

Conversations At Work Promoting A Culture Of Conversation In The Changing Workplace Palgrave Pocket Consultants

Conversations between administrators and teachers take place every day, for many reasons, but what can we do to elevate them so that they lead to better professional relationships, more effective school leaders and teachers, and improved learning for students? C.R.A.F.T. Conversations for Teacher Growth offers the answer, demonstrating how exchanges that are clear, realistic, appropriate, flexible, and timely can be transformational. The authors explain how C.R.A.F.T. conversations support leaders' efforts in four "cornerstone" areas: Building Capacity, Invoking Change, Promoting Collaboration, and Prioritizing Celebration. With this foundation in place, they offer explicit guidance for developing the skills necessary to move through all components of a C.R.A.F.T. conversation: planning, opening, engaging, closing, reflecting, and following up. Extended vignettes featuring administrators and teachers bring each component to life, illustrating how focused efforts on improving how we communicate and build relationships can help schools achieve their goals and become places where adults—and students—thrive.

Shows how to make the most of conversations by communicating clearly and forcefully, offering advice on how to overcome barriers to meaningful conversation, confront tough issues, and leverage new skills for frictionless debate. Who would imagine that one word could change your life? Introducing the S.H.A.R.E. Tools, which together spell the word that leads to positive connections and the success of Revolutionary Conversations. Developed over the course of 25 years by business re-engineering specialist Mark Fowler and refined with human resources professional Noal McDonald and noted public relations authority and NGO leader Barbara Gaughen-Muller, the S.H.A.R.E. Tools are five simple, flexible pathways that lead to productive, constructive conversations by creating an exceptional connection between two or more people. You can use the Tools to solve problems, improve hiring and training, promote employee engagement, develop and implement marketing initiatives, unite a group around a common purpose, and anything else that requires interaction for superior success. The book is packed with examples showing how the Tools fit easily into every kind of conversation, from the boardroom to the shop floor; from high-stakes negotiations to staff meetings; from water-cooler conversations to job interviews. And if your definition of success (or your job description) is to build peace and a better world, well, the Tools can help there, too. You'll find that the S.H.A.R.E. Tools blend naturally into your own speaking style, there are no scripts or complicated rules to learn, you don't have to use them perfectly to get positive results, and you'll quickly get better at using them. So, start today to develop a Language of Success that will advance your goals, encourage collaboration, increase the momentum of your business, and energize your career and your life. With the S.H.A.R.E. Tools, success is just a conversation away.

Whatever your job you need to communicate with others, as even when your intentions are sound, the impact of a bad conversation can be highly destructive. If people in your work community form a negative opinion of you, they stop properly listening. Rob explains how and why your career success can depend so much on good communication at work. Each chapter is short and self-contained, focusing on a specific topic with clear steps for action and a key lesson. As in Blamestorming, there is a cast of characters placed in a variety of situations in which they experience conversations go wrong. Using five simple 'warning signs' to watch out for Rob explains how the characters could change the way they speak and listen in order to achieve a positive outcome.

In this companion to his best-selling book, Singleton presents first-person vignettes and a detailed case study showing educators how to usher in courageous conversations to ignite systemic transformation.

Addresses key problems in contemporary life, and raises important questions about our growing awareness of the limits of contemporary ways of living with modern economies and modern religion. This book explores possible alternatives to such capitalism.

In an information landscape where change is the status quo, difficult conversations come with the territory. Being a library leader means knowing how to confidently steer these conversations so that they lead to productive results instead of hurt feelings, resentment, or worse. Employees in a library will also encounter conflict, especially during times of change. Using a step-by-step process, this book walks readers through learning the skills to have effective difficult conversations that hold themselves and others accountable. Practice activities throughout the book will help readers feel prepared beforehand. After reading this book, library directors, managers, administrators, and team leaders will feel empowered to proactively identify situations that require an intervention in order to avoid unnecessary complications or confrontations down the line; prepare for and initiate a difficult conversation, balancing a clear message with compassion to successfully manage change or handle personnel issues; diffuse volatile emotions by maintaining a calm, measured approach; and follow up a difficult conversation in writing, keeping the lines of communication open to ensure a way forward. Illustrated with real-world examples of both successful and unsuccessful difficult conversations, this book will serve as an important leadership tool for handling change and conflicts in the library workplace.

