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Animal Care and
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Edition is the
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providing for
strong advocacy
for advancing
quality animal
welfare and
science***

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continues as a
valuable seminal
reference for
those engaged in
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programs
involving animal
care and use.
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has more than
doubled the
number of
chapters in the***

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to present a
more
comprehensive
overview of the
current breadth
and depth of the
field with
applicability to
an international
audience.***

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the latest***

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resource and
reference
material from
authors who are
noted experts in
their field. The
book: -***

***Emphasizes the
importance of
developing a
collaborative
culture of care
within an animal***

***care and use
program and
provides
information
about how
behavioral
management
through animal
training can
play an integral
role in a
veterinary
health program -
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**section on
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chapters that
focus on
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considerations
of housing and
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assurance issues
and processes,
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greater
discussion of
globalization
and harmonizing
cultural and
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issues -
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book of critical
topics in
program
management,
physical plant,
animal health,
and husbandry.
Biomedical
research using
animals requires
administrators
and managers who*

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are

**knowledgeable
and highly
skilled. They
must adapt to
the complexity
of rapidly-
changing
technologies,
balance research
goals with a
thorough
understanding of
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requirements and guidelines, and know how to work with a multi-generational, multi-cultural workforce. This book is the ideal resource for these professionals. It also serves as an indispensable

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for
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exams and
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multitude of
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societies Co-
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edition are:
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**(Japanese
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of Laboratory
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management with
comprehensive
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capabilities.
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***most demanding
compliance,
content, and
process
management needs
for your entire
organization. It
is a key element
in creating an
agile, adaptable
enterprise
content
management (ECM)
environment***

necessary to support a dynamic organization that must respond quickly to change. In this IBM Redbooks® publication, we provide an overview of IBM FileNet P8 and describe the

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architecture. We
also introduce
major expansion
products that
extend IBM
FileNet P8
functionality in
the areas of
content
ingestion,
content
accessing
through***

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**connectors and
federation, the
application
framework, and
discovery and
compliance. In
this book, we
discuss the
anatomy of an
ECM
infrastructure,
content event
processing,
content life**

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**cycle, and
business
processes. This
book gives IT
architects, IT
specialists, and
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Sales a solid
understanding of
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Platform, its
architecture,
its functions
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and its
unlimited
capabilities.
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Management:
Strategic Issues
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Exercises gives
business
students in-
depth, hands-on
experiential***

learning applications to help them develop the skills they will need as human resource professionals who deal with people in diverse settings and situations. Providing maximum teaching

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in HRM
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Features Offers
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Issues in HRM
exercises in**

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that can be used
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assigned as
homework
problems, used
as topics for
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presentations,
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Includes two*

***Applications per
chapter, brief
projects that
require students
to apply a human
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*two open-ended
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Exercises per
chapter that ask
students or
teams to develop
unique solutions
to realistic
problems using
what they have
learned Provides
a list of each
chapter's
exercises*

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***grouped
according to The
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Certification
Institute's Body
of Knowledge in
Human Resources
Management
categories to
help instructors
plan the
exercises they
want to use
according to the***

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core or
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text for
graduate-level
courses in Human
Resource
Management,
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Personnel**

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business,
management,
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administration,
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visionary head
of Google's
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Operations comes a groundbreaking inquiry into the philosophy of work -- and a blueprint for attracting the most spectacular talent to your business and ensuring that they succeed.

"We spend more

***time working
than doing
anything else in
life. It's not
right that the
experience of
work should be
so demotivating
and
dehumanizing."
So says Laszlo
Bock, former
head of People
Operations at***

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the company that transformed how the world interacts with knowledge. This insight is the heart of Work Rules!, a compelling and surprisingly playful manifesto that offers lessons including: Take

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***away managers'
power over
employees Learn
from your best
employees-and
your worst Hire
only people who
are smarter than
you are, no
matter how long
it takes to find
them Pay
unfairly (it's
more fair!)***

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Don't trust your gut: Use data to predict and shape the future Default to open-be transparent and welcome feedback If you're comfortable with the amount of freedom you've given your employees, you

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*haven't gone far
enough. Drawing
on the latest
research in
behavioral
economics and a
profound grasp
of human
psychology, Work
Rules! also
provides
teaching
examples from a
range of industr*

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*ies-including
lauded companies
that happen to
be hideous
places to work
and little-known
companies that
achieve
spectacular
results by
valuing and
listening to
their employees.
Bock takes us*

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*inside one of
history's most
explosively
successful
businesses to
reveal why
Google is
consistently
rated one of the
best places to
work in the
world,
distilling 15
years of*

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***intensive worker
R&D into
principles that
are easy to put
into action,
whether you're a
team of one or a
team of
thousands. Work
Rules! shows how
to strike a
balance between
creativity and
structure,***

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success you can
measure in
quality of life
as well as
market share.
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a better company
from within
rather than from
above; read it
to reawaken your
joy in what you
do.*

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Exposes the
Giants of Wall
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Guide for
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Talent***

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for Maintaining
Positive
Employee
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and business
leaders who are
looking for a

roadmap to
designing a
manager
onboarding
program. The book
touches on just a
bit of theory and a
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influential
recruiting and
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practical guide to
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hiring the best
people and scaling
that process
throughout your

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company. This book will help you address your hiring and recruitment issues, not just by making you more efficient, but also by reforming your entire process to align with how top talent actually look for new jobs, compare offers,

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and select
opportunities.

