[eBooks] High Tech High Touch By John Naisbitt

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High Tech High Touch-John Naisbitt 2001 The one great megatrend of the new millennium. In this important and timely book encompassing the key trends of our time, John Naisbitt, the world's foremost social forecaster and bestselling author, takes us on a compelling and kaleidoscopic tour of our contemporary 'technology immersion' and our accelerated search for meaning. High Tech/High Touch shows how we need to understand technology through a human lens - to comprehend life-science technologies through theology, consumer technology through high-touch time, science of the body through art. Exploring everything from the effect of consumer and genetic technologies (the most influential of all technologies to come) to the problems that parents face contending with violent electronic games, the authors' insights span science, religion, commerce, communications, art, leisure and many other areas of our daily lives.

High-Tech, High-Touch Customer Service-Micah Solomon 2012-05-26 Today's customers are a hard bunch to crack. Time-strapped, screen-addicted, value-savvy, and socially engaged, their expectations are tougher than ever for a business to keep up with. They are empowered like never before and expect businesses to respect that sense of empowerment by laying out those that don't. Take heart: Old-fashioned customer service, fully retooled for today's blistering pace and digitally connected reality, is what you need to build the kind loyal customer base that allows you to survive and thrive. And High-Tech, High-Touch Customer Service spells out surefire strategies for success in a clear, entertaining, and practical way. Discover: ó Six major customer trends and what they mean for your business ó Eight unbreakable rules for social media customer service ó How to effectively address online complainers and saboteurs on Yelp, Twitter, TripAdvisor, and other forums for user generated content ó The rising power of self-service and how to design it properly ó How to build a company culture that breeds stellar customer service High-Tech, High-Touch Customer Service reveals inside secrets of wildly successful customer service initiatives, from Internet startups to venerable brands, and shows how companies of every stripe can turn casual customers into fervent supporters who will spread the word far and wide online and off.

describing the interplay between these two important trends and its role in changing science, war, religion, commerce, art, communications, and entertainment. 100,000 first printing.

High-Tech High-Touch Recruiting—Barbara Bruno 2020-09-29 Attract and retain the best talent with this step-by-step guide to blending the use of "high-tech" candidate search tools with traditional "high-touch" relationship-based recruiting methods.

High Tech and High Touch—James E. Coverdill 2017-11-15 In High Tech and High Touch, James E. Coverdill and William Finlay invite readers into the dynamic world of headhunters, personnel professionals who acquire talent for businesses and other organizations on a contingent-fee basis. In a high-tech world where social media platforms have simplified direct contact between employers and job seekers, Coverdill and Finlay acknowledge, it is relatively easy to find large numbers of apparently qualified candidates. However, the authors demonstrate that headhunters serve a valuable purpose in bringing high-touch search into the labor market: they help parties on both sides of the transaction to define their needs and articulate what they have to offer. As well as providing valuable information for sociologists and economists, High Tech and High Touch demonstrates how headhunters approach practical issues such as identifying and attracting candidates; how they solicit, secure, and evaluate search assignments from client companies; and how they strive to broker interactions between candidates and clients to maximize the likelihood that the right people land in the right jobs.

Hi-Tech Hi-Touch Branding—Paul Temporal 2001-01-12 A new guide to hi-tech marketing introduces well-established strategies and techniques for market branding designed to work in the technology and information sectors of the economy.

