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The Manager's Guide to Preventing a Hostile Work Environment

How to Avoid Legal and Financial Risks by Protecting

Your Workplace from Harassment Based on Sex, Race, Disability, Religion and Age

McGraw Hill Professional **The First Book to Explain How Managers Can Prevent Hostile Work Environment Accusations Corporation after corporation has seen seemingly harmless misunderstandings and "jokes" between employees mushroom into headline-making incidents, multimillion-dollar courtroom judgmentsand unrelenting PR disasters. The Manager's Guide to Preventing a Hostile Work Environment explains how to stop such problems before they begin. The first book to look at the legal threat of "Hostile Work Environment" claims from the manager's viewpoint, it provides proactive techniques and behaviors to: • •Spot employees that may unknowingly be creating a hostile work environment •Intervene while a problem is still manageableand before legal action is threatened •Apply a seven-step process to resolve perceptions of harassment or unfair treatment based on sex, race, disability, religion, and age. Managers play the most critical role in preventing hostile work environment harassment but are generally given little or no training. The Manager's Guide to Preventing a Hostile Work Environment shows managers and supervisors how to recognize and address inappropriate or insensitive behavioral problems in the workplace, before they lead to high-cost lawsuits and incalculable costs in the court of public opinion.**

A Manager's Guide to Employment Law

How to Protect Your Company and Yourself

John Wiley & Sons **Managers at all levels are constantly challenged to do more withfewer employees, to motivate diverse groups of people, and to faceup to tough people problems in their workforces. An important keyto managers' success is accomplishing these goals while protectingthemselves and their companies from legal liability. Yet some inmanagement tend to blame legal requirements for hindering progresstoward solving problems. U.S. law, however, provides managers withbroad discretion in many employment situations and in most caseshelps ensure that managers perform their essential functions in away that is fundamentally fair while still supporting companygoals. A Manager's**

Guide to Employment Law will help managersmake day-to-day decisions on how best to manage their employees andhandle issues of legal liability. Expert author Dana Muiridentifies the subtle and unnecessary mistakes managers make thatcause legal headaches and shows how becoming familiar with basicprinciples of employment law will enable them to develop aninternal compass to help make the right decisions. Each chapterfocuses on legal concepts of broad application in today'sworkplace, providing real examples of problems managers face andoffering strategies for addressing those problems.

Translation Applied!

An Introduction to Applied Translation Studies - A Transactional Model

Writescope Publishers

Gender on Trial

Sexual Stereotypes and Work/life Balance in the Legal Workplace

ALM Publishing **"This compelling and important discussion of the gender stereotypes that continue to plague both women and men is situated in the context of the legal workplace but is accessible to people in all professions. Lawyers, psychologists, consultants, and recruiters testify to the continuing existence of problems typically thought long conquered, such as male-only executive teams and management committees; sexist jokes; women who resent other ambitious women; men unable to work reduced hours; and firms hesitant to hire women for fear that they might leave the firm to start a family. Revealed is a profession still struggling with persistent stereotypes governing sexuality,**

competence, ambition, personal style, leadership, honesty, motherhood, and fatherhood. Original concepts such as the genderation gap, underground harassment, and story making are introduced and explained, and innovative options, solutions, and models are put forth to help realize the vision of a workplace free of gender bias."

The Manager's Pocket Guide to Preventing Sexual Harassment

Human Resource Development **Learn how to protect your employees as well as your company from sexual harassment. The Manager's Pocket Guide to Preventing Sexual Harassment approaches the issue globally, from creating policy statements on sexual harassment and conducting employee audits to determine vulnerabilities (and appropriate cures), to the five A's of understanding, to handling and dealing with stereotypes and biases. The pocket guide also covers the investigation process and how to properly document incidents; it also includes exercises to instill ownership and facilitate understanding among employees to generate commitment to harassment prevention.**

Defusing Hostile Customers Workbook (Third Edition2010)

