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The Cost Of Bad Behavior: How Incivility Is Damaging Your

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The International Bestseller
'With clarity and compassion,
DiAngelo allows us to

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understand racism as a practice not restricted to "bad people." In doing so, she moves our national discussions forward. This is a necessary book for all people invested in societal change'

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Claudia Rankine Anger. Fear. Guilt. Denial. Silence. These are the ways in which ordinary white people react when it is pointed out to them that they have done or said something that has - unintentionally -

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caused racial offence or hurt. After, all, a racist is the worst thing a person can be, right? But these reactions only serve to silence people of colour, who cannot give honest feedback to 'liberal' white

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people lest they provoke a dangerous emotional reaction.

Robin DiAngelo coined the term 'White Fragility' in 2011 to describe this process and is here to show us how it serves to uphold the system of white

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supremacy. Using knowledge and insight gained over decades of running racial awareness workshops and working on this idea as a Professor of Whiteness Studies, she shows us how we

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can start having more honest conversations, listen to each other better and react to feedback with grace and humility. It is not enough to simply hold abstract progressive views and

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condemn the obvious racists on social media - change starts with us all at a practical, granular level, and it is time for all white people to take responsibility for relinquishing their own racial supremacy.

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'By turns mordant and then inspirational, an argument that powerful forces and tragic histories stack the deck fully against racial justice alongside one that we need only to be clearer, try harder,

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and do better' David Roediger, Los Angeles Review of Books
'The value in White Fragility lies in its methodical, irrefutable exposure of racism in thought and action, and its call for humility and vigilance'

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Katy Waldman, New Yorker 'A vital, necessary, and beautiful book' Michael Eric Dyson

"Cosigning bad behavior is a silent, destructive act that can tear the fragments of a relationship, healthy family

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structure, reputation, or a cooperative business partnership. It can cloud the lens of politics and destroy the foundation of a church. As a community, we have a responsibility to stand up for

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what is right and enlighten others that choose to live a negative lifestyle of dishonesty that will not be tolerated within relationships. Misery loves company. It does not need your help, or

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permission and it certainly does not need your signature. Don't pick up the pen and cosign negative behavior." - Dr. Kim For over 30 years, Dr. Kim Logan-Nowlin has trained and counseled people from all

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the walks of life. She holds a B.S. in Special Education, a M.A. in Family and Guidance Counseling, and a Ph.D. in Oral and Interpersonal Communication and Clinical Family Counseling. As a

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motivational and Christian inspirational speaker, her oratory brings encouragement, direction, and hope to thousands each year as she travels around the US and abroad sharing words of

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inspiration for all ages. Dr. Kim inspires all people to live to be well.

Cuts to the heart of our strange behaviour, demonstrating how irrationality often supplants

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rational thought and that the reason for this is embedded in the very structure of our minds.

From the leading authority on workplace incivility, Christine Porath, shows why it pays to

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be civil, and reveals just how to enhance effectiveness in the workplace and beyond by mastering civility. Incivility is silently chipping away at people, organizations, and our economy. Slights,

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insensitivities, and rude behaviors can cut deeply and hijack focus. Even if people want to perform well, they can't. Ultimately incivility cuts the bottom line. In

MASTERING CIVILITY,

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Christine Porath shows how people can enhance their influence and effectiveness with civility. Combining scientific research with fascinating evidence from popular culture and fields

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such as neuroscience, medicine, and psychology, this book provides managers and employers with a much-needed wake-up call, while also reminding them of what they can do right now to

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improve the quality of their workplaces.

Written by a highly successful child psychologist with extensive experience guiding parents, this book provides parents with very specific

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tools for managing a range of highly conflicted and even dangerous situations that children and parents find themselves in. Examining the underlying causes of bad behavior and conflict, the

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author shows parents how to anchor and support their child, creating desired behavior and relationship change.

