourism, agritourism, ecotourism, geotourism, slow tourism, heritage and cultural-based tourism, sustainable tourism, and recreation-based tourism Cross-references and further readings A Reader's Guide grouping articles by disciplinary areas and broad themes **The Dividends of Dissent How Conflict and Culture Work in Lesbian and Gay Marches on Washington** University of Chicago Press *Marching on Washington* is a hallowed tradition of American political protest, and demonstrations led by the women's rights, civil rights, and antiwar movements all endure in popular memory. Between 1979 and 2000 four major lesbian and gay demonstrations took place there, and while these marches were some of the largest of their time, they have been sorely overlooked—until now. Drawing on extensive archival research, historical data, original photographs, interviews with key activists, and more than a thousand news articles, *The Dividends of Dissent* offers a thorough analysis—descriptive, historical, and sociological—of these marches and their organization. Amin Ghaziani ably puts these demonstrations into their cultural context, chronicling gay and lesbian

life at the time and the political currents that prompted the protests. He then turns to each march in detail, focusing on the role that internal dissent played in its organization. Ultimately, Ghaziani concludes that infighting can contribute positively to the development of social movements, and that the debates over the marches helped define what it means to be gay in the United States.

Zielgruppen im Konsumentenmarketing Segmentierungsansätze - Trends - Umsetzung Springer-Verlag Das Herausgeberwerk widmet sich in einzelnen Beiträgen den dominierenden Zielgruppenkonzepten im Konsumentenmarketing. Neben eindimensionalen und primär an beobachtbaren Merkmalen orientierten Segmentierungen (z.B. Zielgruppe „Frau“ oder „Best Ager“) werden gängige psychographische und geographische Ansätze sowie die Zukunftstrends der Zielgruppendifferenzierung thematisiert. Dabei kommen jeweils führende Fachvertreter zu Wort, die die jeweiligen Ansätze entscheidend mitgeprägt bzw. weiterentwickelt haben. Zur Veranschaulichung der praktischen Umsetzungsmöglichkeiten werden im letzten Teil des Buches praktische Branchenwendungen vorgestellt.

Unlocking the Magic of Facilitation 11 Key Concepts You Didn't Know You Didn't Know Have you ever been in a training and marveled at how quickly the time flew by? Genuinely enjoyed a meeting you were expecting to dread? Learned something powerful about a topic you thought wouldn't engage you? Experienced an intimate, vulnerable, transformative moment with a group of total strangers? Then you've witnessed the magic of facilitation. Like all magic tricks - though they seem to defy reason when you're spectating for the first time - once the secrets of facilitation are unveiled to you, you'll look back with a bland obviousness. Of course that's how it's done. In this book, co-authors and social justice facilitators Sam Killermann and Meg Bolger teach you how to perform the favorite tricks they keep up their sleeve. It's the learning they've accumulated from thousands of hours of facilitating, debriefing, challenging, and failing; it's the lessons from their mentors, channeled through their experience; it's the magician's secrets, revealed to the public, because it's about time folks have the privilege of looking behind the curtain of facilitation and thinking of course that's how it's done. This book highlights 11 key concepts every facilitator should know, that most facilitators don't even know they should know. They are sometimes-tiny things that show up huge in facilitation. It's a book for facilitators of all stripes, goals, backgrounds, and settings - and the digestible, enjoyable, actionable lessons would benefit anyone who is responsible for engaging a group of people in learning. **H.E. Bates A Literary Life** Susquehanna University Press Reevaluates the accomplishments of the British writer within the context of major literary movements and cross-currents. It considers all areas of his work including his stories of country life; war stories and novels; his best work, *Love for Lydia*; and his highly acclaimed nonfiction on environmental issues. **Science Advice to NASA Conflict, Consensus, Partnership, Leadership** National Aeronautics and Space Administration Office of Communications NASA History Division This book documents highlights of NASA's interactions with outside scientific advisors over the agency's full lifetime and draws lessons from that history for research managers, decision makers, and scientists. The book is divided into three parts--the first two being focused on history and the third on synthesis and analysis. Part 1 briefly examines early forerunner activities at NACA and in the decade leading up to NASA's formation, and it then considers NASA's use of outside advice during its first three decades. Part 2 picks up the story in 1988 and follows it up to 2016. Part 3 examines a sampling of case studies, discusses recurring characteristics of notably successful advisory activities, and provides a glimpse at what past experience might imply for the future of scientific advice at NASA. The last two chapters provide big-picture summaries of themes that have emerged from earlier discussions. **Sex and the World Rethinking Relationship Beyond an Age of Individualism** Baker Academic A political scientist and pastor offers a positive, holistic vision that helps readers engage the cultural debate on sex and marriage in personal ethics and public policy. **The Art of the Woman The Life and Work of Elisabet Ney** A dramatic and authoritative biography of the flamboyant sculptor who left Europe to settle in Texas. **The Economic, Social and Cultural Rights of Migrants in an Irregular Situation** This publication aims to fill a significant knowledge gap on the human rights of irregular migrants. It seeks to describe barriers faced by irregular migrants in the exercise