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"A classic on the functions, styles and structure of the major visual art forms, this well-received text is reputed to have the best treatment available on the theory and practice of art criticism. It examines the connection between the visual, social, and physical dimensions of everyday life in which the arts perform essential roles, while illustrating clearly the common features of theme and style in works of art separated by time and culture. For art critics, artists, and all those interested in art criticism." -
-Publisher. An internship can be transformative, and this book helps you make sure that's the case. With **THE HUMAN SERVICES INTERNSHIP: GETTING THE MOST FROM YOUR EXPERIENCE**, 4th Edition as your guide, you'll make a meaningful connection between

your classroom learning and fieldwork experience. This practical, hands-on text features a unique six-step model that guides you in enhancing self-awareness, integrating the knowledge and values of the profession, recognizing challenging and dissonant situations, decision-making, and follow-through. With exercises and activities designed to get you thinking reflectively about your day-to-day internship experiences right from the start, the author offers you tools to analyze and apply the lessons you've learned to your future career. Chapters focused on ethics, diversity, communication skills, stress management, and other key topics help you integrate your classroom knowledge with your experiences in the field. Supporting you through every stage of the internship process, the book explains what to expect at various points in the internship's development, offers tips for avoiding potential pitfalls, and includes examples of other students' experiences. Important Notice: Media content

referenced within the product description or the product text may not be available in the ebook version. This book examines the role that Africa has played on the world stage, the African Union, the African leaders' efforts to take care of their own problems and lessen their dependence on the United States and European countries. Using interviews with and writings by astronauts and cosmonauts, discusses how viewing the Earth from space and from the moon affect space explorers' perceptions of the world and humanity, and how those changes are likewise felt in contemporary society. The author views space exploration and eventual colonization as an inevitable step in the evolution of human society and consciousness, one which offers new perspectives on the problems facing us down here on Earth. Annotation copyrighted by Book News, Inc., Portland, OR "Informed by student data, Experience Psychology helps students understand and appreciate psychology as an integrated whole. The personalized, adaptive

learning program, thought-provoking examples, and interactive assessments help students see psychology in the world around them and experience it in everyday life. Experience Psychology is about, well, experience-our own behaviors; our relationships at home and in our communities, in school, and at work; and our interactions in different learning environments. Grounded in meaningful real-world contexts, Experience Psychology's contemporary examples, personalized author notes, and applied exercises speak directly to students, allowing them to engage with psychology and to learn verbally, visually, and experientially-by reading, seeing, and doing. Function is introduced before dysfunction, building student understanding by looking first at typical, everyday behavior before delving into the less common-and likely less personally experienced-rare and abnormal behavior. Experience Psychology places the science of psychology, and the research that helps students see the

academic foundations of the discipline, at the forefront of the course. With Experience Psychology, students do not just "take" psychology but actively experience it"-- Effective techniques and experienced insights to maximize your C# 6 and 7 programming skills Key Features Written by C# legend and top StackOverflow contributor Jon Skeet Unlock the new features of C# 6 and 7 Insights on the future of the C# language Master asynchronous functions, interpolated strings, tuples, and more Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning Publications. "An excellent overview of C# with helpful and realistic examples that make learning the newest features of C# easy." —Meredith Godar About The Book C# is the foundation of .NET development. New features added in C# 6 and 7 make it easier to take on big data applications, cloud-centric web development, and cross-platform software using .NET Core. Packed with deep insight from C#

guru Jon Skeet, this book takes you deep into concepts and features other C# books ignore. C# in Depth, Fourth Edition is an authoritative and engaging guide that reveals the full potential of the language, including the new features of C# 6 and 7. It combines deep dives into the C# language with practical techniques for enterprise development, web applications, and systems programming. As you absorb the wisdom and techniques in this book, you'll write better code, and become an exceptional troubleshooter and problem solver. What You Will Learn Comprehensive guidance on the new features of C# 6 and 7 Important legacies and greatest hits of C# 2-5 Expression-bodied members Extended pass-by-reference functionality Writing asynchronous C# code String interpolation Composition with tuples Decomposition and pattern matching This Book Is Written For For intermediate C# developers. About The Author Jon Skeet is a senior software engineer at Google. He studied mathematics and

computer science at Cambridge, is a recognized authority in Java and C#, and maintains the position of top contributor to Stack Overflow.