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takes to ensure
more Win-Win
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by hiring for the
anniversary date
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start date How to
use a "High Tech,
High Touch"
approach to raise

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the talent bar
Expand the talent
pool to include
more outstanding,
high potential and
diverse talent by
defining work as a
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performance
objectives Perfect
for hiring
managers,
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leaders, Hire with
Your Head is a

must-read
resource for
anyone seeking to
improve their
ability to find,
attract, and retain
the top talent the
world has to offer.
Organizational
socialization is the
process by which a
new employee

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learns to adapt to an organizational culture. This crucial early period has been shown to have an influence on eventual job satisfaction, commitment, innovation, and cooperation, and ultimately the performance of the

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organization. After decades of research on organizational socialization, much is now known about this important process. However, some confusion still exists regarding what it means to be socialized. The Oxford Handbook

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Onboarding Guide York University of Organizational Socialization

brings
comprehensive
reviews of the
scholarly literature
together with
perspectives on
what is being done
in organizations to
integrate and
support new
employees. The
first section

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introduces the principles and practice of employee socialization and provides a history of the field, and the second section focuses on outcomes and antecedents of socialization. The third section on organizational

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context, systems, and tactics covers an extensive number of topics, including diversity, person-organization fit, and social networks, and special contexts such as socialization into higher-level jobs, and expatriation.

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The fourth section reviews process, methods, and measurement. The fifth section goes "beyond the organizational newcomer" to examine socialization in special contexts. The sixth section expands on practice-related

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issues and walks the reader through two case studies, one in an academic setting and another in a corporate setting. The final chapters provide a "best practices" approach, based on the highest quality research, summarize the

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state of the field,
and offer an
agenda for future
research as well as
suggestions for
potential research-
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its focus on selling,
the text also

provides students
with essential sales
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such as
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coaching,
mentoring, and
leading
salespeople, as
well as managing
sales pipelines,
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new talent Inspire,
coach, and train
future leaders

Reward and retain
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and realize a culture
of organizational
excellence Featuring
breakthroughs and

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from more than 30
leading global talent
management firms--
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"Superkeepers"

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morale and support
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Improve

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through a personal
value exchange

Coach, develop, and
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and prepare the

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addresses each of the core professional domains of practice and leadership essentials for long-term care administration students and professionals. With sections dedicated to postacute care settings, operations, leadership and

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management, this textbook covers information pertinent to the spectrum of senior living service lines – from inpatient rehab facilities, long-term acute care hospitals, nursing homes, assisted living, and residential care communities to

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home- and community-based services. It is a practical reference for both undergraduate and graduate students preparing to enter the field of long-term care administration and leadership, as well as for professionals

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transitioning to another line of postacute service. The textbook begins with a thorough history of the field, including the development of senior services in the United States. Section I then describes the components of

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customer care, supports, and services before transitioning into Section II, which addresses operations, including the core practice domains of effectively managing human resources, finances, and the environment. Section III offers a

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framework for leadership, covering strategic thinking and innovation, marketing and public relations, critical thinking and operation practice, customer service, and personal development. Case problems, discussion questions, leadership

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roles, high-impact practices, key points, and National Association of Long Term Care Administrator Boards (NAB) domain competencies conclude each chapter. Written by two highly experienced long-term care

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administrators, this textbook is intended for those preparing for the examinations administered by the NAB for the HSETM qualification or licensure for individual lines of service, such as for Nursing Home Administration (NHA), Residential

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Home- and
Community-Based
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the continuum of
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need! Turn your

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way of thinking

about work and

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for those who find

themselves on bad

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best way to get new teams and ad-hoc teams to maximize their performance in the least amount of time? How can meetings be designed to achieve useful outcomes? Teams are the source of problem-solving and innovation that today's

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organizations need to survive and thrive in an increasingly complex and challenging marketplace.

Teamwork is hard because there is no magic formula or step-by-step procedure to ensure results. Think of a programmer asked

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to develop new features for a cell phone: they write new code, test the code, troubleshoot problems encountered, revise the code, and repeat the testing process until the new features work without problems. Similarly, a team

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leader asked to deliver specified outcomes develops a plan, runs team meetings, troubleshoots problems encountered, revises the plan, and repeats until the team outcomes are achieved. The difference is that a

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programmer has tools to help streamline troubleshooting, while team leaders do not—until now. Valerie Patrick applies a troubleshooting mindset that includes: Proven tactics for team members and leaders

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to address leadership
problems Guidelines
for recruiting and
changing teams for
optimum
performance
Techniques to
identify and address
aspects of team
climate that are
limiting the
productivity of one
or more team

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members Examples
of effective ways to
operate teams and of
meeting designs that
produce
transformative
outcomes

Help New &
Recently Hired
Employees Hit the
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"The Total
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Program is a comprehensive, step by step, guide to successfully integrating new hires into an organization. For the first time, there is a road map for those who help new leaders develop their own road maps during the onboarding process.

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Any organization that wants to increase its return on human capital needs to utilize the specific best practices so clearly described in this invaluable new resource." -- Ben Dattner, adjunct professor of Organizational Psychology, New

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founding principal of
Dattner Consulting,
LLC The Total
Onboarding
Program provides
training and HR
professionals with a
detailed approach
for bringing new and
recently promoted
employees up to
speed and productive

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in half the usual
time. In this

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author of The New
Leader's 100-Day
Action Plan -- and
Ed Bancroft share a
complete training
package of proven
tools, techniques,
and tricks of the
trade that help

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organizations reduce hiring or promoting risk and increase retention rates, identify and avoid the most prevalent landmines that derail new hires, and develop an onboarding framework that can be consistently deployed in any

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organization. Based on years of experience working with Fortune 500 companies, the authors' techniques will inspire and enable new employees to deliver better results faster. Their program presents the core concepts of

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onboarding --
alignment,
acquisition,
accommodation,
assimilation, and
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worksheets, and
slides for five
meetings and 11
workshops, ranging
in time from two
hours to two days, so

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you are completely prepared to present the program to teammates.