Talk is powerful. And it isn't just 'difficult' conversations that matter—the everyday dialogue we have with one another is critical to both personal and organizational success. Packed with sample dialogues and dozens of personal stories, and backed by solid research and the authors' firsthand observations, The Four Conversations describes how to get maximum results from conversations that every one of us must use to get things done: initiative conversations introducing something new, understanding conversations to help people relate to ideas or processes, performance conversations requesting specific actions, and closure conversations that recognize achievements and signal completion of the work. As Jeffrey and Laurie Ford clearly demonstrate, engage in the right conversation at the right time—plan and start each one well, finish every one effectively—and extraordinary things can happen.

Learn how to make data-driven research accessible to decision makers, policymakers, and the general public. Many researchers, scholars, and analysts fail to develop communication strategies that work in today's crowded landscape of content, research, and data. To be successful, modern researchers need to share their insights with the wider audience that lies beyond academia. *Elevate the Debate* helps researchers of all types more effectively communicate their work in any number of areas, from traditional news outlets to the new media platforms of the digital age. After reading this book, you will be inspired and equipped to use traditional and digital media environments to your advantage. This real-world guide helps you present your data-driven research with greater clarity, coherence, and impact. An array of practical strategies and proven techniques enables you to make your research accessible to diverse audiences, form engaging narratives, and design and implement meaningful outreach plans. Each chapter examines a specific communications strategy, such as data visualization, presentation skills, social media, blog writing, and reporter interactions. Written by expert members of the Urban Institute's Communication department, and edited by Jonathan Schwabish, a Senior Fellow at Urban, *Elevate the Debate* guides you on how to use the media environment to your advantage and make a difference through policy insights and policy solutions. This valuable book teaches you how to: Develop and apply data-driven and story-focused communication. Use the "Pyramid Philosophy" of rooting accessible, engaging communications products in sophisticated research. Solve problems with your research by defining goals and recommending conclusions-based actions. Identify the researchers, organizations, funders, influencers, and policymakers who are most important to your goals and precisely target their information needs. Employ communication styles and strategies to get your work in the hands of people who can use it and act upon it. *Elevate the Debate: A Multi-layered Approach to Communicating Your Research* is a must-have resource for academic researchers, policy researchers, and all analysts of data-driven research.

"In a time in which the ways we communicate and connect are constantly changing, and not always for the better, Sherry Turkle provides a much needed voice of caution and reason to help explain what the f*** is going on." —Aziz Ansari, author of *Modern Romance*. Renowned media scholar Sherry Turkle investigates how a flight from conversation undermines our relationships, creativity, and productivity—and why reclaiming face-to-face conversation can help us regain lost ground. We live in a technological universe in which we are always communicating. And yet we have sacrificed conversation for mere connection. Preeminent author and researcher Sherry Turkle has been studying digital culture for over thirty years. Long an enthusiast for its possibilities, here she investigates a troubling consequence: at work, at home, in politics, and in love, we find ways around conversation, tempted by the possibilities of a text or an email in which we don't have to look, listen, or reveal ourselves. We develop a taste for what mere connection offers. The dinner table falls silent as children compete with phones for their parents' attention. Friends learn strategies to keep conversations going when only a few people are looking up from their phones. At work, we retreat to our screens although it is conversation at the water cooler that increases not only productivity but commitment to work. Online, we only want to share opinions that our followers will agree with – a politics that shies away from the real conflicts and solutions of the public square. The case for conversation begins with the necessary conversations of solitude and self-reflection. They are endangered: these days, always connected, we see loneliness as a problem that technology should solve. Afraid of being alone, we rely on other people to give us a sense of ourselves, and our capacity for empathy and relationship suffers. We see the costs of the flight from conversation everywhere: conversation is the cornerstone for democracy and in business it is good for the bottom line. In the private sphere, it builds empathy, friendship, love, learning, and productivity. But there is good news: we are resilient. Conversation cures. Based on five years of research and interviews in homes, schools, and the workplace, Turkle argues that we have come to a better understanding of where our technology can and cannot take us and that the time is right to reclaim conversation. The most human—and humanizing—thing that we do. The virtues of person-to-person conversation are timeless, and our most basic technology, talk, responds to our modern challenges. We have everything we need to start, we have each other. Turkle's latest book, *The Empathy Diaries* (3/2/21) is available now.