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Social Work and Social Welfare: An Invitation is a nationally recognized, best-selling text and unique website for US Introductory Social Work and Social Welfare courses. It provides students with the knowledge, skills, and values that are essential for working with individuals, families,

groups, organizations, communities, and public policy in a variety of practice settings. This new third edition is an up-to-date profile of the world in which today's social workers practice, with current demographic, statistical, legislative, policy, and research information; sensitive discussions of contemporary ethical issues; and new first-person narratives from social workers in a variety of fields. The call to become engaged in some of society's most challenging issues is clearer than in previous editions. The Adolescent Experience places the college student at the very heart of the book. The authors engage in a dialogue with the reader that is warm, caring, and often humorous as they write and share material about this time of life. The authors emphasize the role that development and society play in the lives of young people. The book has a solid research basis with a historical and multicultural focus. But most important, the book is practical and applied with the strongest prevention/health promotion material available

in any basic undergraduate adolescent psychology text currently on the market. Key Features * Focuses on health promotion and illness prevention * Provides not only a U.S. but also a much needed Canadian perspective to this life stage * Involves students as participants in a long-standing inquiry into the nature of adolescence as they are introduced to the latest research in the field * Provides students with the latest practical information in subject areas like sexuality, drugs and alcohol, suicide and depression, eating disorders, crime, delinquency, and violent behavior * List server links student and/or instructor to authors * Explores the uniqueness of North America's multi-culturalism * Illustrates important concepts using literature and social history to make them tangible to students Native nations, like the Navajo nation, have proven to be remarkably adept at retaining and exercising ever-increasing amounts of self-determination even when faced with powerful external

constraints and limited resources. Now in this fourth edition of David E. Wilkins' The Navajo Political Experience, political developments of the last decade are discussed and analyzed comprehensively, and with as much accessibility as thoroughness and detail. The National Fire Protection Association (NFPA) And The International Association of Fire Chiefs (IAFC) are pleased to bring you the Second Edition of Fire Officer: Principles and Practice, a modern integrated teaching and learning system For The Fire Officer I and II levels. Fire officers need to know how to make the transition from fire fighter to leader. Fire Officer: Principles and Practice, Second Edition is designed to help fire fighters make a smooth transition to fire officer. Covering the entire scope of NFPA 1021, Standard for Fire Officer Professional Qualifications, 2009 Edition, Fire Officer combines current content with dynamic features and interactive technology to better support instructors and help prepare future fire officers

for any situation that may arise. Safety is Principle! the Second Edition features a laser-like focus on fire fighter safety. Reducing fire fighter injuries and deaths requires the dedicated efforts of every fire fighter, fire officer, fire department, And The entire fire community working together. it is with this goal in mind that we have integrated the 16 Firefighter Life Safety Initiatives developed by the National Fallen Firefighters Foundation into the text. Likewise, In each of the chapters, actual National Fire Fighter Near-Miss Reporting System cases are discussed to drive home safety And The lessons learned from those incidents. Some of the guiding principles added To The new edition include: Description of the “Everybody Goes Home” And The National Fire Fighter Near-Miss Reporting System, including over a dozen company officer near-miss examples throughout the text. Description of the IAFC/IAFF Firefighter Safety and Deployment Study. The latest fire fighter death and injury

issues as reported by the NFPA® National Fallen Firefighters Foundation, IAFC, and IAFF, including results of a thirty-year retrospective study. Changes in fire-ground accountability and rapid intervention practices. Results of National Institute of Standards and Technology research on wind-driven fires, thermal imaging cameras, and fire dynamics as related to fire fighter survival. The latest developments in crew resource management. The Second Edition also reflects the latest developments in: Building a personal development plan through education, training, self-development, and experience, including a description of the Fire and Emergency Services Higher Education (FESHE) program. The impact of blogs, video sharing, and social networks. How to budget for a grant. Changes in the National Response Framework and National Incident Management System. Additional items related to fire fighter safety and health are included. [Click here to view a sample chapter from Fire Officer: Principles and](#)