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Merge Your Team,
and Get Immediate
Results

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guide to serving the

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modern organization's onboarding needs. It's a challenge overlooked by many: The need to bring recent hires into the fold, smoothly, effectively, and rapidly. And in this state-of-the-art multi-phased guide to integrating new employees into an organization, Doris Sims, longtime HR and

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onboarding guru again redefines the expectations of what effective HR training and succession management can do for your business. Fully updated with new case studies of best practices from successful companies, Creative Onboarding is the edge your business needs.

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The most complete resource for helping employees do their best work from the minute they first walk in the door, this book delivers an arsenal of high-end strategies and skills, including: Activities and checklists to help focus your onboarding efforts Advice on designing and

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implementing
programs for
employees at any level
that mesh with existing
organizational cultures
The latest tools,
technologies that create
programs with impact
Ways to measure
results-and make
positive adjustments on
the fly In today's hyper-
competitive business

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environment, seamless onboarding is an absolute necessity. And Creative Onboarding puts within easy reach the benefits of improved retention and performance, along with drastically reduced HR-related overhead. Topics covered include:

Designing New

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Employee

Onboarding:

Companies Who Do it

Right • New Tools

and Technologies to

Make Your Program

Fun and Memorable

- Onboarding New

Managers •

Onboarding FAQs •

and more

A first-hand account of

the oversight of the big

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banks in the wake of the financial crisis, from the Federal Reserve examiner who refused to be silenced In 2011, Carmen Segarra took a job as at the Federal Reserve Bank of New York supervising for Goldman Sachs. It was an opportunity, she believed, to monitor

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the big bank's behavior
in order to avoid

another financial crisis.

Segarra was shocked to
discover, however, the

full extent of the

relationship between

Goldman and the Fed.

She began making

secret recordings that

later became the basis

of a This American Life

episode that exposed

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the Fed's ineffectiveness in holding banks accountable. In *Noncompliant*, Segarra chronicles her experience blowing open the doors on the relationship between the big banks and the government bodies set up to regulate them. As we mark the tenth

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anniversary of the 2008
financial crisis,

Noncompliant shows
us how little has
changed, and offers an
urgent call for real
reforms.

CAPTURE THE
ONBOARDING
MARGIN WITH THE
"4 PILLARS" OF
SUCCESSFUL
ONBOARDING

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"Bringing a new employee on board can be the start of a rewarding relationship or the beginning of a missed opportunity. This smart book can teach you how to make the most of each employee's career starting on Day One."

—Daniel H. Pink,
author of **DRIVE** and

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A WHOLE NEW

MIND "This book has the potential to change the way that we think about new hires and what is possible from the group. With the instruction provided, you can migrate onboarding from the administrative to the strategic, and deliver far greater value for your

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enterprise." —Betty
Thompson, Senior
Vice President, People
Services, Booz Allen
Hamilton "People are a
company's most
important asset.

Successful Onboarding
makes the case for the
importance of effective
onboarding in setting
up employees for
success." —Stephen

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Squeri, Group
President, Global
Services and Chief
Information Officer,
American Express
Company "Hiring
employees is the
biggest investment
most organizations
make. Understanding
how to make sure that
investment sticks is
what onboarding is

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about, and Successful
Onboarding shows you
how to do it right."

—Peter Cappelli,
Director of the Center
for Human Resources,
The Wharton School,
The University of
Pennsylvania; author of
TALENT ON
DEMAND Fact: 1/3rd
of all external hires are
no longer with the

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organization after 2 years. What can you do about it? In a word: onboarding; although poorly understood, subject to narrow definitions, and with limited best practice understanding or management rigor.

Consultants Mark Stein & Lilith Christiansen have worked with

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leading companies on
it, and they've

synthesized their work
into a ready to use
system. With

Successful

Onboarding, you can:

Rewrite the employer-
employee

compact—to

everyone's advantage

Reduce time-to-

productivity—while

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increasing the level of productivity and retention. Make improvements at the systemic level—with gains realized with regularity * Enroll new hires in your company's strategic plan. Successful Onboarding provides a business case, a systemic approach to

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the entire process, and
instructive inside
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stories from Apple,
Starbucks, Netflix,
Microsoft, Baird, Bank
of America, John
Deere, and dozens of
other industry leaders.

“ This is a terrific
resource for anyone
wanting to create an
effective onboarding
program. ” —Mindy

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Moye, Ph.D., Manager
Employee

Engagement, John
Deere “ In Successful
Onboarding Lilith and
Mark demonstrate the
financial impact that
the onboarding process
can have on your
organization, and
provides a roadmap for
improving your return
on investment. The

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book has already
changed the way we
think about
onboarding in our
organization. ”

—Andrew Blocher,
Chief Financial Officer,
Federal Realty
Investment Trust

“ Goodbye old-school
orientation and
welcome to
onboarding. A great

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reference to tailor your
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onboarding based on
your culture and
strategy. This book
demonstrates how
sound and creative
onboarding can
prevent a lot of
voluntary off-boarding
from high performing
employees. ” —Sonia
Narang, Director,
Leadership &

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Organization

Development, Sony

Pictures Entertainment

“ Every company leader who is serious about delivering results through people should read this book.