Employee development involves more than annual reviews. Real growth that benefits both the staff and the organization requires regular conversation. In this issue of *TD at Work*, Julie Haddock-Millar and David Clutterbuck describe five types of conversations that can help employees, managers, and talent development professionals align their goals and future plans and make better decisions. Good conversations do not necessarily come naturally, and the guidance provided in "5 Critical Conversations to Talent Development" will help all stakeholders have more fruitful conversations about their work. In this issue, you will find:

- seven levels of conversation that lead to deeper dialogue
- case studies of conversations in practice
- sample questions to promote dialogue
- strategies for supporting critical conversation
- guidance for preparing for and assessing developmental conversations.

Around the world, countries are searching for ways of making their schools more effective for all children and young people. This book offers a new way of thinking about how to address this challenge. It sees improvement as requiring a collective effort that involves contributions from all members of a school community. Crucial to this is the idea of ethical leadership. *Promoting Equity in Schools* is written by a team of academic researchers who had a most unusual opportunity to work with a network of schools over three years, experimenting to find more effective ways of including hard to reach learners. Bringing together practitioner knowledge and ideas from research carried out from a variety of perspectives, the authors provide rich accounts of what happened when the schools attempted to become more inclusive and fairer. In so doing, they throw light on the challenges this presents for school leaders. The accounts presented in the book are located in Queensland, Australia, where the school system faces significant difficulties in relation to equity that resonate with similar difficulties around the world. These difficulties relate to policies that emphasize high-stakes testing and school choice, which tend to promote increased segregation, to the particular disadvantage of young people from low income and minority backgrounds. The arguments presented suggest that even where worrying policies are in place, with leadership driven by a commitment to equity, schools can still find space to develop more equitable ways of working.

In today's increasingly globalized world, it is essential that people of diverse ethnicities and socio-economic backgrounds learn to work together and communicate effectively. This book offers a breakthrough approach to recognizing that differences among people are resources for organizations to tap as they strive to anticipate change and adapt rapidly in an unpredictable world. "Catalytic Conversations" provides a conceptual framework for understanding how complex communication patterns of social networks influence, and are influenced by, organizational structures. It discusses how to enhance the quality and viability of groups and organizational life by paying attention to how people talk - and do not talk - to each other. The book distinguishes between conversations that support organizational enhancement and others that inhibit innovation, and explores the complexity of organizational communication in detail.

A shelter is one of the physiological needs according to Maslow's Hierarchy of Needs, which lies at the bottom of the pyramid. People spend around 90% of their time in shelters, or in today's words: buildings. They sleep, eat, work, relax, exercise, play, are born, and die in these buildings. In fact, they "live" within walls. Therefore, an indoor environment is crucial for their health and safety. This book, therefore, addresses the issues related to the impact of a sustainable healthy and comfortable indoor environment on the quality of life, and perceives the required indoor conditions for productivity and effectiveness. Thereby, this book is designed to include issues and extensive discussions on thermal comfort, indoor air quality, visual comfort, acoustic comfort, productivity, and indoor health and safety. The concepts of heating, ventilation, air conditioning, external temperature, air pollution, sick building, indoor pollutants, illumination, glare, indoor lighting, daylight, noise, construction materials, sound intensity, and furniture on the indoor environment are described in detail in this book.

Improve collective efficacy in schools through meaningful professional conversations In a landscape where technology can undermine personal connections, even the most talented educator can feel like they're practicing their craft in isolation. Nine Professional Conversations to Change Our Schools is a framework for revitalizing the art of the professional conversation. It guides educators through structures for collaboration, grants access to vast storehouses of applied wisdom, and facilitates a consensual knowledge base for standards of excellence. 9 conversational strategies designed to promote collective efficacy in education Learning scenarios demonstrate the effectiveness of these conversations in action Accessible Conversational Dashboard assists in analyzing conditions for success

Organizations are about conversations. For any organization to achieve its goals, people need to interact and those interactions require dialogue and conversation. Yet, thanks to technology, we seem to be having fewer genuine conversations. This book seeks to change this, through "how to skills" and wider cultural change advice.