Practice, Second Edition . Fundamental Neuroscience is a comprehensive textbook that seeks to define the full scope of neuroscience. Developed in accordance with results of extensive reviews by neuroscience instructors, this premier textbook is divided into seven integrated sections. Each section may be used for a specific course, or the full text may be adopted to provide a broad-based curriculum that will carry the student from molecular to cognitive neuroscience. This completely revised and updated edition reflects tremendous advances in theory, research and practice that have taken place over the past decade. Grounded in a relational view of infancy, the volume offers a broad interdisciplinary analysis of the developmental, clinical and social aspects of mental health from birth to age three. Rated by an independent panel as the best introductory Global Health text for undergraduates, Global Health 101, Third Edition is a clear, concise, and user-friendly introduction to the most critical

issues in global health. It illustrates key themes with an extensive set of case studies, examples, and the latest evidence. Particular attention is given to the health-development link, to developing countries, and to the health needs of poor and disadvantaged people. The Third Edition is a thorough revision that offers an extensive amount of new and updated information, while maintaining clarity, simplicity, and ease of use for faculty and students. Offering the latest data on the burden of disease, the book presents unique content on key topics that are often insufficiently covered in introductory materials, such as immunization and adolescent health. This fourth edition of this popular resource features step-by-step skill instruction and practice-focused exercises covering maternal and fetal evaluation and immediate newborn care. Developed by a distinguished editorial board, the Perinatal Continuing Education Program (PCEP) is a comprehensive, self-paced education program in

4 volumes. This book features 8 units on complex neonatal therapies, including 2 new units on neonatal encephalopathy and the ethical issues surrounding perinatology, especially when caring for fetuses of periviable gestational ages. TOPICS INCLUDE Direct blood pressure measurement Exchange, reduction, and direct transfusions Continuous positive airway pressure Assisted ventilation with mechanical ventilators Surfactant therapy Therapeutic hypothermia for neonatal hypoxic-ischemic encephalopathy Continuing care for at-risk babies Biomedical ethics and perinatology Do your students ever struggle to grasp what exactly constitutes evidence or struggle to see how it applies to practice? Would you like them to feel more confident about critiquing evidence? The need for an evidence base for nursing practice is widely accepted. However, what constitutes evidence and how nurses might apply it to practice is not always clear. This book guides nursing students through the process of

identifying, appraising and applying evidence in nursing practice. It explores a wide range of differing sources of evidence and knowledge, and helps students to develop key skills of critiquing research and using evidence in clinical decision making. The primary goal of World Civilizations is to present a truly global history--since the development of agriculture and herding to the present. Overview of World History. Readers interested in the history and development of civilization worldwide. Easy to read, well organized, and focused on high-yield content, Human Histology, 5th Edition, features concise, up-to-date coverage of the core knowledge in this complex field. Ideal for students in all areas of health care, this revised edition is aligned with recent developments in integrated and problem-based learning, providing rapid access to relevant, practical knowledge in histology. It provides students with opportunities to make important connections between histological knowledge, cell biology,

anatomy, clinical understanding, and assessment. Features an easy-to-navigate, full-colour layout that includes summary headings, readable text, quick-reference tables, and key facts - all highlighted by nearly 900 clear illustrations, photos, and graphics throughout. Covers the latest concepts and advances in histology including developments in the primary cilium, the nuclear pore, extracellular matrix components, dendritic spines, subsets of astrocytes, haematopoiesis, classification of cells in the immune system, macrophage subsets, and much more. Includes NEW self-assessment questions. Provides just the right amount of detail for maximum readability and retention. Highlights key laboratory, clinical, and high-level scientific material in boxes. Presents advanced concepts such as the molecular and functional relevance of histological features. Provides review material in the book and online, self-assessment questions plus 180 additional review questions online. Evolve Instructor

Resources, including a downloadable image and test bank, are available to instructors through their Elsevier sales rep or via request at: <https://evolve.elsevier.com> Integrating theory with real-world practice, THE HUMAN SERVICES INTERNSHIP: GETTING THE MOST FROM YOUR EXPERIENCE, 3e helps students make meaningful connections between classroom learning and their own field experiences through ongoing reflection, analysis, and exercises. This workbook-formatted text reviews and updates basic information that is useful to students in human service field programs. An excellent tool for self-assessment and analysis, the text intersperses exercises through each chapter to engage students in thinking about how the material being discussed relates to their own experiences. A unique six-step model--that students are encouraged to use throughout their field experience--guides students in enhancing self-awareness, integrating the knowledge and