Decades of research have demonstrated that the parent-child dyad and the

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environment of the
What To Do About It

familyâ€"which includes all primary caregiversâ€"are at the foundation of children's well-being and healthy development. From birth, children are learning and rely

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on parents and the other caregivers in their lives to protect and care for them. The impact of parents may never be greater than during the earliest years of life, when a child's brain is rapidly

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developing and when nearly all of her or his experiences are created and shaped by parents and the family environment. Parents help children build and refine their knowledge and skills, charting

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a trajectory for their health and well-being during childhood and beyond. The experience of parenting also impacts parents themselves. For instance, parenting can enrich and give focus to parents'

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lives; generate stress or calm; and create any number of emotions, including feelings of happiness, sadness, fulfillment, and anger. Parenting of young children today takes place in the

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context of significant ongoing developments. These include: a rapidly growing body of science on early childhood, increases in funding for programs and services for families, changing

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demographics of the U.S. population, and greater diversity of family structure. Additionally, parenting is increasingly being shaped by technology and increased access to information about

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parenting. Parenting Matters identifies parenting knowledge, attitudes, and practices associated with positive developmental outcomes in children ages 0-8; universal/preventive and

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targeted strategies used in a variety of settings that have been effective with parents of young children and that support the identified knowledge, attitudes, and practices; and barriers to and

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facilitators for parents' use of practices that lead to healthy child outcomes as well as their participation in effective programs and services. This report makes recommendations directed at

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an array of stakeholders, for promoting the wide-scale adoption of effective programs and services for parents and on areas that warrant further research to inform policy and practice. It is meant to serve

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as a roadmap for the future of parenting policy, research, and practice in the United States.

In 1934, at the age of 30, B. F. Skinner found himself at a dinner sitting next to

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Professor Alfred North Whitehead. Never one to lose an opportunity to promote behaviorism, Skinner expounded its main tenets to the distinguished philosopher. Whitehead acknowledged that

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science might account for most of human behavior but he would not include verbal behavior. He ended the discussion with a challenge: "Let me see you," he said, "account for my behavior as I

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sit here saying, "No black scorpion is falling upon this table." The next morning Skinner began this book. It took him over twenty years to complete. This book extends the laboratory-based

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principles of selection by consequences to account for what people say, write, gesture, and think. Skinner argues that verbal behavior requires a separate analysis because it does not operate on

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the environment directly, but rather through the behavior of other people in a verbal community. He illustrates his thesis with examples from literature, the arts, and sciences, as well as from his

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own verbal behavior and that of his colleagues and children.

Perhaps it is because this theoretical work provides a way to approach that most human of human behavior that Skinner often called Verbal

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Behavior his most important work.

An important part of every manager's job is changing people's behavior: to improve someone's performance, get them to better manage

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relationships with colleagues, or to stop them doing something. Yet, despite the fact that changing people's behavior is such an important skill for managers, too many are unsure how to actually go

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about it. This book reveals the simple, but powerful techniques for changing behavior that experts from a range of disciplines have been using for years, making them available to all managers in a

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single and comprehensive toolkit for change that managers can use to drive and improve the performance of their staff. Based on research conducted for this book, it introduces practical

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techniques drawn from the fields of psychology, psychotherapy, and behavioral economics, and show how they can be applied to address some of the most common, every-day challenges that

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managers face.

#changingpeople

Mary Gaitskill's tales of desire and dislocation in 1980s New York caused a sensation with their frank, caustic portrayals of men and women's inner

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lives. As her characters have sex, try and fail to connect, play power games and inflict myriad cruelties on each other, she skewers urban life with precision and candour. 'Stubbornly original, with a

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sort of rhythm and fine moments that flatten you out when you don't expect it, these stories are a pleasure to read' Alice Munro 'An air of Pinteresque menace hangs over these people's social

Get Free The Cost Of Bad Behavior: How Incivility Is Damaging Your Business And What To Do About It exchanges like black funereal bunting ... Gaitskill writes with such authority, such radar-perfect detail' Michiko Kakutani, The New York Times

[Why Kids Are Less Disciplined Than Ever -- And What to Do](#)