of such fundamental rights as the right to health, to education, to an adequate standard of living, to social security, and to just and favourable conditions of work, as well as trends and national policies, highlighting where possible examples of promising practice from around the world. It also draws attention to the guidance provided by international human rights law as well as related legal frameworks such as international labour law, and provides key messages on a human rights-based response to irregular migration. **Corporate Power and Human Rights** Routledge There is ample evidence about the negative effects business activity of all types can have on the provision of human rights. Equally, there can be little doubt economic development, usually driven through business activity and trade, is necessary for any state to provide the institutions and infrastructure necessary to secure and provide human rights for their citizens. The United Nations and businesses recognise this tension and are collaborating to effect change in business behaviours through voluntary initiatives such as the Global Compact and John Ruggie's Guiding Principles. Yet voluntary approaches are evidently failing to prevent human rights violations and there are few alternatives in law for affected communities to seek justice. This book seeks to robustly challenge the current status quo of business approaches to human rights in order to develop meaningful alternatives in an attempt to breach the gap between the realities of business and human rights and its discourse. This book was previously published as a special issue of the International Journal of Human Rights. **The Palgrave Handbook of Sport, Politics and Harm** Springer Nature This book looks historically at the harm that has been inflicted in the practice of sport and at some of the issues, debates and controversies that have arisen as a result. Written by experts in history, sociology, sport journalism and public health, the book considers sport and injury in relation to matters of social class; gender; ethnicity and race; sexuality; political ideology and national identity; health and wellbeing; childhood; animal rights; and popular culture. These matters are, in turn, variously related to a range of sports, including ancient, pre- and early industrial sports; American football; boxing; wrestling and other combat sports; mountaineering; horseracing; cycling; motor racing; rugby football; cricket; association football; baseball; basketball; Crossfit; ice hockey; Olympic sports; Mixed Martial Arts; and sport in an imagined dystopian future. **Introduction to Mathematical Portfolio Theory** Cambridge University Press This concise yet comprehensive guide focuses on the mathematics of portfolio theory without losing sight of the finance. **The Human Rights of Migrants** International Organization for Migration Includes statistics. **The Fenway Guide to Lesbian, Gay, Bisexual, and Transgender Health** ACP Press The Fenway Guide provides guidance, practical guidelines, and discussions of clinical issues pertinent to the LGBT patient and community. It also focuses on helping healthcare professionals gain a better understanding of the LGBT population, the LGBT life continuum, health promotion and disease prevention, transgender health, and patient communication and the office environment. The Fenway Guide is truly a one-of-a-kind comprehensive resource! Written in conjunction with the renowned Fenway Community Health, of Boston, MA, The Fenway Guide to Lesbian, Gay, Bisexual, and Transgender Health is an invaluable resource for healthcare professionals seeking further knowledge and guidance on sexual minority health care. **Human Rights Obligations of Business Beyond the Corporate Responsibility to Respect?** Cambridge University Press This book critically evaluates the Ruggie Framework and the Guiding Principles on Business and Human Rights, and investigates the normative foundations as well as the nature, extent and enforcement of corporate obligations for the realisation of human rights. **Lesbian, Gay, Bisexual, and Transgender Healthcare A Clinical Guide to Preventive, Primary, and Specialist Care** Springer Written by experienced clinicians and edited by Vanderbilt Program for LGBTI Health faculty, this book contains up-to-date expertise from physicians renowned for their work in LGBT health. This important text fills an informational void about the practical health needs of LGBT patients in both the primary care and specialty settings remains, and serves as a guide for LGBT preventive and specialty medicine that can be utilized within undergraduate medical education, residency training, and medical practice. Beginning with a short review of LGBT populations and health disparities, it largely focuses on the application and implementation of LGBT best practices within all realms of medical care. In addition, the book offers recommendations for the integration of LGBT health into systems-based practice by addressing intake forms and electronic health records, as well as evidence-based emerging concerns in LGBT health. This is a must-have volume for medical students, residents, and practicing physicians from all medical specialties. **The Mueller Report The Final Report of the Special Counsel on Russian Interference in the 2016 Presidential Election** Courier Dover Publications This is the full Mueller Report, as released on April 18, 2019, by the U.S. Department of Justice. A reprint of the report exactly as it was issued by the government, it is without analysis or commentary from any other source and with nothing subtracted except for the material redacted by the Department of Justice. The mission of the Mueller investigation was to examine Russian interference in the 2016 Presidential election, consisting of possible links, or "collusion," between the Donald Trump campaign and the Russian government of Vladimir Putin as well as any allegations of obstruction of justice in this regard. It was