Marketing High Technology—William H. Davidow 1986-06-02 Marketing is civilized warfare. And as high-tech products become increasingly standardized—practically identical, from the customer's point of view—it is marketing that spells life or death for new devices or entire firms. In a book that is as fascinating as it is pragmatic, William H. Davidow, a legend in Silicon Valley, where he was described as "the driving force behind the micro processor explosion," tells how to fight the marketing battle in the intensely competitive world of high-tech companies—and win. Blunt, pithy, and knowledgeable, Davidow draws on his successful marketing experience at Intel Corporation to create a complete program for marketing victory. He drives home the basics, such as how to go head-on against the competition; how to "plan products, not devices"; how to give products a "soul"; and how to engineer promotions, market internationally, motivate salespeople, and rally distributors. Above all, he demonstrates the critical importance of servicing and supporting customers. Total customer satisfaction, Davidow makes clear, must be every high-tech marketer's ultimate goal. The only comprehensive marketing strategy book by an insider, Marketing High Technology looks behind the scenes at industry-shaking clashes involving Apple and IBM, Visicorp and Lotus, Texas Instruments and National Semiconductor. He recounts his own involvement in Crush, Intel's innovative marketing offensive against Motorola, to demonstrate, step-by-step, how it became an industry prototype for a winning high-tech campaign. Davidow clearly spells out sixteen principles which increase the effectiveness of marketing programs. From examples as diverse as a Rolling Stones concert and a microprocessor chip, he defines a true "product." He reveals how to exploit new ways the strategic importance of distribution as a marketing
sector, pricing, and the pitfalls it entails. He challenges some traditional marketing theory and provides unique and important insights developed from over twenty years in the high-tech field. From an all-encompassing philosophy that great marketing is a crusade requiring total commitment, to a careful study of the cost of attacking a competitor, this book is an essential tool for survival in today’s high-risk, fast-changing, and very lucrative high-tech arena.

IT's About Patient Care: Transforming Healthcare Information Technology the Cleveland Clinic Way-C. Martin Harris 2016-10-19 A proven working model of healthcare IT as a transformative clinical and business engine—from one of the world’s leading healthcare organizations Exciting new technology is revolutionizing healthcare in the twenty-first century. This visionary guide by Cleveland Clinic’s esteemed CIO shows you how to design, implement, and maximize your organization’s IT systems to deliver fully integrated, coordinated, high-quality care. You’ll learn how to: • Collaborate with patients: Track and monitor patients’ progress and communicate with them any time, anywhere. • Coordinate multiple caregivers and care teams: Build a network of communication among healthcare professionals across disciplines in different locations who are working on a single patient case; and integrate various IT systems into a fully functioning network. • Optimize electronic medical records: Quickly pull up and share patient histories, test results, and other essential data to provide timely care; and expand real-time access to clinical data and research. • Use IT for competitive advantage: Enable live chats, virtual visits, and online second opinions; create a content-rich, user-friendly website; build a social media strategy that engages patients and caregivers alike. Using the latest advancements in IT, you’ll be able to access and apply a wide range of online tools and field-tested strategies to any organization. Go behind the scenes at Clinic Cleveland to see how caregivers executed their IT strategy in a working environment—and how patients benefitted as a result. You’ll find simple but powerful ways to expand your IT network and provide personal, one-on-one care to all of your patients, anywhere in the world. By connecting your patients with caregivers—and caregivers with each other—you’ll be better equipped to diagnose conditions, recommend treatments, and monitor patients in ways that weren’t even possible 10 years ago. And you’ll see a vision of where IT is headed in the Internet of Healthcare. This is the future of healthcare. It’s on your computer, your phone, your tablet, your network, and the world wide web. It’s the IT advantage that makes organizations like Cleveland Clinic so successful—and patients healthier and happier. It’s about time. IT’s About Patient Care.

A Whole New Mind-Daniel H. Pink 2006-03-07 New York Times Bestseller An exciting—and encouraging—exploration of creativity from the author of When: The Scientific Secrets of Perfect Timing The future belongs to a different kind of person with a different kind of mind: artists, inventors, storytellers-creative and holistic "right-brain" thinkers whose abilities mark the fault line between who gets ahead and who doesn't. Drawing on research from around the world, Pink (author of To Sell Is Human: The Surprising Truth About Motivating Others) outlines the six fundamentally human abilities that are absolute essentials for professional success and personal fulfillment--and how to master them. A Whole New Mind takes readers to a daring new place, and a provocative and necessary new way of thinking about a future that's already here.
great school leader? Contrary to what many believe, the answer is not tied to a certain kind of personality but to specific behaviors and actions that have positive effects on student achievement—behaviors and actions that any school leader can learn and put into practice. Over the last decade, thousands of school principals have done that, by implementing “balanced leadership,” an approach that recognizes the need to both maintain and challenge the status quo in order to move schools forward. Building on the analysis that was first reported in School Leadership That Works, the authors of Balanced Leadership identify the 21 responsibilities associated with effective leadership and show how they relate to three overarching responsibilities: * Establishing a clear focus—keeping the work and the conversations targeted on the issues that matter most; * Managing change—understanding how to skillfully steer through the challenges associated with making improvements, both large and small; and * Developing a purposeful community—creating a sense among all teachers and staff that they are invested in student outcomes and that they can make a difference. For each of these areas, key points and specific practices are described in detail and illustrated with stories from school principals who have successfully learned how to become great leaders. Step-by-step tools provide clear guidance for readers who are ready to make the same kind of journey—one with the potential to transform them and the schools they serve.