Successful Onboarding not only gives a roadmap to successful hiring and retention, but also addresses the

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common pitfalls that lead to adjustment struggles, discouragement and skepticism from new hires. This book rings true to those of us who coach leaders in the onboarding transition. ” —Kate

Ebner, Co-Director,
Georgetown University
Leadership Coaching

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Program, Principal,
The Nebo Company

“ This is an important book for business leaders who want to assure employee engagement from Day One! Practical and instructive, the book gives leaders everything required to plan and implement an onboarding strategy

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that provides maximum organizational benefits. Not only does the book convincingly build the business case for excellence in onboarding, the authors lay out in the clearest of terms a ' recipe ' to assist practitioners to plan and implement a

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strategy that will
contribute the results
we are all looking
for....engaged
employees who choose
to build a career in our
organizations and
contribute to
organizational success
in the long term! Well
done, Mark and
Lilith! ” —Bonnie
DuPont, Corporate

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Director; Former
Group Vice President,
Corporate Resources,
Enbridge, Inc.

“ Successful
Onboarding could
easily be titled
Maximizing Your ROI.
If you adopt the
authors ’ perspective
and follow the best
practices they present,
your organization will

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get the greatest possible
return on its

investment in new

talent. Stein and

Christiansen ' s work

will shift your focus

from activities to

results. ” —Scott

Eblin, Executive coach

and author, **THE**

NEXT LEVEL:

WHAT INSIDERS

KNOW ABOUT

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**EXECUTIVE
SUCCESS** “ An
approach to
transforming your
organization ’ s
onboarding process
from a one-time
transaction to a
sustained and
integrated employee
experience that drives
performance and
engagement right out

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of the gate. ” —Matt
Motzkin, Director,
Organizational
Development, Disney-
ABC Television Group

“ A comprehensive
and highly practical
guide to the
critical—but underapp
reciated—practice of
onboarding new
employees. The
authors make a

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convincing business
case for strategic
onboarding and then
outline a step-by-step
process for a positive
and enduring
outcome. ” —Max
Stier, President and
CEO, Partnership for
Public Service

The organizational,
social and
psychological

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meanings of contracts, both written and unwritten, are the focus of this volume. The author addresses a number of important topics including contract making, interpretation of contracts, contract violations, strategies for changing contracts and contracts evolving

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from circumstances relevant to the 1990s.

In addition, a thought-provoking discussion of how contracts are linked to an

organization's strategy and its human resource practices is included.

The book concludes with an assessment of societal trends that point to large scale

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changes in future
employment contracts.

Business Confidential

Practical Customer

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The Oxford

Handbook of

Organizational

Socialization

Noncompliant

Work Rules!

Talent Management

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Managing Sport Facilities

Modern projects are all about one group of people delivering benefits to others, so it's no surprise that the human element is fundamental to project management. The Gower Handbook of

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People in Project Management is a complete guide to the human dimensions involved in projects. The book is a unique and rich compilation of over 60 chapters about project management roles and the people who sponsor, manage,

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*Onboarding Guide
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*deliver, work in or
are otherwise*

*important to project
success. It looks at
the people-issues
that are specific to
different sectors of
organization (public,
private and third
sector); the
organization of
people in projects,
both real and virtual;*

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the relationship between people, their roles and the project environment; and the human behaviours and skills associated with working collaboratively. Thus this comprehensive and innovative handbook discusses all the important

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*topics associated
with employing,
developing and
managing people for
successful projects.*

*The contributors
have been drawn
from around the
world and include
experts ranging
from practising
managers to
academics and*

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*advanced
researchers. The
Handbook is divided
into six parts, which
begin with
management and
project organization
and progress
through to more
advanced and
emerging practices.
It benefits hugely
from Lindsay*

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Scott's expert knowledge and experience in this field and from Dennis Lock's contributions and meticulous editing to ensure that the text and illustrations are always lucid and informative.

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*books are published-
and that's before
you add in the
hundreds of
thousands of
articles, blogs, and
video lectures that
are produced.*

*Leaders can't
possibly hope to
digest it all, and
writers increasingly
sensationalize and*

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*spin their ideas in
order to be noticed.*

*The result? Put
quite simply, the
field of management
thinking is in danger
of losing the plot. In
this new book, Scott
Keller and Mary
Meaney-Senior
Partners at
McKinsey &
Company, the*

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*world's preeminent
management
consultancy-cut to
the chase by
answering the 10
most important and
timeless questions
that every leader
needs to answer in
order to maximize
the performance
and health of their
organization. What's*

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*more, the authors recognize that great leaders may not have time for long-winded business books. In **Leading Organizations**, answers are kept to the essentials-hard facts, counter-intuitive insights, and practical steps-*

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*accessible and
highly visual format.*

*If there's one
essential business
book you should
read-ever-it's this
one.*

*"This book contains
so much common
sense that my neck
was getting tired
from nodding my
head in agreement*

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*so often." Peter
Armaly, Senior
Director Customer
Success, Oracle
"...a comprehensive
review of the
Customer Success
role and
responsibilities..."*

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Senior Manager, IT
Infrastructure,
Astellas Pharma US*

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*"...a must read
playbook for all
business leaders
and customer
success-focused
professionals."*

*Jason Noble, Global
Customer Success
and SaaS Leader "I
wish a book like this
existed when I
started in Customer
Success!" Cyn*

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*"...provides all the
ingredients to create
the right customer
success strategy."*

*Baptiste Debever,
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Co Founder, Alkalab*