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About It

Bad Behavior

Cosigning Bad Behavior by

Commission Or Omission

How to Become a Scandal

Turning Bystanders Into Moral

Rebels

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What To Do About It

The Good News About Bad
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The Psychology of Money

Working Smart in the AI Era:

How to Be Efficient, Agile &

Sustainable - Get Ready for

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[The No Asshole Rule](#)

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[for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition \(Paperback\)](#)

Do you feel confident you're a leader with influence? You may

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be surprised to discover you're not as influential as you think you are. Your team is only as strong as your influence, and many leaders today are mistaken about what it means to be influential. An outdated influence paradigm,

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along with technological devices and distractions, is making it increasingly challenging for leaders to reach those they need to influence in order to be successful. In fact, many leaders are unwillingly and unknowingly

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sabotaging themselves and their influence. In her thought-provoking *Influence Redefined*, Stacey Hanke introduces her powerful Influence Model, a step-by-step method for improving communication and producing the

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ideal type of influence—one that moves people to action long after an interaction is over. She dispels the most common influence myths and instructs leaders on how to stop sabotaging themselves in order to leave a positive, lasting

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impression. Using a results-based definition of influence for individuals and organizations, Hanke successfully shows leaders how they can develop influence as a skill through self-awareness, consistency, a positive reputation,

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adaptability, and impact. With insights from dozens of executives and business leaders, as well as practical how-tos and action steps, Influence Redefined will help leaders multiply and expand their influence every day, Monday to

Get Free The Cost Of Bad Behavior: How Incivility Is Damaging Your Business And Monday®. Through Stacey Hanke, Inc., the author has

provided keynotes, mentoring and training on communicating with influence to thousands of leaders across industries. She is the author of Yes You Can! and has

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appeared in the New York Times and SmartMoney. Hanke was recognized as one of the National Speakers Association's "Top 6 Under 40."

She's my best friend's little sister with a body made for sin. I'm a

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big, burly ex-soldier that shouldn't even give her a second glance. She's a decade younger than me and seductive without trying. I'm struggling through burnout and hiding out from the entire world. When we both hide

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out at the same cabin far away from everyone else, a mutual attraction blooms between us. I know it's wrong, but it's impossible to stop touching her once I start. And worse, I don't want to let her go...

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People, processes, and technology. These are the three major drivers of business achievement. The best leaders inherently understand that great companies start with great people. This is as true now as it was during the beginning of

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the industrial revolution, and understanding and staying current on the latest organizational behavior research and best practices paves the way for managerial success. In this updated edition of Organizational

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Behavior, theory, new research and real-world case studies are combined in an engaging manner to blend together the critical concepts and skills needed to successfully manage others and build a strong organization across

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all levels of a company. Featuring an in-depth view of the process and practice of managing individuals, teams, and entire organizations, the text provides a solid foundation for students and future managers.

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Life is all about sizzle for marketing guru Delaney Phillips. She's always on the prowl for the next big thrill—or so she tells the supper club's members when they ask why she refuses to settle down. Dom Gordon, however, might

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prove the exception to her rule....
Sixteen years ago a boy with some intriguing rough edges dumped Delaney and left town, maturing into a huge success. Now Dom is back. And her friends predict if he's as talented at bad behavior as

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he is at everything else, Delaney will enjoy the fling of a lifetime!

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This comprehensive, four-volume

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work presents practical, up-to-date recommendations in areas impacting all job applicants and employees, including work/life balance, diversity management, performance, recruitment, training programs, and employee

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conflict.