Solutions for High-Touch Communications in a High-Tech World-Brown Sr., Michael A. 2016-12-28 In recent years, modern society has experienced an increased use of online discourse. Due to continuous advances in technology, the ongoing transition away from face-to-face communications has steadily caused the communication gap to widen. Solutions for High-Touch Communications in a High-Tech World is a pivotal source of research for identifying new approaches for face-to-face communication, opportunities to create social bonding and social capital, and taking advantage of the full communication cycle. Featuring extensive coverage across a range of relevant perspectives and topics, such as social networking theory, conflict resolution, and interpersonal communications, this book is ideally designed for professionals, managers, researchers, students and academicians interested in perspectives on communication in the digital age.

Leaders-Warren G. Bennis 2003

Information and Communication Technologies in Tourism 2013-Lorenzo Cantoni 2013-11-18 The papers presented in this volume advance the state of the art in social media and Web 2.0, electronic tourism marketing, web site and search engine optimization, technology adoption and diffusion, online communities, tourism management and decision support, eLearning, mobile technologies and applications in tourism, recommender systems, e-intermediaries and networks in tourism, customer research in e-tourism and user generated content. The volume collects research papers of prominent scholars from around the world with a disciplinary background in the fields of social or computer sciences. The book covers the most significant topics within the study field of electronic tourism and addresses both, academics and practitioners interested in the latest advances in the electronic travel and tourism domain.

Teaching, Learning, Literacy in Our High-Risk High-Tech World-James Paul Gee 2017

This is a profound look at learning, language, and literacy. It is also about brains and bodies. And it is about talk, texts, media, and society. These topics have been subdivided in different narrow academic silos, are ancient and relatively untouchable.
process—human development. Gee argues that children will need to be resilient, imaginative, hopeful, and deliberate learners to survive the deeply complex and unpredictable world in which they live. In a world beset by conflicting ideologies that give rise to hatred, violence, and war, Gee urges us to look to a broader set of ideas from seemingly unrelated disciplines for a viable vision of education. This book proposes a framework of principles that can be used to reconceptualize education, specifically literacy education, to better prepare students to be collaborators toward peace and sustainability. “A highly readable tour de force on development, teaching, and learning in the digital age; I think of Gee as an heir to Dewey.” —David C. Berliner, Arizona State University “This is the boldest and broadest of Gee’s already expansive and influential body of work—a must-read for citizens, parents, educators, and academics.” —Glynda A. Hull, University of California, Berkeley “The world would be a better place if all educators took seriously Gee’s recommendations to keep the ‘long battle for human dignity going’. “ —Diana Hess, University of Wisconsin–Madison.