*"...an invaluable
resource for anyone*

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*with an interest in
Customer Success."*
*Adam Joseph, CEO,
CSM insight "A
structured and
logical approach
that will help new
and experienced
CSMs to bridge the
gap between
Customer Success
theory and practical
application." James*

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*Scott, General
Partner, Success
Hacker Customer
success*

*management is "the
practice of helping
customers to
generate value from
using our products"
and it is a relatively
new and fast-
growing profession
with many new*

CSMs coming into it from other customer-facing professions. Due to the speed with which the profession is undergoing change as it matures and expands, both new and existing CSMs need to keep abreast of customer success best

practice. However there are relatively few books that provide much in the way of practical guidance for customer success practitioners and even less options for resources such as tools, templates and checklists that enable a

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*consistently high
quality approach*

*whilst increasing the
CSM's productivity.*

*Practical Customer
Success*

*Management is a
practical guide book*

*and comprehensive
training manual for*

*CSMs that provides
a simple to follow,*

best practice

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framework that lays out the core steps at every stage of the customer journey to business outcome success. It describes and explains which situations each step applies to and provides recommendations for activities or tasks

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that the CSM can perform to complete each step, together with detailed guidance for successfully completing those activities. The book also includes a suite of tools and templates that enable rapid completion of tasks

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whilst ensuring consistency of approach both across multiple customer engagements and by multiple CSMs within a team.

Apply predictive analytics throughout all stages of workforce management

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People Analytics in the Era of Big Data provides a blueprint for leveraging your talent pool through the use of data analytics. Written by the Global Vice President of Business Intelligence and Predictive Analytics at Monster

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Worldwide, this book is packed full of actionable insights to help you source, recruit, acquire, engage, retain, promote, and manage the exceptional talent your organization needs. With a unique approach that applies

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analytics to every stage of the hiring process and the entire workforce planning and management cycle, this informative guide provides the key perspective that brings analytics into HR in a truly useful way. You're already inundated with

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disparate employee data, so why not mine that data for insights that add value to your organization and strengthen your workforce? This book presents a practical framework for real-world talent analytics, backed by groundbreaking

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*examples of
workforce analytics
in action across the
U.S., Canada,
Europe, Asia, and
Australia. Leverage
predictive analytics
throughout the
hiring process
Utilize analytics
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*how people
analytics benefits
organizations of all
sizes in various
industries Integrate
analytics into HR
practices
seamlessly and
thoroughly
Corporate
executives need fact-
based insights into
what will happen*

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with their talent. Who should you hire? Who should you promote? Who are the top or bottom performers, and why? Who is at risk to quit, and why? Analytics can provide these answers, and give you insights based on quantifiable data

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instead of gut feeling and subjective assessment. People Analytics in the Era of Big Data is the essential guide to optimizing your workforce with the tools already at your disposal.

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How to Move up,
Win at Work, and
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*An Integrated
Approach to
Recruiting, Hiring,
and Accelerating
Talent Facilitators
Guide Set*

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*The Talent
Management
Handbook: Creating
a Sustainable
Competitive
Advantage by
Selecting,
Developing, and
Promoting the Best
People
When Bad Teams
Happen to Good
People*

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Onboarding is the process in which an organization transitions and assimilates new hires into the organization and their roles. The process navigates through HR policies, cultural norms, industry knowledge, and role success

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*factors. The cost to
hire and train new*

*employees is very
high; therefore,*

*establishing a
successful*

*onboarding program
is essential for an*

*organization. This
Infoline focuses*

*specifically on
establishing an*

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*onboarding program
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simply the position.*

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of talent management
and recruiting, key
principles of
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a workplace-advice
columnist have taught
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*awkward
conversations in the
office because they
simply don't know
what to say.*

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does—and in this
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book, she tackles the
tough discussions you
may need to have
during your career.*

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*You'll learn what to
say when •*

*coworkers push their
work on you—then
take credit for it •*

*you accidentally
trash-talk someone in
an email then hit*

*“reply all” • you're
being*

*micromanaged—or
not being managed at*

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*all • you catch a
colleague in a lie •*

*your boss seems
unhappy with your
work • your*

*cubemate's loud
speakerphone is
making you*

*homicidal • you got
drunk at the holiday
party Praise for Ask*

a Manager “A must-

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read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get

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*you far, no matter
where you*

work.”—Booklist

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author’s friendly,

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writing is a pleasure

to read, and her

advice can be widely

applied to

relationships in all

areas of readers’

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lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review) “I am a huge fan of Alison Green’s Ask a Manager column. This book is

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*even better. It teaches
us how to deal with*

*many of the most
vexing big and little
problems in our*

*workplaces—and to
do so with grace,
confidence, and a
sense of*

*humor.”—Robert
Sutton, Stanford*

professor and author

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*of The No Asshole
Rule and The Asshole
Survival Guide “Ask
a Manager is the
ultimate playbook for
navigating the
traditional workforce
in a diplomatic but
firm way.”—Erin
Lowry, author of
Broke Millennial:
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program offered by
the acclaimed Center
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Leadership, this

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*important resource
offers a nuts-and-
bolts framework for
putting in place a
leadership
development system
that will attract and
retain the best and
brightest talent. Step
by step, the authors
explain how
alignment with*

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*strategic goals and
organizational*

*purpose and effective
developmental*

*experiences are the
backbone of a*

*successful leadership
program. An*

*authoritative and
useful book,*

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Leadership Talent is

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any leadership*

program.