Why incivility at work is a bigger problem than you suspect In an accessible and informative style, Pearson and Porath examine the toll that bad behavior can have on otherwise well-functioning

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companies. And they reveal strategies that successful organizations are using to stop incivility before it takes hold. Whether it's a standoffish coworker or an arrogant boss, incivility at the office doesn't just

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affect the moods of a few employees; it hurts an entire company. Consider these statistics: 12 percent of all employees say they've left jobs because they were treated badly. Fortune 1000 executives spend

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roughly seven weeks per year resolving employee conflicts. And an astonishing 95 percent of Americans say they've experienced rudeness at work. Christine Pearson and Christine Porath examine the devastating

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toll that bad behavior can have on otherwise well-functioning companies. Combining their own scientific research with stories from fields as diverse as criminology, education, and psychology, they show how to spot

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the roots of incivility, rip them out, and create a culture of respect. They urge managers to stop making excuses, set a zero-tolerance policy, and lead by example. Bestsellers like *The No Asshole Rule* and *The Power of*

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Nice have shown the hunger for more civility at work; now The Cost of Bad Behavior shows exactly what to do about it. The definitive guide to working with -- and surviving -- bullies, creeps, jerks, tyrants, tormentors,

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despots, backstabbers, egomaniacs, and all the other assholes who do their best to destroy you at work. "What an asshole!" How many times have you said that about someone at work? You're not alone! In this

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groundbreaking book, Stanford University professor Robert I. Sutton builds on his acclaimed Harvard Business Review article to show you the best ways to deal with assholes...and why they can be so destructive to your

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company. Practical, compassionate, and in places downright funny, this guide offers: Strategies on how to pinpoint and eliminate negative influences for good Illuminating case histories from major

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organizations A self-diagnostic test and a program to identify and keep your own "inner jerk" from coming out The No Asshole Rule is a New York Times, Wall Street Journal, USA Today and Business Week bestseller.

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organizational performance and account for the vast majority of divorces. Crucial Accountability offers the tools for improving relationships in the workplace and in life and for resolving all these problems--permanently. PRAISE

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of a relationship or organization and move it to the next level." -- Ken Blanchard, coauthor of The One Minute Manager "The most recommended and most effective resource in my library." -- Stacey Allerton Firth, Vice President,

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"Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn

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from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft

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[Parenting Without Punishment](#)

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Communities

Bad Behavior in the Workplace
and How to Stomp It Out

Ending Discrimination Against

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People with Mental and Substance
Use Disorders

Because They Wanted To
Psychology for Business Success [4
volumes]

SOS Help for Parents

His Best Friend's Little Sister

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Suggests a proactive approach to child discipline based on increasing good behavior rather than decreasing bad behavior, and offers advice for managing a range of problem behaviors in children

The current model of parental discipline is as outdated as a rotary phone. Why

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don't our kids do what we want them to do? Parents often take the blame for misbehavior, but this obscures a broader trend: in our modern, highly connected age, children have less self-control than ever. About half of the current generation of children will develop a mood or behavioral disorder

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or a substance addiction by age eighteen. Contemporary kids need to learn independence and responsibility, yet our old ideas of punishments and rewards are preventing this from happening. To stem this growing crisis of self-regulation, journalist and parenting expert Katherine Reynolds

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Lewis articulates what she calls The Apprenticeship Model, a new theory of discipline that centers on learning the art of self-control. Blending new scientific research and powerful individual stories of change, Lewis shows that, if we trust our children to face consequences, they will learn to

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adapt and moderate their own behavior. She watches as chaotic homes become peaceful, bewildered teachers see progress, and her own family grows and evolves in light of these new ideas. You'll recognize your own family in Lewis's sensitive, realistic stories, and you'll find a path to making everyone in

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your home more capable, kinder, and happier -- including yourself.

He's charming, wicked, and handsome . . . and she needs to stay away For Evelyn Owen, work comes first. Being a wedding planner to the city's elite fills her nights and weekends, and she doesn't have time for distractions.

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Especially in the form of a sexy bartender with killer dimples . . . Abel Matthews knows how to serve the ladies. But lately, the only woman he wants is just out of reach. That's because Evelyn has already been warned about his playboy ways. Still, there's something about her that makes

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Abel want more than a quick fling.

Evelyn knows that she shouldn't trust Abel. Yet she's seen a side of him no one else knows, and she can't turn away. But Abel is hiding something from her . . . and if he doesn't confess soon, it will tear them apart.