values of the profession, recognizing challenging and dissonant situations, decision-making, and follow-through. Chapters on getting started, ethics, cultural diversity, communication, self-care, and other topics help students maximize their learning from experience. Covering information from the beginning to the end of an internship, the text helps students analyze different experiences and situations they encounter on a daily basis in their field work. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Now in a revised and updated fourth edition, this trusted text and professional resource provides a developmental framework for clinical practice. The authors examine how children's trajectories are shaped by transactions among family relationships, brain development, and the social environment. Risk and resilience factors in each of these domains are highlighted. Covering infancy, toddlerhood, the preschool years, and

middle childhood, the text explores how children of different ages typically behave, think, and relate to others. Developmentally informed approaches to assessment and intervention are illustrated by vivid case examples. Observation exercises and quick-reference summaries of each developmental stage facilitate learning. New to This Edition *Incorporates a decade's worth of advances in knowledge about attachment, neurodevelopment, developmental psychopathology, intervention science, and more. *Toddler, preschool, and school-age development are each covered in two succinct chapters rather than one, making the book more student friendly. *Updated throughout by new coauthor Michael F. Troy, while retaining Douglas Davies's conceptual lens and engaging style. A classic reference book on user interface design and graphic design for web sites, updated to reflect a rapidly changing market Consistently praised as the best volume on classic elements of web site design, Web Style Guide has sold

many thousands of copies and has been published around the world. This new revised edition confirms Web Style Guide as the go-to authority in a rapidly changing market. As web designers move from building sites from scratch to using content management and aggregation tools, the book's focus shifts away from code samples and toward best practices, especially those involving mobile experience, social media, and accessibility. An ideal reference for web site designers in corporations, government, nonprofit organizations, and academic institutions, the book explains established design principles and covers all aspects of web design—from planning to production to maintenance. The guide also shows how these principles apply in web design projects whose primary concerns are information design, interface design, and efficient search and navigation. Note to Readers: Publisher does not guarantee quality or access to any included digital components if book is purchased through a third-party seller. Praise

for the Third Edition: "The author has done it again, producing an excellent, concise resource that provides clinicians with an optimal solution for studying for the written board examination." © Doody's Review Service, 2015, Alan Ansel, MD (Shirley Ryan AbilityLab) This fourth edition of the incomparable review bible for the Physical Medicine and Rehabilitation Board Examination has been thoroughly updated to reflect current practice and the core knowledge tested on the exam. Recognized for its organization, consistency, and clarity through editions, the book distills the essentials and provides focused reviews of all major PM&R topics including stroke, traumatic brain injury, musculoskeletal medicine, spinal cord injuries, pain management, and more. Every chapter in the fourth edition has been rigorously evaluated and refreshed to ensure that the information is accurate and up to date. Sections on cancer treatment and rehabilitation, rheumatologic disease, and ultrasound have been significantly

upgraded to incorporate new board requirements and changes in criteria for diagnosis and management. Written in outline format for easy access to information, Physical Medicine and Rehabilitation Board Review, Fourth Edition is modeled on the content blueprint for the Self-Assessment Examination for Residents (SAE-R) used by residents nationwide. Board pearls are indicated with an open-book icon to highlight key concepts and flag important clinical and board-eligible aspects of each topic. The topics are divided into major subspecialty areas written by author teams with clinical expertise in the subject and reviewed by senior specialists in each area. More than 500 signature illustrations—now with color added—clarify and reinforce concepts. In addition to its proven value as the primary resource for Board preparation and MOC, the book is also a trusted clinical reference for day-to-day practice needs. New to the Fourth Edition: Thoroughly reviewed, revised, and

updated to reflect current practice and core knowledge tested on Boards Significant upgrades to ultrasound content Expanded sections on cancer treatments and rehabilitation along with rheumatologic guidelines and treatments, including new criteria for diagnosis Addition of color to highlight artwork and content areas Key Features: Board "Pearls" are highlighted with an open-book icon to flag key concepts and stress high-yield aspects of each topic Covers all topics on the content outline for the Self-Assessment Examination for Residents (SAE-R) used by residents nationwide Authored by physicians with special interest and expertise in their respective areas and reviewed by senior specialists in those areas Organizes information in outline format and by topic for easy reference Includes over 500 detailed illustrations to clarify concepts Provides updated epidemiologic and statistical data throughout Developed by the National Strength and Conditioning Association (NSCA) and now in its