A Self-Instructional Workbook for Public Sector Employees

Bacal & Associates **Learn to: save time dealing with unreasonable customers reduce intensity of customer anger increase safety of employees and customers reduce stress related to angry customers convey image of constructive caring to government customers even when they are abusive set limits for angry customers and enforce them for mutual benefit Government and public sector departments and employees often deal with angry, irate, upset, manipulative, and**

aggressive citizens and customers, due to their regulatory responsibilities. Often employees are under-trained to deal with angry customers, leaving them at risk, while government agencies look uncaring and cold. Angry, unsatisfied clientele eat up hours of staff time. Government departments CAN provide excellent customer service. A critical step is learning how to defuse angry people so that the agency and the customer work TOGETHER. Defusing Hostile Customers -- A Self-Instructional Workbook For Public Sector Employees is a "seminar in a book" and contains an amazing collection of specific phrases and actions that can be learned by any public sector employee, drawn from modern understanding of psychology of aggression and psycholinguistics. There are over 80 specific tactics to be applied, and most chapters contain hands-on exercises and "homework," with key answers provided at the back of the book. Here's just a taste of the content: Government Context Nature of Hostile Behavior How Hostile Situations Escalate Principles of Defusing Art of Self-Control Starting Off Successfully Using Co-operative Language Verbal Self-Defense Techniques Acknowledgment Tactics Countering Non-Verbal Intimidation Referral Techniques Telephone Hostility Limit Setting There's even a chapter for managers and supervisors. This third edition (2010) is a unique blend of science and art not available anywhere else, and is based on the input of thousands of government employees over two decades.

The Complete Guide to Stress Management

Springer

The Shortcut Guide to Protecting Business Internet Usage

Realtimepublishers.com

The Manager's Guide to Risk Assessment

Getting it Right

<u>Rothstein Publishing</u> **As a responsible manager, you need to consider threats to your organization's resilience. In this guide, Douglas M. Henderson will help you follow a clearly explained, step-by-step process to conduct a risk assessment. --**

Conflict Management: Leader's Guide

<u>Lulu.com</u> **This is the best book on conflict management available! Based upon the latest research, this is perhaps the greatest tool ever developed to help leaders and employees of all-levels develop the best conflict management skills. Scholars agree that managing conflict can be a healthy way of illuminated new ideas and helping team members work better together to bring more efficiency creativity and effectiveness to the workplace. Just like leadership, conflict management is a skill anybody can acquire through both training program and experiences. Training program has the advantage of being able to address specific needs or circumstances in accordance to recognized potential problems in organizational life. This workbook breaks down key concepts in plain easy-to-read and easy-to-follow lessons to help you grow your leadership skills. Read the short lessons, reflect, and then build your skills by doing the short writing assignments at your own convenience.**

The British National Bibliography

Manager's Guide to the Sarbanes-Oxley Act

Improving Internal Controls to Prevent Fraud

<u>John Wiley & Sons</u> **Need help ensuring your campany complys with Sarbanes-Oxley? Armed with this hands-on guide, you can detect early signs of fraud and operational loss, and safeguard your job, your employees' jobs, and the long-term success of your company. Don't let fraud derail your career. Protect yourself with the fail-safe Control Smart method**

found in Manager's Guide to the Sarbanes-Oxley Act. Order your copy today!

The Health Care Manager's Legal Guide

Jones & Bartlett Publishers **The Health Care Manager's Legal Guide provides healthcare management students and professionals with a one-of-a-kind resource on successfully negotiating the legal pitfalls across healthcare s complex institutional and commercial landscape. Healthcare managers today must tread carefully as never before to avoid legal issues. Grounded in the expert guidance of healthcare managers, health administration educators, and attorneys, The Health Care Manager's Legal Guide covers the numerous legal obstacles managers confront on a daily basis, from human resources and employee and patient privacy to disciplinary action and union organizing. The Health Care Manager's Legal Guide provides practical information on avoiding these and other common legal hazards encountered when managing a healthcare workforce. Using straightforward language, this book serves as an essential resource for aspiring and working healthcare managers. The Health Care Manager's Legal Guide features Practical legal guidance presented in easy-to-understand terms A minimum of legalese A review of the most important laws directly affecting healthcare managers Study and discussion questions in every chapter"**

Manager's Guide to Excellence in Public Relations and Communication Management

Routledge **This book reports findings of a three-nation study of public relations and communication management sponsored by the International Association of Business Communicators (IABC) Research Foundation. The Excellence Study provides communication managers and public relations practitioners with information critical to their own professional growth, and supplies organizations with tools that help them communicate more effectively and build beneficial relations with key publics. Communication excellence is a powerful idea of sweeping scope that applies to all organizations -- large or small -- that need to communicate effectively with publics on whom the organization's survival and growth depend. The essential elements of excellent communication are the same for corporations, not-for-profit organizations, government agencies, and professional/trade associations. And they are applicable on a global basis. The study identifies three spheres of communication excellence. These spheres consider the overall function and role**

of communication in organizations, and define the organization of this book. They are: * the core or inner sphere of communication excellence -- the knowledge base of the communication department, * the shared expectations of top communicators and senior managers about the function and role of communication, and * the organization's culture -- the larger context that either nurtures or impedes communication excellence. This text also examines communication excellence as demonstrated in specific programs developed for specific publics.