A groundbreaking new theory of the

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real rules of politics: leaders do whatever keeps them in power, regardless of the national interest. As featured on the viral video Rules for Rulers, which has been viewed over 3 million times. Bruce Bueno de Mesquita and Alastair Smith's canonical book on political science turned conventional

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wisdom on its head. They started from a single assertion: Leaders do whatever keeps them in power. They don't care about the "national interest"-or even their subjects-unless they have to. This clever and accessible book shows that democracy is essentially just a convenient fiction. Governments do not

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differ in kind but only in the number of essential supporters, or backs that need scratching. The size of this group determines almost everything about politics: what leaders can get away with, and the quality of life or misery under them. The picture the authors paint is not pretty. But it just may be the truth,

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which is a good starting point for anyone seeking to improve human governance.

Detective Andreas Ruffner doesn't play by the rules, and he doesn't play well with others. With bodies piling up and a list of suspects who are way above his pay grade, the last thing he needs is a

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wet-behind-the-ears kid for a partner.

Or babysitter. Not even if that partner is easy on the eyes.

Beyond the usual everyday annoyances and exasperations we all experience in the workplace, pettiness limits careers and opportunities on a broad scale and sometimes crosses the line into

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undeniably criminal behavior. Based on
What To Do About It
recent research conducted by SHRM,
this groundbreaking book examines the
seemingly limitless depths of workplace
pettiness-as well as the remarkable
heights of creativity it seems to inspire
in people-and delivers proven tools for
anyone to spot pettiness and deal with it

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directly. In addition to revealing the root cause of pettiness and what can be done to eliminate it, Dr. Alonso also offers insights into the personal and organizational costs associated with petty behavior and shows how HR can be its most fierce adversary. But perhaps best of all, he shares some of

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the most incredible true stories about petty behavior in the workplace you'll ever read!

Now and then, we hear about everyday heroes riding to the rescue when they see someone suffering or being harassed. But most bystanders don't intervene. Catherine Sanderson turns to

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cutting-edge research in social psychology and neuroscience to explain why we so often fail to act and offers practical strategies to nudge us into being brave.

Short fiction about people on the edge that “masterfully balances the absurd, the horrific, and the humorous”

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(Booklist). The characters in Inappropriate Behavior teeter on the brink of sanity, while those around them reach out in support, watch helplessly, or duck for cover. In their loneliness, they cast about for a way to connect, to be understood, though more often than not, things go horribly

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wrong. Some of the characters come from the darkest recesses of American history. In 'Lubbock Is Not a Place of the Spirit,' a Texas Tech student recognizable as John Hinckley, Jr. writes hundreds of songs for Jodie Foster as he grows increasingly estranged from reality. Other

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characters are recognizable only in the sense that their situations strike an emotional chord. The young couple in 'The Thing About Norfolk,' socially isolated after a cross-country move, are dismayed to find themselves unable to resist sexually deviant urges. And in the deeply touching title story, a couple

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“Gripping and accomplished . . . These stories will be compared with works by Barry Hannah and Denis Johnson.”

—Janet Peery, National Book Award finalist and author of The Exact Nature of Our Wrongs

We all relish a good scandal—the larger the figure (governor, judge) and more

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shocking the particulars (diapers, cigars)—the better. But why do people feel compelled to act out their tangled psychodramas on the national stage, and why do we so enjoy watching them, hurling our condemnations while savoring every lurid detail? With "pointed daggers of prose" (The New

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Yorker), Laura Kipnis examines contemporary downfall sagas to lay bare the American psyche: what we desire, what we punish, and what we disavow. She delivers virtuoso analyses of four paradigmatic cases: a lovelorn astronaut, an unhinged judge, a venomous whistleblower, and an over-**

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imaginative memoirist. The motifs are classic—revenge, betrayal, ambition, madness—though the pitfalls are ones we all negotiate daily. After all, every one of us is a potential scandal in the making: failed self-knowledge and colossal self-deception—the necessary ingredients—are our collective plight. In

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How to Become a Scandal, bad behavior is the entry point for a brilliant cultural romp as well as an anti-civics lesson.