fourth edition, *Essentials of Strength Training and Conditioning* is the essential text for strength and conditioning professionals and students. This comprehensive resource, created by 30 expert contributors in the field, explains the key theories, concepts, and scientific principles of strength training and conditioning as well as their direct application to athletic competition and performance. The scope and content of *Essentials of Strength Training and Conditioning, Fourth Edition With HKPropel Access*, have been updated to convey the knowledge, skills, and abilities required of a strength and conditioning professional and to address the latest information found on the Certified Strength and Conditioning Specialist (CSCS) exam. The evidence-based approach and unbeatable accuracy of the text make it the primary resource to rely on for CSCS exam preparation. The text is organized to lead readers from theory to program design and practical strategies for administration and

management of strength and conditioning facilities. The fourth edition contains the most current research and applications and several new features: Online videos featuring 21 resistance training exercises demonstrate proper exercise form for classroom and practical use. Updated research—specifically in the areas of high-intensity interval training, overtraining, agility and change of direction, nutrition for health and performance, and periodization—helps readers better understand these popular trends in the industry. A new chapter with instructions and photos presents techniques for exercises using alternative modes and nontraditional implements. Ten additional tests, including those for maximum strength, power, and aerobic capacity, along with new flexibility exercises, resistance training exercises, plyometric exercises, and speed and agility drills help professionals design programs that reflect current guidelines. Key points, chapter objectives, and learning aids including

key terms and self-study questions provide a structure to help students and professionals conceptualize the information and reinforce fundamental facts. Application sidebars provide practical application of scientific concepts that can be used by strength and conditioning specialists in real-world settings, making the information immediately relatable and usable. Online learning tools delivered through HKPropel provide students with 11 downloadable lab activities for practice and retention of information. Further, both students and professionals will benefit from the online videos of 21 foundational exercises that provide visual instruction and reinforce proper technique. *Essentials of Strength Training and Conditioning, Fourth Edition*, provides the most comprehensive information on organization and administration of facilities, testing and evaluation, exercise techniques, training adaptations, program design, and structure and function of body systems. Its scope, precision,

and dependability make it the essential preparation text for the CSCS exam as well as a definitive reference for strength and conditioning professionals to consult in their everyday practice. Note: A code for accessing HKPropel is not included with this ebook but may be purchased separately. The long-awaited new edition of NAEYC's book *Developmentally Appropriate Practice in Early Childhood Programs* is here, fully revised and updated! Since the first edition in 1987, it has been an essential resource for the early childhood education field. Early childhood educators have a professional responsibility to plan and implement intentional, developmentally appropriate learning experiences that promote the social and emotional development, physical development and health, cognitive development, and general learning competencies of each child served. But what is developmentally appropriate practice (DAP)? DAP is a framework designed to promote young children's optimal learning and

development through a strengths-based approach to joyful, engaged learning. As educators make decisions to support each child's learning and development, they consider what they know about (1) commonality in children's development and learning, (2) each child as an individual (within the context of their family and community), and (3) everything discernible about the social and cultural contexts for each child, each educator, and the program as a whole. This latest edition of the book is fully revised to underscore the critical role social and cultural contexts play in child development and learning, including new research about implicit bias and teachers' own context and consideration of advances in neuroscience. Educators implement developmentally appropriate practice by recognizing the many assets all young children bring to the early learning program as individuals and as members of families and communities. They also develop an awareness of their own context. Building on

each child's strengths, educators design and implement learning settings to help each child achieve their full potential across all domains of development and across all content areas. The Film Experience is a comprehensive introduction to film that treats students as the avid movie fans they are while surpassing all other texts in helping them understand the art form's full scope, breadth, and depth. Like other introductory texts, it offers strong coverage of film's formal elements, but goes further by situating this formal knowledge in the larger cultural contexts that inform the ways that we all view film. The authors' rich narrative integrates the cultural history of film throughout and demonstrates how the elements, practices, economics, and history of the medium contribute to a film's many possible meanings. The outstanding art program — now in full color — visually reinforces all the key concepts and techniques discussed in the text. This book explores the lifespan by combining research with