Half of a Yellow Sun-Chimamanda Ngozi Adichie 2010-10-29 With her award-winning debut novel, Purple Hibiscus, Chimamanda Ngozi Adichie was heralded by the Washington Post Book World as the “21st century daughter” of Chinua Achebe. Now, in her masterly, haunting new novel, she recreates a seminal moment in modern African history: Biafra’s impassioned struggle to establish an independent republic in Nigeria during the 1960s. With the effortless grace of a natural storyteller, Adichie weaves together the lives of five characters caught up in the extraordinary tumult of the decade. Fifteen-year-old Ugwu is houseboy to Odenigbo, a university professor who sends him to school, and in whose living room Ugwu hears voices full of revolutionary zeal. Odenigbo’s beautiful mistress, Olanna, a sociology teacher, is running away from her parents’ world of wealth and excess; Kainene, her urbane twin, is taking over their father’s business; and Kainene’s English lover, Richard, forms a bridge between their two worlds. As we follow these intertwined lives through a military coup, the Biafran secession and the subsequent war, Adichie brilliantly evokes the promise, and intimately, the devastating disappointments that marked this time and place. Epic, ambitious and triumphantly realized, Half of a Yellow Sun is a more powerful, dramatic and intensely emotional picture of modern Africa than any we have had before. From the Hardcover edition.

politics, health and human services has undergone revolutionary change. Today, automated systems—rather than humans—control which neighborhoods get policed, which families attain needed resources, and who is investigated for fraud. While we all live under this new regime of data, the most invasive and punitive systems are aimed at the poor. In Automating Inequality, Virginia Eubanks systematically investigates the impacts of data mining, policy algorithms, and predictive risk models on poor and working-class people in America. The book is full of heart-wrenching and eye-opening stories, from a woman in Indiana whose benefits are literally cut off as she lays dying to a family in Pennsylvania in daily fear of losing their daughter because they fit a certain statistical profile. The U.S. has always used its most cutting-edge science and technology to contain, investigate, discipline and punish the destitute. Like the county poorhouse and scientific charity before them, digital tracking and automated decision-making hide poverty from the middle-class public and give the nation the ethical distance it needs to make inhumane choices: which families get food and which starve, who has housing and who remains homeless, and which families are broken up by the state. In the process, they weaken democracy and betray our most cherished national values. This deeply researched and passionate book could not be more timely.

Touch of Danger-Carol A. Strickland 2021-01-09 Superhero Romance and Adventure
Like You've Never Seen Before! Can love blossom when a touch is deadly? Sometimes a superhero is just too powerful to enjoy life. But Londo (Valiant) Rand's foes have temporarily blasted away his powers, leaving him to outrun a mercenary army across an otherwise deserted South Pacific island—accompanied by a beautiful woman, Lina O'Kelly. If they're lucky they can reach safety until Londo's powers return. But Londo doesn't want those powers back, not yet. This is the one day in his life he'll be able to touch someone without the potential of accidentally tearing them to shreds. Too bad that psychic Lina is acutely phobic to touch. What the world's greatest superhero asks for is what she's unable to give. Can they escape terrorists, gales and ghosts to find haven? If they should fall deeply in love, how will they cope when Londo's powers return and he's too strong to hold Lina in his arms? Two books in one! The original Touch of Danger has been combined with Star-Crossed to bring you a larger adventure in one volume. Now the story reaches out to the stars and other worlds. Londo's life hangs by a thread. Are Lina's psychic healing techniques enough to save him, or will she need the help of unearthly science—and a beautiful alien man's powers? Lina begins to understand just how dangerous it is to get close to the galaxy's most famous hero. Even his friends are plotting against her. Can she make Londo realize that all this can't possibly work? Even above her own heart, she must protect his.

Treatment Alternatives For Children-Dr. Lawrence Rosen 2012-08-07 Parents worry about their kids, especially when it comes to their health. Conventional medicine has its place but health conscious parents often worry about the serious side effects associated with many prescription drugs and other conventional treatments. Treatment Alternatives for Children is an easily accessible reference guide that enables parents to look up any number of childhood ailments—acne, ear infections, ADHD ... you name it—and get all of the vital comparative information about the most common conventional and alternative treatments. For each side-by-side conventional/alternative comparison, readers get "A description of the ailment each treat's the generic and common brand names of each treatment"Active ingredients"How each treatment works"Dosage, where applicable"Treatment efficacy and timing"Common and significant side effects...
serious side effects Organized from "A" to "Z," this book also covers a special "spotlight" on various important natural remedies and methods that can be used for a variety of ailments.