"Shove your rules," says scandal, and no doubt every upright citizen, deep within, cheers the transgression—as long as it's someone else's head on the block.

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Two professors of management examine bad behavior in the workplace, combining scientific research with stories from a variety of fields, and offer ways to remove the roots of incivility at work and create a culture of respect.

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'A perfectly formed set of stories about alienation in modern times' Independent 'Mesmerizing - almost ecstatic' The New York

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between an older woman and a younger man; the chasm between a father and his daughter: each expresses our longing for, and our fear of, human connection.

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another way. He knows that real change comes from the compound effect of hundreds of small decisions: doing two push-ups a day, waking up five minutes early, or holding a single short phone call. He calls them atomic habits. In

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this ground-breaking book, Clears reveals exactly how these minuscule changes can grow into such life-altering outcomes. He uncovers a handful of simple life hacks (the forgotten art of Habit Stacking, the unexpected power of

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the Two Minute Rule, or the trick to entering the Goldilocks Zone), and delves into cutting-edge psychology and neuroscience to explain why they matter. Along the way, he tells inspiring stories of Olympic gold medalists, leading

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CEOs, and distinguished scientists who have used the science of tiny habits to stay productive, motivated, and happy. These small changes will have a revolutionary effect on your career, your relationships, and your life. _____

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studying the science of habits. This engaging, hands-on book is the guide you need to break bad routines and make good ones.' Adam Grant, author of Originals 'Atomic Habits is a step-by-step manual for changing routines.'

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Books of the Month, Financial Times 'A special book that will change how you approach your day and live your life.' Ryan Holiday, author of The Obstacle is the Way
A celebration of the brave,

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drunken pioneers who built our civilization one seemingly bad decision at a time, A Brief History of Vice explores a side of the past that mainstream history books prefer to hide. History has never been more fun—or more

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intoxicating. Guns, germs, and steel might have transformed us from hunter-gatherers into modern man, but booze, sex, trash talk, and tripping built our civilization. Cracked editor Robert Evans brings his signature dogged

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research and lively insight to uncover the many and magnificent ways vice has influenced history, from the prostitute-turned-empire who scored a major victory for women ' s rights to the beer that helped create—and

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destroy—South America's first empire. And Evans goes deeper than simply writing about ancient debauchery; he recreates some of history's most enjoyable (and most painful) vices and includes guides so you can follow along at home.

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- Smoke a nose pipe like a pre-Columbian Native American.

“ Mixing science, humor, and grossly irresponsible

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self-experimentation, Evans paints a vivid picture of how bad habits built the world we know and love. ” —David Wong, author of John Dies at the End

The ability to see deeply affects how human beings perceive and

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interpret the world around them. For most people, eyesight is part of everyday communication, social activities, educational and professional pursuits, the care of others, and the maintenance of personal health, independence,

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and mobility. Functioning eyes and vision system can reduce an adult's risk of chronic health conditions, death, falls and injuries, social isolation, depression, and other psychological problems. In

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children, properly maintained eye and vision health contributes to a child's social development, academic achievement, and better health across the lifespan. The public generally recognizes its reliance on sight and fears its loss,

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but emphasis on eye and vision health, in general, has not been integrated into daily life to the same extent as other health promotion activities, such as teeth brushing; hand washing; physical and mental exercise; and various

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injury prevention behaviors. A larger population health approach is needed to engage a wide range of stakeholders in coordinated efforts that can sustain the scope of behavior change. The shaping of socioeconomic environments

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can eventually lead to new social norms that promote eye and vision health. Making Eye Health a Population Health Imperative: Vision for Tomorrow proposes a new population-centered framework to guide action and

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coordination among various, and sometimes competing, stakeholders in pursuit of improved eye and vision health and health equity in the United States. Building on the momentum of previous public health efforts,

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this report also introduces a model for action that highlights different levels of prevention activities across a range of stakeholders and provides specific examples of how population health strategies can be translated into cohesive areas

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for action at federal, state, and local levels.