a practicing psychologist's understanding of human development from infancy to old age. The essential interaction design guide, fully revised and updated for the mobile age About Face: The Essentials of Interaction Design, Fourth Edition is the latest update to the book that shaped and evolved the landscape of interaction design. This comprehensive guide takes the worldwide shift to smartphones and tablets into account. New information includes discussions on mobile apps, touch interfaces, screen size considerations, and more. The new full-color interior and unique layout better illustrate modern design concepts. The interaction design profession is blooming with the success of design-intensive companies, priming customers to expect "design" as a critical ingredient of marketplace success. Consumers have little tolerance for websites, apps, and devices that don't live up to their expectations, and the responding shift in business philosophy has become widespread. About Face is the book that brought interaction

design out of the research labs and into the everyday lexicon, and the updated Fourth Edition continues to lead the way with ideas and methods relevant to today's design practitioners and developers. Updated information includes: Contemporary interface, interaction, and product design methods Design for mobile platforms and consumer electronics State-of-the-art interface recommendations and up-to-date examples Updated Goal-Directed Design methodology Designers and developers looking to remain relevant through the current shift in consumer technology habits will find About Face to be a comprehensive, essential resource. Table 1.1. p. 12. A 75th anniversary e-book version of the most important and practical self-help book ever written, Alcoholics Anonymous. Here is a special deluxe edition of a book that has changed millions of lives and launched the modern recovery movement: Alcoholics Anonymous. This edition not only reproduces the original 1939 text of Alcoholics Anonymous, but

as a special bonus features the complete 1941 Saturday Evening Post article "Alcoholics Anonymous" by journalist Jack Alexander, which, at the time, did as much as the book itself to introduce millions of seekers to AA's program. Alcoholics Anonymous has touched and transformed myriad lives, and finally appears in a volume that honors its posterity and impact. Drawing on solid scientific evidence as well as extensive first-hand experience, this manual provides the practical information you need to safely and effectively integrate complementary and alternative treatment modalities into your practice. It explains how alternative therapies can help you fight diseases that do not respond readily to traditional treatments... presents integrative treatments for a full range of diseases and conditions, including autism, stroke, chronic fatigue syndrome, and various forms of cancer...explores how to advise patients on health maintenance and wellness...and offers advice on topics such as meditation, diet, and

exercises for back pain. 24 new chapters, a new organization, make this landmark reference more useful than ever. Provides dosages and precautions to help you avoid potential complications. Delivers therapy-based pearls to enhance your patient care. Facilitates patient education with helpful handouts. Offers helpful icons that highlight the level and quality of evidence for each specific modality. Includes bonus PDA software that lets you load all of the therapeutic review sections onto your handheld device. Presents a new organization, with numerous section headings and subheadings, for greater ease of reference. Provides additional clinical practice and business considerations for incorporating integrative medicine into clinical practice. The "bible" of home renovators for over 25 years, "Renovation" has now been completely revised and updated with all new color photography. Presents a guide on how to effectively search the Internet, covering such topics as search engines, directories,

newsgroups, image resources, and reference resources. This book encourages readers to see the law as a living part of the political, social, economic and cultural life of New Zealand and includes exercises, examples, case studies, essay topics, puzzles, and problem-solving features to get students engaged, as well as a discussion of law beyond the courts, including jurisprudence and dispute resolution.--From back cover. Every business on the planet is trying to maximize the value created by its customers Learn how to do it, step by step, in this newly revised Fourth Edition of *Managing Customer Experience and Relationships: A Strategic Framework*. Written by Don Peppers and Martha Rogers, Ph.D., recognized for decades as two of the world's leading experts on customer experience issues, the book combines theory, case studies, and strategic analyses to guide a company on its own quest to position its customers at the very center of its business model, and to "treat different customers differently." This latest edition adds

new material including: How to manage the mass-customization principles that drive digital interactions How to understand and manage data-driven marketing analytics issues, without having to do the math How to implement and monitor customer success management, the new discipline that has arisen alongside software-as-a-service businesses How to deal with the increasing threat to privacy, autonomy, and competition posed by the big tech companies like Facebook, Amazon, and Google Teaching slide decks to accompany the book, author-written test banks for all chapters, a complete glossary for the field, and full indexing Ideal not just for students, but for managers, executives, and other business leaders, *Managing Customer Experience and Relationships* should prove an indispensable resource for marketing, sales, or customer service professionals in both the B2C and B2B world.

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