How Does a Touch Screen Work? - Leon Gray 2013-12-15 It seems simple: tap the screen of your smartphone to open an app, or swipe your finger across the screen to make the smartphone do something else. However, that touch screen has been years in the making and is a complex piece of what is now essential technology. Readers will find out how layers of glass, metal, and LEDs work together to make a touch screen work. Full-color images augment explanations of different kinds of touch screens. Readers will be captivated by the many uses touch screens have in the world today, from controlling machinery in a factory to helping surgeons perform medical procedures.

Ignore Your Customers (and They’ll Go Away) - Micah Solomon 2020-01-14 Discover how to create exceptional customer service and a superior customer experience, learning from the greatest companies of our time. When it comes to delivering great customer service and customer experience, many companies miss the mark. But there’s no reason this should include you and your company. Ignore Your Customers (and They’ll Go Away) spells out, step by step, how to craft a customer service culture and customer experience so powerful that they’ll transform your organization and boost your company’s bottom line. You’ll enjoy inspirational, often hilarious, tales from the trenches as author Micah Solomon, one of the world’s best-known customer service consultants, relates hands-on adventures about assessing and improving customer service in various industries. You’ll spend time behind the scenes with Zappos CEO Tony Hsieh and discover how the company delivers “wow” customer service. From Richard Branson, you’ll learn how Virgin brands deliver authentic customer service (avoiding what Branson calls “Stepford Customer Service”) and Branson’s secrets for turning social media attackers into brand promoters. Drawing on a wealth of stories personally assembled from today’s most innovative and successful companies, including Amazon, Cleveland Clinic, Drybar, USAA Insurance, and The Ritz-Carlton Hotel Company, Solomon reveals what it takes to turn a ho-hum customer interaction into one that drives customer engagement and lifelong loyalty.

The White Company - Sir Arthur Conan Doyle 1891
Fanshawe - Nathaniel Hawthorne 2011-07-01 Hawthorne's first published novel, Fanshawe combines romantic themes with an engaging look at college life in the early nineteenth century. Critics have noted that the novel has strong autobiographical components and is likely a thinly fictionalized account of the writer's own experiences as a student at Bowdoin College.
Montezuma's Daughter - Henry Rider Haggard 1893
Handbook of Service Science - Paul P. Maglio 2018-10-16 The second volume of this successful handbook represents varied perspectives on the fast-expanding field of Service Science. The novel work collected in these chapters is drawn from both new researchers who have grown-up with Service Science, as well as established researchers who are adapting their frames for the modern service context. The first Handbook of Service Science marked the emergence of Service Science when disciplinary studies of business-to-customer service systems intertwined to meet the needs of a new era of business-to-business and global service ecosystems. Today, the evolving discipline of Service Science involves advanced technologies such as platforms, cloud, social platforms, big data and machine learning and artificial intelligence.
These technologies are reshaping the service landscape, transforming both business models and public policy, ranging from retail and hospitality to transportation and communications. By looking through the eyes of today's new Service Scientists, it is anticipated that value and grand challenges will emerge from the integration of theories, methods, and techniques brought together in the first volume, but which are now rooted more deeply in service-dominant logic and systems thinking in this second volume. The handbook is divided into four parts: 1) Service Experience--On the Human-centered Nature of Service; 2) Service Systems--On the Nature of Service Interactions; 3) Service Ecosystems--On the Broad Context of Service; 4) Challenges--On Rethinking the Theory and Foundations of Service Science. The chapters add clarity on how to identify, enable, and measure service, thus allowing for new ideas and connections made to physics, design, computer science, and data science and analytics for advancing service innovation and the welfare of society. Handbook of Service Science, Volume II offers a thorough reference suitable for a wide-reaching audience including researchers, practitioners, managers, and students who aspire to learn about or to create a deeper scientific foundation for service design and engineering, service experience and marketing, and service management and innovation.