Doing well with money isn ' t necessarily about what you know. It ' s about how you behave. And behavior is hard to teach, even to really smart people.

Get Free The Cost Of Bad Behavior: How Incivility Is Damaging Your Business And Money—investing, personal finance, and business decisions—is typically taught as a math-based field, where data and formulas tell us exactly what to do. But in the real world people don ' t make financial decisions on a

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spreadsheet. They make them at the dinner table, or in a meeting room, where personal history, your own unique view of the world, ego, pride, marketing, and odd incentives are scrambled together. In The Psychology of Money,

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award-winning author Morgan Housel shares 19 short stories exploring the strange ways people think about money and teaches you how to make better sense of one of life ' s most important topics.

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This unique, straight-talking book shines a light on a particular type of salesperson who has the capability to derail an organization by inciting other sales people on the team to engage in illicit activity. Read real workplace

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horror stories so you can identify this menace in your midst ... so that he or she can be eliminated from the workplace or never hired in the first place. Lucifer Leaders: The Hidden Cost of Deviant Behavior in the Sales Force was

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written for sales managers and senior leaders, human resources professionals, sales trainers, business owners, and anyone touching the sales new hire in the recruiting, hiring, onboarding and training process. Sales managers,

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senior leaders and business owners: You will learn the true costs associated with a bad hire -- one who can derail your entire team, your business, and potentially your career. You'll know what to look out for and the

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questions you need to ask to gain a deeper understanding about the "product" you are about to hire. Human resource professionals: You will gain insight into the procedures that you can implement to mitigate the

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enormous costs that plague the sales force when a Lucifer Leader walks among you. You will also learn some strategies to help you to assist your constituents in the recruiting and hiring process. Sales trainers: You will learn to

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recognize the behaviors, the talk and the attitudes that Lucifer Leaders have up their sleeves. With your keen eye, you can help your sales managers diminish the blow they will feel at the hand of the Lucifer Leader.

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How insights from the social sciences, including social psychology and economics, can improve the design of online communities. Online communities are among the most popular destinations on the Internet, but

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not all online communities are equally successful. For every flourishing Facebook, there is a moribund Friendster—not to mention the scores of smaller social networking sites that never attracted enough members to be

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viable. This book offers lessons from theory and empirical research in the social sciences that can help improve the design of online communities. The authors draw on the literature in psychology, economics, and other social

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sciences, as well as their own research, translating general findings into useful design claims. They explain, for example, how to encourage information contributions based on the theory of public goods, and how to build

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members' commitment based on theories of interpersonal bond formation. For each design claim, they offer supporting evidence from theory, experiments, or observational studies.

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Estimates indicate that as many as 1 in 4 Americans will experience a

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mental health problem or will misuse alcohol or drugs in their lifetimes. These disorders are among the most highly stigmatized health conditions in the United States, and they remain barriers to full participation in society in areas

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as basic as education, housing, and employment. Improving the lives of people with mental health and substance abuse disorders has been a priority in the United States for more than 50 years. The Community Mental Health Act of

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1963 is considered a major turning point in America's efforts to improve behavioral healthcare. It ushered in an era of optimism and hope and laid the groundwork for the consumer movement and new models of recovery. The consumer

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movement gave voice to people with mental and substance use disorders and brought their perspectives and experience into national discussions about mental health. However over the same 50-year period, positive change in

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American public attitudes and beliefs about mental and substance use disorders has lagged behind these advances. Stigma is a complex social phenomenon based on a relationship between an attribute and a stereotype that

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assigns undesirable labels, qualities, and behaviors to a person with that attribute. Labeled individuals are then socially devalued, which leads to inequality and discrimination. This report contributes to national efforts to

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understand and change attitudes, beliefs and behaviors that can lead to stigma and discrimination.