Complete Guide for Supervisors of Student Employees in Today's Academic Libraries

Libraries Unltd Incorporated **Everything a student employee would want a boss to know! A useful compendium of case studies, forms, best practices, and relevant legislation.**

The Managers Guide to Understanding Commercial Contract Negotiation

Global Professional Publishi *** Examples are given from "real-life" business situations * Practical information and "Golden Rules" on what to do and what not to do * Plain English explanations of legal terms You've been involved in weeks, or sometimes even months, of hard-fought negotiations. However, the deal is not done until it is written up--not until the final form of contract is agreed upon and executed. You have to have a basic understanding of commercial contracts and all their ramifications every step of the way. This series explains the basics of commercial contract law, highlights how to spot potential issues before they become a problem and then how to work with a lawyer more effectively if things go wrong. It is a practical series definitely intended for corporate managers rather than lawyers.**

Cultural Competence for Public Managers

Managing Diversity in Today' s World

Routledge **Our increasingly globalized society demands a higher level of sophistication when working cross-culturally and internationally in local, state, and federal governments; tribal corporations; and nonprofit organizations. Cultural Competence for Public Managers offers guidance on how to become a leader in developing cultural competence in your organization. It provides a conceptual foundation and successful examples for developing cultural competence, including competencies for international collaborations. The authors clearly define terms and provide their own cultural competence model that will add significantly to the current field. They describe the rapidly changing worldwide demographics that are bringing new cultures into many countries and societies. They also examine the issues that culturally diverse landscapes create in the United States, Asia, Europe, Africa, and Latin America, highlighting the differences between assimilationist and the multicultural viewpoints. Drawing on a wide range of examples from universities; local, state, and federal governments; health care service providers; and nonprofit organizations, the book illustrates management practices that are then extended into the relevant cultural context. It also includes examples of cultural missteps and cultural competencies that have worked in practice. Written in an accessible format and style, the book provides practical and useful standards and performance measures, proven coaching and mentoring guides, as well as templates, checklists, exercises, and guidelines. It includes a DVD with coaching guides, checklists. Organized thematically, the book defines the scope of cultural competencies, highlights best practices, and describes variations in responsibility for administering cultural competence for executives, managers, supervisors, and employees.**

Minority Rights in America

CQ Press **This reference on all minority groups contains 725 entries which explore the American civil rights experience since 1492. Entries include: biographical sketches of important historical figures, important topics, organizations and events; and court cases, federal laws and government agencies.**

Academic Leadership

A Practical Guide to Chairing the Department

<u>Jossey-Bass</u> **As the responsibilities entailed in being a department chairperson are ever evolving, those who occupy the position must continually adapt and build upon their skills in order to meet new challenges and expectations. In the first edition of Academic Leadership, Deryl R. Leaming helped thousands of chairpersons navigate changes in higher education and effectively lead their departments. While maintaining its focus on practical application, this new edition has been significantly revised and expanded to address new aspects of the role of department chairs. Now organized into six parts, the second edition contains best practices and ideas from some of today's leading scholars. It also incorporates information on emerging challenges and expectations for department chairpersons, including Developing a departmental vision Working with constituents Retaining students Conflict management Mentoring faculty Post-tenure review Written to assist chairpersons in carrying out their duties, each concise chapter offers advice and practical suggestions for aspiring, new, and experienced chairpersons. Readers are provided with the expectations of the chair role as well as examples for handling specific tasks. In addition, this book encourages chairpersons to analyze their departments in order to effect improvement and develop their own approaches to solving problems. Featuring useful checklists, tables, and sample forms, this book also provides practical tools on the key areas of chair work—departmental management; interacting with faculty, students, and upper administration; financial matters; legal issues; assessment and evaluation. This invaluable resource will help guide chairpersons through the many responsibilities of their position.**

Human Resources Management in the Hospitality Industry, Study Guide

<u>John Wiley & Sons</u> **This book approaches hospitality human resource (HR) management as a decision-making practice that affects the performance, quality, and legal compliance of the hospitality business as a whole. Beginning with a**

foundation in the hospitality industry, employment law, and HR policies, the coverage includes recruitment, training, compensation, performance appraisal, environmental and safety concerns, ethics and social responsibility, and special issues. Throughout the book, Human Resources Management in the Hospitality Industry focuses on the unique HR dilemmas you face in the hospitality industry.