The Voice in the Machine: Roberto Pieraccini 2012 Stanley Kubrick's 1968 film 2001: A Space Odyssey famously featured HAL, a computer with the ability to hold lengthy conversations with his fellow space travelers. More than forty years later, we have advanced computer technology that Kubrick never imagined, but we do not have computers that talk and understand speech as HAL did. Is it a failure of our technology that we have not gotten much further than an automated voice that tells us to "say or press 1"? Or is there something fundamental in human language and speech that we do not yet understand deeply enough to be able to replicate in a computer? In The Voice in the Machine, Roberto Pieraccini examines six decades of work in science and technology to develop computers that can interact with humans using speech and the industry that has arisen around the quest for these technologies. He shows that although the computers today that understand speech may not have HAL's capacity for conversation, they have capabilities that make them usable in many applications today and are on a fast track of improvement and innovation. Pieraccini describes the evolution of speech recognition and speech understanding processes from waveform methods to artificial intelligence approaches to statistical learning and modeling of human speech based on a rigorous mathematical model -- specifically, Hidden Markov Models (HMM). He details the development of dialog systems, the ability to produce speech, and the process of bringing talking machines to the market. Finally, he asks a question that only the future can answer: will we end up with HAL-like computers or something completely unexpected?

High Tech and High Touch: James E. Coverdill 2017-11-15 In High Tech and High Touch, James E. Coverdill and William Finlay invite readers into the dynamic world of headhunters, personnel professionals who acquire talent for businesses and other organizations on a contingent-fee basis. In a high-tech world where social media platforms have simplified direct contact between employers and job seekers, Coverdill and Finlay acknowledge, it is relatively easy to find large numbers of apparently qualified candidates. However, the authors demonstrate that headhunters serve a valuable purpose in bringing high-touch search into the labor market, where candidates often feel a personal stake in the outcome of the transaction to define their professional destiny that the impersonal,
offer. As well as providing valuable information for sociologists and economists, High Tech and High Touch demonstrates how headhunters approach practical issues such as identifying and attracting candidates; how they solicit, secure, and evaluate search assignments from client companies; and how they strive to broker interactions between candidates and clients to maximize the likelihood that the right people land in the right jobs.

Megatrends Asia—John Naisbitt 1996 Reveals explosive changes currently taking place in Asia while considering how these changes will affect the rest of the world, predicting a major shift in international economic forces. 175,000 first printing. Tour.

Whiplash—Joi Ito 2016-12-06 This "brilliant and provocative" (Walter Isaacson) guide shares nine principles to adapt and survive the technological changes shaping our future from the director of the MIT Media Lab and a veteran Wired journalist. The world is more complex and volatile today than at any other time in our history. The tools of our modern existence are getting faster, cheaper, and smaller at an exponential rate, transforming every aspect of society, from business to culture and from the public sphere to our most private moments. The people who succeed will be the ones who learn to think differently. In WHIPLASH, Joi Ito and Jeff Howe distill that logic into nine organizing principles for navigating and surviving this tumultuous period: Emergence over Authority Pull over Push Compasses over Maps Risk over Safety Disobedience over Compliance Practice over Theory Diversity over Ability Resilience over Strength Systems over Objects Filled with incredible case studies and cutting-edge research and philosophies from the MIT Media Lab and beyond, WHIPLASH will help you adapt and succeed in this unpredictable world.

Mind Set!—John Naisbitt 2006-10-03 In his seminal works Megatrends and Megatrends 2000, John Naisbitt proved himself one of the most far-sighted and accurate observers of our fast-changing world. Mind Set! goes beyond that—Mind Set! discloses the secret of forecasting. John Naisbitt gives away the keys to the kingdom, opening the door to the insights that let him understand today's world and see the opportunities of tomorrow. He selects his most effective tools, 11 Mindsets, and applies them by guiding the reader through the five forces that will dominate the next decades of the twenty-first century. Illustrated by stories about Galileo and Einstein to today's icons and rebels in business, science, and sports, Mind Set! opens your eyes to see beyond media headlines, political slogans, and personal opinions to select and judge what will form the pictures of the future.