Changing stigma in a lasting way will require coordinated efforts, which are based on the best possible evidence, supported at the

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national level with multiyear funding, and planned and implemented by an effective coalition of representative stakeholders. Ending Discrimination Against People with Mental and Substance Use

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Disorders: The Evidence for Stigma Change explores stigma and discrimination faced by individuals with mental or substance use disorders and recommends effective strategies for reducing stigma and encouraging people to

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seek treatment and other supportive services. It offers a set of conclusions and recommendations about successful stigma change strategies and the research needed to inform and evaluate these efforts in the United

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This second edition of "SOS" provides parents with guidance for handling a variety of common behavior problems based on the behavior approach to child rearing and discipline. This approach

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suggests that good and bad behavior are both learned and can be changed, and proposes specific methods, skills, procedures, and strategies for parents to use in getting improved behavior from their children. The guide is divided

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into four sections. Section 1 presents some fundamentals of child behavior and effective discipline. Some of the causes of children's misbehavior are examined as well as ways of increasing good behavior and

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eliminating bad ones. Section 2 provides advice for implementing the "time-out" method. Section 3 gives suggestions on how to: (1) manage bad behavior away from home; (2) use points, tokens, and contracts; (3) use time-out on two

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children at the same time; (4) use time-out on a toy instead of the child; (5) handle aggressive and dangerous behavior; and (6) help children express feelings. Section 4 suggests some additional resources for helping children. Each chapter

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includes a review of the most important ideas and instructions presented. The book's two appendices include an index of problem behaviors, quizzes and answers for parents, more resources for professionals, and

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tear-out sheets for parents and teachers. Approximately 60 references are included. A videotape, not available from ERIC, demonstrates the child-rearing rules, and errors to avoid, as well as other child management

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methods. A printed "Video Leader's Guide" for the training leaders provides objectives, suggested outlines for workshops, and guidelines for discussing the behavior vignettes in the video. Workshop evaluation forms and

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handouts are appended. A parent audio cassette on how to use "time out" effectively is also part of this multimedia package. (HTH) Teams have more talent and experience, more diverse resources, and greater operating

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flexibility than individual performers. So why do so many teams either struggle unpleasantly toward an unsatisfactory conclusion-or, worse, crash and burn shortly after launch? J. Richard Hackman, one of the

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world's leading experts on group and organizational behavior, argues that the answer to this puzzle is rooted in flawed thinking about team leadership. It is not a leader's management style that determines how well a team

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performs, but how well a leader designs and supports a team so that members can manage themselves. According to Hackman, cookie-cutter formulas and prescribed leadership styles often backfire because they place

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far too much emphasis on the leader as the primary cause of team behavior. In *Leading Teams*, he identifies the key conditions that any leader can put in place to increase the likelihood of team success-regardless of his or her

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personality or preferred style of operating. Through extensive research and compelling examples ranging from orchestras to economic analysts to airline cockpit crews, Hackman identifies five conditions that set the stage

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for great performances: a real team, a compelling direction, an enabling team structure, a supportive organizational context, and the availability of competent coaching. Leading Teams outlines what leaders can do to structure,

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support, and guide teams in a way that

- enhances the social processes essential to collective work;
- builds shared commitment, skills, and task-appropriate coordination strategies;
- helps members troubleshoot problems

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and spot emerging opportunities; and captures experiences and translates them into shared knowledge. Out of these conditions, Hackman argues, the very best teams emerge-teams that exceed client expectations, grow in

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capability over time, and contribute to the learning and personal fulfillment of individual members. Authoritative, practical, and astutely realistic, Leading Teams offers a new and provocative way of thinking about and leading

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work teams in any organizational setting. AUTHORBIO:J. Richard Hackman is the Cahners-Rabb Professor of Social and Organizational Psychology at Harvard University. He resides in Bethany, Connecticut, and

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Designing Interventions' brings together theory-based tools developed in behavioural science to understand and change behaviour to form a step-by-step intervention design manual. This

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structure our business - and how to engage people, so we master the great opportunities ahead." - Jon Erik Høgberg, COO Itera Group "I highly recommend this book. This book is an important and relevant contribution to leadership in a

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digital time with high speed of change. I especially appreciate the author's ability to focus on people and collaboration." - Hilde Kristin Herud, CEO, Norgips Norge AS

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