also intended to detect and prosecute, where warranted, any other crimes that surfaced during the course of the investigation. The report consists of a detailed summary of the various investigations and inquiries that the Special Counsel and colleagues carried out in these areas. The investigation was initiated in the aftermath of the firing of FBI Director James Comey by Donald Trump on May 9, 2017. The FBI, under Director Comey, had already been investigating links between Russia and the Trump campaign. Mueller submitted his report to Attorney General William Barr on March 22, 2019, and the Department of Justice released the redacted report one month later. **UN Human Rights Treaty Bodies Law and Legitimacy** Cambridge University Press Analysis of the UN human rights treaty bodies, their methods of interpretation, their effectiveness and issues of legitimacy. **The Glass Closet Why Coming Out Is Good Business** Harper Collins Part memoir and part social criticism, The Glass Closet addresses the issue of homophobia that still pervades corporations around the world and underscores the immense challenges faced by LGBT employees. In The Glass Closet, Lord John Browne, former CEO of BP, seeks to unsettle business leaders by exposing the culture of homophobia that remains rampant in corporations around the world, and which prevents employees from showing their authentic selves. Drawing on his own experiences, and those of prominent members of the LGBT community around the world, as well as insights from well-known business leaders and celebrities, Lord Browne illustrates why, despite the risks involved, self-disclosure is best for employees—and for the businesses that support them. Above all, The Glass Closet offers inspiration and support for those who too often worry that coming out will hinder their chances of professional success. **Commentary on the 1969 Vienna Convention on the Law of Treaties** BRILL The 1969 Vienna Convention on the Law of Treaties, regulating treaties between States, lies at the heart of international law. This commentary interprets the Convention's 85 articles clearly and precisely. It covers such major topics as reservations to treaties, their interpretation and the grounds for terminating a treaty, for instance breach. Emphasis is placed on the practice of States and tribunals and on academic writings. It contains further sections on customary international law and the Convention's history while providing up-to-date information on ratifications and reservations. This commentary is a must for practitioners and academics wishing to establish the meaning and scope of the provisions of the Vienna Convention on the Law of Treaties. **Reform and Regret The Story of Federal Judicial Involvement in the Alabama Prison System** Oxford University Press on Demand When the deplorable conditions in Alabama's prisons were revealed at trial in 1975, Judge Frank Johnson declared the prison system as a whole to constitute cruel and unusual punishment in violation of the eighth amendment. He then issued an elaborate decree specifying improvements that must be made to satisfy constitutional standards. In this study, Larry W. Yackle describes the campaign to achieve prison reform in Alabama through constitutional litigation in the federal courts and surveys the process that produced Johnson's decree, and subsequent efforts to enforce his order in the face of bureaucratic inertia, administrative incompetence, and political demagoguery. A decade later, the prisons showed significant physical improvements, but Alabama's resistance to progressive penal policies remained intact and impeded lasting change. Covering the lawyers' strategies, Judge Johnson's creative actions, and the machinations of state and federal officials including the Department of Justice under President Ronald Reagan, this book conveys the frustrating yet effective effort at prison litigation and offers important lessons for other proponents of penal reform across the country. **Mind Tools for Managers 100 Ways to be a Better Boss** John Wiley & Sons The manager's must-have guide to excelling in all aspects of the job Mind Tools for Managers helps new and experienced leaders develop the skills they need to be more effective in everything they do. It brings together the 100 most important leadership skills—as voted for by 15,000 managers and professionals worldwide—into a single volume, providing an easy-access solutions manual for people wanting to be the best manager they can be. Each chapter details a related group of skills, providing links to additional resources as needed, plus the tools you need to put ideas into practice. Read beginning-to-end, this guide provides a crash course on the essential skills of any effective manager; used as a reference, its clear organization allows you to find the solution you need quickly and easily. Success in a leadership position comes from results, and results come from the effective coordination of often competing needs: your organization, your client, your team, and your projects. These all demand time, attention, and energy, and keeping everything running smoothly while making the important decisions is a lot to handle. This book shows you how to manage it all, and manage it well, with practical wisdom and expert guidance. Build your ideal team and keep them motivated Make better decisions and boost your strategy game Manage both time and stress to get more done with less Master effective communication, facilitate innovation, and much more Managers wear many hats and often operate under a tremendously diverse set of job duties. Delegation, prioritization, strategy, decision making, communication, problem solving, creativity, time management, project management and stress management are all part of your domain. Mind Tools for Managers helps you take control and get the best out of your team, your time, and yourself. **Surface Engineering for Wear Resistance** Very Good, No Highlights or Markup, all pages are intact.