Good Reception—Matt Mills 2012-09-01 How does it feel to be here and there - at the same time? Maxwell Greyson refers to himself as a project manager but really only makes use of that title in an attempt to mask his ridiculousness, which is something that has plagued him all of his life. He unwittingly embarks on a quest to find what he's always sought. He finds it, or rather he finds something, but doesn't know exactly how to process it or what to do with it. What ensues is a journey that starts at zero and ends up near the edge of the multiverse. Or is it the other way around?

High Tech Among the Palmettos—Frank A. Perkins 2014-09-26 In 1950, an electronic company, Radiation, Inc, was founded in the rustic town of Melbourne, Florida. Over the next few years, Radiation achieved a remarkable reputation in many fields, including Pulse Code Modulation (PCM) Telemetry, Instrumentation Systems, large tracking antennas, radar reflectivity, and space hardware, including the Apollo spacecraft. This book documents some of the hardware and technological achievements of Radiation, Inc.
the company and its amazing cadre of employees. A number of personal memoirs and anecdotes are included, of and by many of these employees. The book also describes the local community of the 1950's and 1960's and how Radiation contributed to its development. In 1957, Radiation merged with Harris Corporation (then Harris-Intertype), whose present business still reflects the Radiation heritage.

Me & You Plus Two-Susan Coventry 2017-09-06 Rachel Thompson and Ben Brady were high school sweethearts who thought they'd be together forever, but they broke up after going off to rival colleges. Now, almost twenty years later, Rachel is a teacher and a divorced mother of seven-year-old, Abby. She hardly has time to reminisce about her high school love, but that all changes in a blink of an eye. Ben is a divorced father of seven-year-old Noah, and they recently moved into the Clarkston school district where Rachel teaches second grade. When Ben and Noah walk into Rachel's classroom for the first time, her world turns upside down. As Rachel and Ben forge a new relationship, they must navigate around their exes and Noah's objections to their friendship. Even if Noah comes around, will Rachel get past the hurt Ben caused her all those years ago? Life was much simpler when it was just the two of them, but what will happen now that it's... Me & You Plus Two! Me & You Plus Two is Susan Coventry's seventh contemporary romance novel. For fans of sweet and sexy romance with a touch of humor.

Gurps High-Tech-S. a. Fisher 2017-02-16 All the Gear Is Here! Meticulously researched, GURPS High-Tech gives descriptions and stats for hundreds of kinds of historical weapons and personal armor, vehicles from the stagecoach to modern helicopters, and much more. GURPS High-Tech also has the gear and gadgets characters need. Communication, from early telegraphs to modern computers; tools of the trade for detectives, spys, and thieves; camping equipment, rations, and first-aid kits; business cards, watches, and fashionable duds - this book has it all, for encounters from the wilderness to high society and everything in between. GURPS High-Tech is the complete resource for equipment from the 18th century through the modern age, and will be appreciated by Game Masters no matter what system they use! GURPS High-Tech replaces GURPS High-Tech for Third Edition, GURPS Modern Firepower, and portions of GURPS Covert Ops.

Learn Javascript-Alban Andahi 2016-11-08 JavaScript is a cross-platform, object-oriented scripting language. It is a small and lightweight language. Inside a host environment (for example, a web browser), JavaScript can be connected to the objects of its environment to provide programmatic control over them. JavaScript contains a standard library of objects, such as Array, Date, and Math, and a core set of language elements such as operators, control structures, and statements. Core JavaScript can be extended for a variety of purposes by supplementing it with additional objects; for example: Client-side JavaScript extends the core language by supplying objects to control a browser and its Document Object Model (DOM). For example, client-side extensions allow an application to place elements on an HTML form and respond to user events such as mouse clicks, form input, and page navigation. Server-side JavaScript extends the core language by supplying objects relevant to running on a server. For example, server-side extensions allow an application to communicate with a database, provide continuity of information from one invocation to another of the application, or perform file manipulations on a server.
Sneak peak of Remembrance - Bonus scene for Remembrance - Deleted chapter from Timeless - Character extras for Lizzie, Drew, Chelsea, Jeremy, and Hannah - Author interviews - Essays written by Michelle Madow about the series The Transcend Time Saga is about a high school student named Lizzie who has been reincarnated from Regency Era, England, but doesn't realize it until she meets her soul mate from the past and he triggers her memories to gradually return. The series began with Remembrance (published July 25, 2011), was followed by the short story Vengeance (published December 8, 2011), and concluded with Timeless (published November 20, 2012). The series has sold a significant number of copies, and has received much praise from reviewers.