The Manager's Guide to Cybersecurity Law Essentials for Today's Business

Rothstein Publishing **In today's litigious business world, cyber-related matters could land you in court. As a computer security professional, you are protecting your data, but are you protecting your company? While you know industry standards and regulations, you may not be a legal expert. Fortunately, in a few hours of reading, rather than months of classroom study, Tari Schreider's The Manager's Guide to Cybersecurity Law: Essentials for Today's Business, lets you integrate legal issues into your security program. Tari Schreider, a board-certified information security practitioner with a criminal justice administration background, has written a much-needed book that bridges the gap between cybersecurity programs and cybersecurity law. He says, "My nearly 40 years in the fields of cybersecurity, risk management, and disaster recovery have taught me some immutable truths. One of these truths is that failure to consider the law when developing a cybersecurity program results in a protective façade or false sense of security." In a friendly style, offering real-world business examples from his own experience supported by a wealth of court cases, Schreider covers the range of practical information you will need as you explore – and prepare to apply – cybersecurity law. His practical, easy-to-understand explanations help you to: Understand your legal duty to act reasonably and responsibly to protect assets and information. Identify which cybersecurity laws have the potential to impact your cybersecurity program. Upgrade cybersecurity policies to comply with state, federal, and regulatory statutes. Communicate effectively about cybersecurity law with corporate legal department and counsel. Understand the implications of emerging legislation for your cybersecurity program. Know how to avoid losing a cybersecurity court case on procedure – and develop strategies to handle a dispute out of court. Develop an international view of cybersecurity and data privacy – and international legal frameworks. Schreider takes you beyond security standards and regulatory controls to ensure that your current or future cybersecurity program complies with all laws and legal**

jurisdictions. Hundreds of citations and references allow you to dig deeper as you explore specific topics relevant to your organization or your studies. This book needs to be required reading before your next discussion with your corporate legal department.

Security Manager's Guide to Disasters

Managing Through Emergencies, Violence, and Other Workplace Threats

CRC Press **Terrorist or criminal attack, fire emergency, civil or geographic disruption, or major electrical failure—recent years have witnessed an increase in the number of natural disasters and man-made events that have threatened the livelihoods of businesses and organizations worldwide. Security Manager's Guide to Disasters: Managing Through Emergencies, Violence, and Other Workplace Threats examines the most significant emergencies that may confront the security manager and provides comprehensive guidance on how to prepare for a potential crisis, what to do in the event of one, and how to mitigate the effects. Explores the Range of Disasters That Can Jeopardize Any Organization The author discusses all types of disasters, covering a range of major occurrences that could threaten or harm any business or institutional entity. These include terrorism, industrial espionage and sabotage, workplace violence, strikes, natural disasters, fires, medical emergencies—the topics run the gamut of events that security directors, loss prevention professionals, and risk managers may confront in the course of their duties. Guidance Spans from Before an Event Occurs to Its Aftermath The book provides strategies for preventing or reducing the severity of an incident and initiating immediate and professional responses to reduce the loss of life, injuries, property damage, and liability. It also provides instruction on adequate interaction and cooperation with public safety agencies, local government, and other public and private utility services. By focusing on response, recovery, and restoration, this essential reference lays out a system for placing the business or institution back into operation as soon as possible.**

Electromagnetic Compatibility Management Guide for Platforms, Systems and Equipment

Litigating Employment Discrimination & Sexual Harassment Claims

The Manager's Pocket Guide to Employee Relations

Human Resource Development **This pocket guide is an ideal primer for new supervisors or management candidates. It introduces tools and techniques for empowering, building trust, communicating effectively, coaching, motivating and using participative management techniques**