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Agreements

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Clueless Colleagues,

Lunch-Stealing

Bosses, and the Rest

of Your Life at Work

75 Ways for

Managers to Hire,

Develop, and Keep

Great Employees

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Manager Onboarding
**Hire to Win is
designed to
accompany
managers looking
to achieve better
results, higher
profits, and more
success through
the employees
they hire. It's more
than a guide; it's a
step-by-step**

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***playbook including
ready-to-use
templates and
tools, recruiter's
insider tips, as
well as the lessons
Tatiana learned
firsthand. While
this book was
primarily written
for hiring
managers, human
resources***

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recruiters with
limited resources
or small talent
acquisition teams
can also benefit
from these
strategies. Hire to
Win offers a fresh
take on traditional
how-to manuals
and unpacks the
full hiring process,***

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***from creating a
business case to
onboarding and
engaging the new
hire. In this book,
Tatiana dissects
the timeless
principles of
recruiting and
interviewing, as
well as introduces
actionable
strategies to***

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enhance the practices currently used in the changing world and business. She reveals how to unlock the keys to success and work smarter rather than harder in hiring. The process of bringing in a new

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employee doesn't need to feel like a second job. Hire to Win will ease that feeling. This book is structured to be sequential and cover everything from getting approval for the headcount to extending an offer to top talent and

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***onboarding them
for long-term
success. This way,
the hiring team
can tap into
specific sections
depending on
wherever they are
in the process and
get help when it's
needed most. In
Hire to Win, talent
acquisition expert***

Tatiana Cure reveals: ?Tactful strategies for asking to hire a new staff member for your team?Shortcuts for writing the best job description and hiring faster?Methods for identifying the best

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*new hire to ensure
theirs and the*

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PILLARS” OF
SUCCESSFUL
ONBOARDING
AND CAPTURE
THE**

**ONBOARDING
MARGIN** *Fact: One-third of all external hires are no longer with the organization after two years. Most of them begin job-searching after six months. What can you do about it? In a word: onboarding, the*

***fastest-growing
human resources
tool in the world
today, although
poorly understood,
subject to narrow
definitions, and
with limited
codified best
practice
understanding and
management rigor.
Global consultants***

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***Mark Stein and
Lilith Christiansen
have studied and
worked with
leading companies
on the topic, and
they've
synthesized their
work into one
complete, ready-to-
use system,
incorporating case
learnings from***

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***Fortune 500
companies and
other forward-
thinkers. With
Successful
Onboarding, you
can: Realize the
best from your
talent from the get-
go-without wasting
time. Rewrite the e
mployee-employer
compact-to***

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advantage.**

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hires to your
culture-without
scaring them off.***

***Assimilate new
employees of all
backgrounds-yet
benefit from their
unique skills.***

***Reduce time-to-
productivity-while***

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***increasing the
level of***

productivity.

Address the

specific needs of

individual hiring gr

oups-cost-

effectively. Make

improvements at

the systemic level-

with gains realized

with regularity.

While many

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***companies have
become very good
at recruiting,
today's orientation
programs fall
woefully short and
impact your
bottom-line
potential.***

***Successful
Onboarding
provides you with
not only the***

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business case but also a systemic approach to the entire process, from beginning to end. You'll be amazed how significantly you can increase new hires' productivity and increase the strategic impact and appreciation

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***inside stories—the
good and the bad—
from Apple,
Starbucks, Netflix,
Microsoft, Baird,
Bank of America,
John Deere, and
dozens of other
industry leaders.
In the end, it's all
about people.
When your
employees are***

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*effectively on
board and your
system is*

*supporting their
success, your
company is on
track to even*

greater

*performance. visit
author's website
for more*

*information [http://
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Skillful onboarding is essential to getting your employees off to a great start from day one, but organizations too often take a sink-or-swim approach to new staff. In this issue of TD at Work, George

***Bradt and Mary
Vonnegut give
readers a better
approach by
sharing what
they've learned
from their
experiences
onboarding senior
leaders.***

***“Onboarding for
Business
Success” explains***

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***what onboarding
is and why it fails***

so often. The

authors share

stories of

successful and

unsuccessful

onboarding

efforts. And they

provide a step-by-

step process for

bringing new

employees onto a

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team, whether they are new to the company or just new to the role.

This issue includes: · an explanation of when onboarding is needed · a 100-day plan for recruiting and orienting new employees · a

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***simple recruiting
brief template · an
employee***

acquisition plan.

Build vital

connections to

accelerate your

career success

Managing Up is

your guide to the

most valuable 'soft

skill' your career

has ever seen. It's

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not about sucking up or brown-nosing; it's about figuring out who you are, who your boss is, and finding where you meet. It's about building real relationships with people who have influence over your career.

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Managing up is good for you, good for your boss, and good for the organization as a whole. This book gives you strategies for developing these all-important connections and building more than rapport; you

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become able to quickly assess situations, and determine which actions will move you forward; you become your own talent manager, and your boss's top choice for that new opportunity. As a skill, managing up can

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***do more for your
career than simply
'networking' ever
could—and this
book shows you
how. Real-world
strategies give you
a set of actionable
steps,
supplemented by
expert advice from
a top leadership
consultant that***

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*helps you get on
track to*

*advancement. It's
never too early or
too late to start
adjusting your
alignment, and this
book provides the
help you need to
start accelerating
your trajectory.
Develop robust
relationships with*

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***influential people
Enhance your self-
awareness and
become more
adaptable Gain
new opportunities
and accelerate
your career Stop
'schmoozing' and
develop true,
lasting
connections
Managing up helps***

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***you build the sort
of relationships
that foster more
communication,
collaboration,
cooperation, and
understanding
between people at
different levels of
power, with a
variety of
perspectives and
skills. This type of***