The Path-H. K. Savage 2012-03-01 Cassie Porter's family has always pushed her to be an agent for Veritas, the agency responsible for policing nearly all aspects of life for witches living side by side with "regulars." Mixed magick, a result of her mixed blood, leaves Cassie's power volatile. It's only by standing on her own that Cassie untangles her power, and Drew Carter, new to the magickal world, finds the world where he really belongs.

High Tech, High Touch-Lynn Jurewicz 2003-07-28 High Tech, High Touch illustrates technical solutions that really work, inspired by effective customer service strategies used by businesses. These are unique technology solutions—based on digital libraries, portals, e-mail notifications, and database interfaces to the web—to solve everyday public library problems.

High-Tech, High-Touch Customer Service-Micah Solomon 2012-05-26 Today's customers are a hard bunch to crack. Time-strapped, screen-addicted, value-savvy, and socially engaged, their expectations are tougher than ever for a business to keep up with. They are empowered like never before and expect businesses to respect that sense of empowerment-lashing out at those that don't. Take heart: Old-fashioned customer service, fully retooled for today's blistering pace and digitally connected reality, is what you need to build the kind loyal customer base that allows you to survive and thrive. And High-Tech, High-Touch Customer Service spells out surefire strategies for success in a clear, entertaining, and practical way. Discover: ô Six major customer trends and what they mean for your business ô Eight unbreakable rules for social media customer service ô How to effectively address online complainers and saboteurs on Yelp, Twitter, TripAdvisor, and other forums for user generated content ô The rising power of self-service and how to design it properly ô How to build a company culture that breeds stellar customer service High-Tech, High-Touch Customer Service reveals inside secrets of wildly successful customer service initiatives, from Internet startups to venerable brands, and shows how companies of every stripe can turn casual customers into fervent supporters who will spread the word far and wide online and off.

High Tech, High Touch-Norina Gasteiger 2019 Background: Poor mental health and distress pose significant health risks to young people in New Zealand. Patient portals have the potential to increase access to mental health services, including in university-based health practices. However, a lack of research is available to guide practices on extending patient portals into mental health services. Aim: This study aimed to explore stakeholder (student service users' and health providers') expectations and perceptions of extending patient portals into a New Zealand university based mental health service. Methods: This qualitative study was conducted in collaboration with the University...
Health and Counselling Service, through an action research methodology. The convergent interviewing method included a software demonstration, two staff focus groups and 13 interviews with a total of 17 students and staff. Data was analysed thematically. Findings: Data converged into 15 themes, categorised into perceptions of the patient portal and considerations and opportunities for extension. The existing portal was perceived as useful and easy to use. Participants reported that it plays a vital role in making health care more accessible and expected this to transfer to a mental health context. Staff were most concerned with the portal's ability to support their triage processes and enabling students to 'counsellor hop' - see multiple counsellors. Staff recommended extension into low-risk services. Most students expected the portal to enhance patient counsellor contact and rapport, through continuity of care. Students were concerned with appointment waiting times, the stigmatisation of poor mental health and their capacity to seek help. Students recommended extension into all services, including urgent appointments. In the final phase of the research, staff concluded that extending a patient portal into their counselling services should be prioritised. Conclusions: This is the first study to explore a patient portal in primary mental health care. Staff tended to prefer a high touch, low technology model of mental healthcare delivery, while students desired for the portal to fast-track administration and triage processes. This research suggests that there is value in extending patient portals into mental health care, especially into low-risk services. Future research should explore opportunities to support triage and appointment making processes via patient portals, to find a balance of high tech and high touch.

High tech high touch-Francesco De Biase 2003