The Purchasing and Supply Manager's Guide to the C.P.M. Exam

John Wiley & Sons **Real World Scenarios for Practical Insights into the Field of Purchasing and Supply Management Whether you're a purchasing or supply management professional seeking to validate the skills and knowledge acquired through years of practical experience, or a relative newcomer to the field looking to strengthen your resume, the C.P.M. certification from the Institute for Supply Management (ISM) provides you with the means to do so. The Purchasing and Supply Manager's Guide to the C.P.M. Exam was developed to help you prepare for the four modules that comprise the C.P.M. exam, and includes additional study tools designed to reinforce understanding of crucial subject areas. KEY TOPICS INCLUDE: Purchasing Process. Identifying requirements, preparation of solicitations, supplier analysis, contract execution, implementation, and administration. Supply Environment. Negotiations,**

information technology, quality issues, internal relationships, and external relationships. Value Enhancement Strategies. Sourcing analysis, supply and inventory management, value enhancing methods, forecasting and strategies. Management. Management and organization, and human resource management. This Study Guide is not sponsored by, endorsed by, or affiliated in any way with the Institute for Supply Management (ISM). ISM and C.P.M. are trademarks or registered marks of the Institute for Supply Management. This publication may be used in assisting students to prepare for the C.P.M. exam, but neither Harbor Light Press nor ISM warrants that use of this publication will ensure passing of the exam. Note: CD-ROM/DVD and other supplementary materials are not included as part of eBook file.

Banks, Finance and Investment in Germany

Cambridge University Press **This book shows that there is no evidence to support the claims of merit for the German system of investment finance.**

American Masculinities: A Historical Encyclopedia

SAGE Publications **"This is a highly recommended purchase for undergraduate, medium-sized, and large public libraries wishing to provide a substantial introduction to the field of men's studies." --Reference & User Services Quarterly "Pleasing layout and good cross-references make Carroll's compendium a welcome addition to collections serving readers of all ages. Highly recommended." --CHOICE "An excellent index, well-chosen photographs and illustrations, and an extensive bibliography add further value. American Masculinities is well worth what would otherise be too hefty a price for many libraries because no other encyclopedia comes close to covering this growing field so well." --American Reference Books Annual American Masculinities: A Historical Encyclopedia is a first-of-its-kind reference, detailing developments in the growing field of men's studies. This up-to-date analytical review serves as a marker of how the field has evolved over the last decade, especially since the 1993 publication of Anthony Rotundo's American Manhood. This seminal book opened new vistas for exploration and research into American History, society, and culture. Weaving the fabric of American history, American Masculinities illustrates how American political leaders have often used the rhetoric of manliness to underscore the presumed moral righteousness and ostensibly protective purposes of their policies. Seeing U.S. history in terms of gender archetypes, readers will gain a richer and deeper**

understanding of America's democratic political system, domestic and foreign policies, and capitalist economic system, as well as the "private" sphere of the home and domestic life. The contributors to American Masculinities share the assumption that men's lives have been grounded fundamentally in gender, that is, in their awareness of themselves as males. Their approach goes beyond scholarship which traditionally looks at men (and women) in terms of what they do and how they have influenced a given field or era. Rather, this important work delves into the psychological core of manhood which is shaped not only by biology, but also by history, society, and culture. Encapsulating the current state of scholarly interpretation within the field of Men's Studies, American Masculinities: A Historical Encyclopedia is designed to help students and scholars advance their studies, develop new questions for research, and stimulate new ways of exploring the history of American life. Key Features - Reader's Guide facilitates browsing by topic and easy access to information - Extensive name, place, and concept index gives users an additional means of locating topics of interest - More than 250 entries, each with suggestions for further reading - Cross references direct users to related information - Comprehensive bibliography includes a list of sources organized by categories in the field Topics Covered - Arts, Literature, and Popular Culture - Body, Health, and Sexuality - Class, Ethnic, Racial, and Religious Identities - Concepts and Theories - Family and Fatherhood - General History - Icons and Symbols - Leisure and Work - Movements and Organizations - People - Political and Social Issues About the Editor Bret E. Carroll is Associate Professor of History at California State University, Stanislaus. He received his Ph.D. from Cornell University in 1991. He is author of The Routledge Historical Atlas of Religion in America (1997), Spiritualism in Antebellum America (1997), and several articles on nineteenth-century masculinity.