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***bridge-building
builds your
reputation for
effectiveness and
fit, so you can
start skipping
rungs on the
ladder as you build
a strong,
successful career.
Managing Up is
your personal
manual for***

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***building this vital
skill so you can
begin building
your best future.***

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Your Orientation***

Program

***From Hello to
Goodbye***

Management of

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Testing
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Handbook of
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***Conflict
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***5 Steps for Setting
New Leaders Up
for Success***

"Unless your product sells itself, your sales force determines your ultimate success. Lee Salz is spot on in his assessment of the importance of viewing salespeople as a major

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investment in your business." - Harvey Mackay, author of the #1 New York Times bestseller *Swim With The Sharks Without Being Eaten Alive*

"The most insightful and most complete book on hiring the RIGHT salesperson I have ever seen (or read). If you need

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great salespeople, this book is not an option, it's an imperative!" -

Jeffrey Gitomer,
author of 21.5

Unbreakable Laws of Selling "The challenge in building a strong sales organization has always been in identifying and retaining the right talent. Hire Right,

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Higher Profits looks past the hype. It recognizes that success is about process, and involves more sweat than inspiration. This book offers a detailed and sound process that will deliver consistent results." □ Howard Stevens, Chairman, Chally Group

Worldwide *****

Hired and fired... It's
the revolving door on
sales teams.

Executives hire what
they believe to be
great salespeople, but
the results never come
□ and the salespeople
are let go. This
perpetual cycle
eradicates profits,
makes revenue targets

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pipe dreams, and has sales leaders pulling out their hair in frustration. Despite these issues, executives continue to try to "hire great salespeople." That three-word expression is exactly what Hire Right, Higher Profits is all about. Sales management

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strategist, Lee Salz begins the book by challenging readers with the \$25,000 Revenue Test which most executives fail. Then, he hits readers between the eyes with the statement "there are no great salespeople" and offers proof of it! He also cautions those

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executives — who view the competition as their primary sales talent source — of its risks. But Salz doesn't stop there! He challenges executives to shift their perspective from hiring salespeople to investing in revenue. Each salesperson represents a revenue

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investment made by the company with the core objective of receiving a fast, high return on it – no different than when companies invest in sales strategies, tactics, and ideas to grow revenue. Hire Right, Higher Profits teaches executives how to determine

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what type of revenue investment is needed, evaluate revenue investment candidates and get a fast, high return on the investment made in their new salespeople. The book is a step-by-step, practical guide teaching you how to implement the revenue investment

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concept – impacting both the top and bottom lines. It's a fun, educational read and is chock-full of stories as you learn how to:

- * Shift your executive team's perspective from hiring salespeople to investing in revenue
- * Identify the factors that affect revenue

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investment

performance □ the

causes of a

salesperson's success

or failure in the role *

Assemble a Revenue

Investment Evaluation

Program to contrast

candidates with the

performance factors *

Scrutinize a Revenue

Investment Prospectus

□ a salesperson's

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resume ¶ to get to the
truth * Evaluate

candidates so you
select the right
salespeople for
revenue investments *

Protect the revenue
investment through
structured sales
onboarding * Design
sales onboarding
curriculum to get a
fast, high return on the

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new revenue
investments * Assess
revenue investment
performance both
during and post-
onboarding The
methodology
presented in Hire
Right, Higher Profits
can be implemented in
any company, in any
industry, of any size.
The book is not based

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on scientific studies,
but rather on real-
world, field-tested
sales management
practices that Lee Salz
has developed and
used for over twenty
years with both his
sales teams and for
clients. Whether you
are a seasoned
executive or new sales
manager, this book

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has everything you need to build a world-class sales force.

Products and services will change with demand, but one thing that will always be required for a company's success is having the right people working hard for you. As a manager, are you

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cultivating this vital resource? Is there more you could be doing? In this accessible and practical playbook, HR expert and author Paul Falcone helps take the guesswork out of this crucial element for success, showing managers how to:

- Identify the

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best and brightest

talent □ Hire for

organizational

compatibility □

Address

uncomfortable

workplace situations □

Create an environment

that motivates □ Retain

restless top

performers □ Delegate

in a way that develops

your staff □ And much

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more! Every HR executive has a laundry list of things they wish managers knew--best practices that would enable the entire organization to operate more effectively. Falcone's book *75 Ways for Managers to Hire, Develop, and Keep Great Employees* has

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encapsulated all of
this for you in a single
indispensable
resource!

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Study Guide, merges
the historical and
theoretical
foundations of the
sport facility industry
with real-world

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challenges and insights to create an engaging, modern guide for effective sport facility management. This updated edition provides a comprehensive knowledge base for the wide-ranging duties of sport facility managers and prepares

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students to enter the field ready to confront the responsibilities they will face on the job. Joining field expert Gil Fried for this fourth edition is Matthew Kastel, a practicing stadium manager with over 25 years of experience. Together, the authors blend extensive

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research and insights from the professional industry with everyday occurrences at sport facilities.

With an increased focus on in-depth, real-world examples of issues facing facility managers today, this edition takes a detailed look at different types of

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facilities, including stadiums, arenas, fitness centers, parks, and multiuse facilities, and it addresses the various challenges that each presents. Contributions from industry professionals provide an inside look at their facility's unique issues and concerns, from

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systems and operations to maintenance and green practices. To emphasize practical applications of the content, a new web study guide includes seven Day in the Life videos that follow the daily routine of a facility executive and offer students an

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inside look at real-life
facility management.