PHR / SPHR Professional in Human Resources Certification Study Guide

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Systems Engineering Management Guide

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2018 Exams

<u>John Wiley & Sons</u> **The #1 book for the leading HR certifications, aligned with the updated HRBoK™ PHR and SPHR certifications, offered by Human Resources Certification Institute (HRCI), have become the industry standard for determining competence in the field of human resources. Developed by working professionals, the PHR and SPHR credentials demonstrate that recipients are fully competent HR practitioners based on a standard set by workforce peers. Offering insights into those areas of knowledge and practices specific and necessary to human resource management (HRM), this study guide covers tasks, processes, and strategies as detailed in the updated A Guide to the Human Resource Body of Knowledge™ (HRBoK™). The study guide breaks down the critical HR topics that you need to understand as you prepare for the exams. PHR/SPHR Professional in Human Resources Certification Study Guide, Fifth Edition, is the ideal resource for HR professionals seeking to validate their skills and knowledge acquired through years of practical experience, as well as for a relative newcomer to the HR field looking to strengthen their resume. In this edition of the top-selling PHR/SPHR study guide, you'll find a practical review of all topics covered on the exams, as well as study tools designed to reinforce understanding of key functional areas. Strengthen the skills you learn with a year of FREE access to the Sybex online learning environment, complete with flash cards and practice quizzes to prepare you for exam day. • Business Management and Strategy • Workforce Planning and Employment • Compensation and Benefits • Human Resource Development and more If you're preparing for these challenging exams, this is the trusted study guide that'll help you perform your best.**

PHR and SPHR Professional in Human Resources Certification Complete Deluxe Study Guide

2018 Exams

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Major Acts of Congress: A-E

MacMillan Reference Library **An illustrated encyclopedia of congressional acts from the earliest days of the American republic up through recent years.**

Handbook of Unethical Work Behavior: Implications for Individual Well-Being

Implications for Individual Well-Being

Routledge **This handbook covers the widest possible range of organizational misbehaviors (age, race, and gender discrimination, abuse, bullying, aggression, violence, fraud and corruption), all with an eye toward the effects on individual and organizational health and well-being. It is the first-ever single-source resource on this important topic.**

Toxic

A Guide to Rebuilding Respect and Tolerance in a Hostile Workplace

Bloomsbury Publishing **The workplace has become a hotbed of social toxicity – from the #MeToo movement to WeWork, it's clear that abusive bosses and entrenched cultures of discrimination have become more prevalent than ever. Such behaviour is not only simply wrong and damaging to its victims – it also results in reduced productivity, higher employee turnover, and can often leave a stain upon the wider reputation of an organization. In Toxic, Clive Lewis draws upon his decades of experience in HR and mediation to distill the problems and underlying causes of toxic workplaces before tackling the issue head-on. He draws upon first-hand case studies from an eclectic array of workplaces (from corporate offices to hospitals) to demonstrate how toxicity can be both prevented and resolved. This is a practical guide for business leaders and HR professionals looking to preserve a peaceful workplace, while also providing tips for employees looking to remain productive and focused when working with troublesome colleagues in difficult environments.**

The Supervisor's Management Guide, for All who Supervise Others

Desktop Guide to Good Juvenile Detention Practice

Research Report

The Manager's Guide to HR

Hiring, Firing, Performance Evaluations, Documentation, Benefits, and Everything Else You Need to Know

AMACOM **If managing people was tricky when the first edition of this all-encompassing guide was written, then dealing with the social-media-addicted, litigation-loving, outrageously entitled nightmares on feet of today is just downright heart-attack-inducing. It's a good thing that management's most trusted HR manual has been fully updated!Extensively revised, the second edition of The Manager's Guide to HR covers all the key areas of the original edition--including hiring and firing, benefits, compensation, performance evaluations, and more--and brings readers up to speed on current developments in employment law, including: • How social media is changing the recruitment landscape • Shifting labor standards regarding compensation and benefits • The National Labor Relations Board's stance on work-related employee speech on social media • The Employee Retirement Income Security Act • New record-keeping requirements • Amendments to the Family and Medical Leave Act and the Americans with Disabilities Act • And moreFeaturing step-by-step guidance on everything from COBRA compliance to privacy issues, this long-**

trusted resource is now once again the most up-to-date, invaluable resource any manager of personnel could have.

Guide to Nursing Management and Leadership

<u>Mosby</u> **The new seventh edition of this popular text has been completely revised and updated to include the very latest strategies for improving your nursing leadership and management skills. Book jacket.**

Joint Logistics Commanders' Guide for the Management of Joint Service Programs

A Handbook for Managers Entering the World of Multiservice Systems Acquisition