Additional tools
further enhance
learning and are
accompanied by
activities and
assignments that guide
students in applying
the concepts: Video
clips of interviews
with industry
professionals provide

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multifaceted career
insights and advice.

Gil's Sportsplex, an in-depth sport facility case study, covers strategic planning, construction, financial analysis, and more.

Sample blueprints highlight the construction and anatomy of a sport facility. A list of

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Internet resources for
each chapter

encourages further learning. Also new to this edition is a chapter on midevent management, which covers strategies for managers to use during events as issues arrive so they are prepared for all phases of a facility event.

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Throughout the book, examples capture the essence of being a facility manager.

Opening chapter scenarios introduce industry executives and show how the material applies to daily activities.

Facility Focus sidebars provide facts about facilities and

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strategies for facility success, while Behind the Scenes sections present unique concerns and strategies to make facility managers more successful professionals.

Students will develop practical knowledge, which will prepare them to make

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decisions in all areas
of facility
management,
including building
design and
construction,
operations, marketing,
legal issues, finance,
and event
management.

Managing Sport
Facilities, Fourth
Edition, teaches the

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foundational and application skills necessary for facility managers to respond effectively to new challenges. It is an essential resource for guiding students to success in a sport facility management career. Note: The web study guide is included with all new

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print books and some ebooks. For ebook formats that don't provide access, the web study guide is available separately.

Workplace conflict is inevitable when leaders and employees with diverse backgrounds have different work styles, which are often

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acquired from
previous experiences.

In an organization,
they are brought
together for a shared
business purpose, to
accomplish the vision
and mission of the
firm. Turnover,
wasted time, loss of
reputation, decreased
productivity, and
lower profitability are

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just some of the costs
associated with

unmanaged or
mismanaged conflicts.

Although many
people believe that
conflict is either
something to be
avoided or something
to fight to win, when
managed
appropriately,
conflicts can be the

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lifeblood of an organization. Conflict can be the impetus that sparks creativity and innovation and leads to positive organizational policy and culture changes. Part of the problem is that most people have not been taught how to productively manage conflicts, and

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when they do what they have always done they are getting the same negative results. Conflict management is an ever-evolving area in organizational affairs. Organizations are microcosms of society, and as society evolves and changes, leaders will benefit from understanding

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typical root causes of conflicts (both interpersonal and organizational), appropriate methods for managing conflicts, and unique concepts that contribute to conflict situations. There has been a need for a handbook that offers a practical guide to

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conflict management and supports these concepts with scholarly research. Not only will this handbook offer a scholar/practitioner insights into the fundamentals of conflict management, such as communication, diversity, and conflict

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styles, it will also delve into topics that have been given less attention, such as ethnos religious, sexual preferences, generational differences, and workplace bullying. Additionally, this handbook will provide organizational leaders with various

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techniques for resolving conflicts appropriately and ways to design a system that reduces the costs of unmanaged and unproductive conflicts. The goal of this handbook is to offer organizational leaders and employees a deeper

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understanding of what
causes conflicts and
provide them with
solutions for turning
unproductive conflicts
into positive
opportunities for
growth.

Developing Skills for
Success

Selling & Sales
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Successful

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Onboarding:
Strategies to Unlock
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Your Organization
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*Sound like the
CIA, or what you
do at the office
every day?*

*From Hello to
Goodbye is the
HR*

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complete guide
to understanding
the various ways
business
relationships
end, managing*

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*disability and
leave issues,
properly
classifying
workers,
maintaining an
inclusive
workplace,
increasing
retention, and
avoiding
litigation. The
second edition
has been updated*

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*to reflect new
research and
best practices
in addition to
recent legal and
regulatory
compliance
complexities.*

*Onboarding turns
the key, opening
the door to
talent*

*development
Investing in*

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*Onboarding means
investing in*

*employee success
and the business
of the future.*

*Effective
onboarding
programs both
increase and
facilitate
employee
engagement and
business
results;*

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onboarding shortens the employee learning curve by increasing job knowledge. If you need to design, revise, or expand your company's onboarding program, Effective Onboarding

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*offers a simple-
to-follow path
forward. Talent
development
experts Norma
Dávila and Wanda
Piña-Ramírez
combine their
significant
consulting
experience and
the latest
onboarding
trends to create*

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a single source
for onboarding
best practices,
job aids,
templates, and
checklists. Also
included are
examples and
stories based on
real-life
situations the
authors have
encountered in
their practice.

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While many books about onboarding limit their approach to employee recruitment and selection, this book is more comprehensive, following employees through their first year on the job.

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Effective Onboarding clarifies the differences between orientation and onboarding, describes how to build a business case for your onboarding program, and guides you to design,

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implement, evaluate, and sustain the program that's right for your organization.

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*critical topics
facing today's
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trainers, by
trainers, and
offers a clear,
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path to solve
real issues.*

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*A Best Practice
Framework for
Rapid Generation
of Customer
Success*

*The Total
Onboarding
Program*

Hire to Win

*The Executive's
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*Building a World-
Class Sales*

Force

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*How to Get Your
New Employees Up
to Speed in Half
the Time*

*Employee
Training &
Development*

***A guide to
getting new
employees
recruited,
oriented, and
productive—FAS***

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"Onboarding,"
a growing
trend in the
business
community, is
a focused
methodology
that gets
people in new
roles up to
speed quickly

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efficiently.

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guides you
through a
process that
enables you to
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to get the job*

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*that your new
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productive and
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how to help
them*

*assimilate
into your
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learning.

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first book
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and the author
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100-Day Action
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business
leaders and
managers who
want well-*

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employees,
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