Not Sure How to Talk to Your Employee or Boss About a Sensitive Issue? Not for Long! Learn Tactful, Considerate Ways to Respond to 120 Difficult Situations - Keep Reading! No matter what your situation is, dealing with some type of conflict always gives way to anxiety and fear - prompting us to ask questions like "What if I offend them?", "What if they take it the wrong way?", or "What if they get mad at me?" All these WHAT Ifs are very valid questions to ask. Difficult conversations have always been a challenge, no matter how confident, tactful, or courageous a person may be. However, addressing difficult issues properly is always the key that opens the door to a resolution - especially in the workplace! It's a necessity that goes with the territory of being a person who interacts with others daily. And if you want to be an effective leader or a great employee, the willingness to have difficult conversations is always the first piece of the puzzle. So, how do you properly address tricky issues without stepping on other people's toes? You can start by poring over the information-rich pages of Dave Young's bestselling book "120 Difficult Conversations to Have With Employees". In this helpful resource, managers will learn how to discuss performance, inappropriate conduct, and other common work situations. Employees will be able to learn from the insights on how to approach difficult situations with their colleagues or their bosses. With 120 situations covered using a concise, well-defined question-and-answer format, you can easily find and follow what is relevant to you!

In Kellogg on Advertising and Media, members of the world's leading marketing faculty explain the revolutionized world of advertising. The star faculty of the Kellogg School of Management reveal the biggest challenges facing marketers today- including the loss of mass audiences, the decline of broadcast television advertising, and the role of online advertising- and show you how to advertise successfully in this new reality. Based on the latest research and case studies, this book shows you how to find and engage audiences in a chaotic media climate. Consumption studies has grown tremendously in the past decade. Researchers in sociology, geography, anthropology, history, marketing, management, organization and even art history have embraced consumption as a key institution of our era, and are eager for ideas and insights. Conversations on Consumption makes an important contribution to the growing field of consumption studies by offering readers a lively introduction to debates and dialogues that have shaped the field, in the form of engaging interviews and personal reflections from leading theorists and researchers. The interviews in this collection were first published in the interdisciplinary journal Consumption Markets and Culture and together form an accessible summary of the leading ideas and key developments in consumption studies and social theory over the past two decades. With innovative contributions from marketing academics, historians, consumer researchers, sociologists, anthropologists and artists, the pieces highlight the interdisciplinary nature of consumption, as well as the wide-ranging interest in consumption studies. They are united in their approach to understand consumption, far removed from economic or managerial analysis, by focusing more on the role it plays in culture. Conversations on Consumption will be of interest to scholars and students of sociology, anthropology, consumer research, management studies, and history.

What does coach leadership look like in action? Effective leaders help others learn to resolve issues. This companion and follow-up book to Coaching Conversations brings the coaching style of leadership to life with stories of real people, facing real problems, who use coaching skills to empower their staff. Each chapter deals with a challenging leadership area and includes space for personal reflection, questions, and next steps. Topics covered include: Core values Building trust and community High expectations School turnaround Garnering genuine buy-in Difficult conversations Accountability Balancing personal and professional commitments

The 10th-anniversary edition of the New York Times business bestseller-now updated with "Answers to Ten Questions People Ask" We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you Getting to Yes, Difficult Conversations provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to: · Decipher the underlying structure of every difficult conversation · Start a conversation without defensiveness · Listen for the meaning of what is not said · Stay balanced in the face of attacks and accusations · Move from emotion to productive problem solving

Baker takes on eight dysfunctional people management practices originating from the scientific management and offers practical solutions for changing these practices and increasing organizational agility. Agile is the new black. Every business now has to be adaptive, nimble and ready to pivot – managers have to be comfortable with ambiguity and constantly ready for change. And yet... While agility is regarded as essential for competitive advantage, most organizations are still unthinkingly applying people management practices, rooted in Frederick Taylor's scientific management philosophy of the early 20th century, designed to ensure consistency and efficiency on production lines but which actively prevent the sort of creativity and flexibility needed in the modern workplace. 100 years of scientific management has led to the creation of eight performance myths. Myths that impede the agility necessary to compete in the age of the knowledge worker but which are so instinctively embedded in management psyche that they go unchallenged despite the fact that the changing world of work has rendered them dysfunctional and counterproductive. Through case studies and examples Baker demonstrates how the right workplace culture for promoting and applying agile decision-making consists of eight values shared by employer and employee – values that are polar opposite of the values and assumptions of traditional management styles. A new psychological contract that enables the collaborative working relationship necessary for agility to flourish.

Actionable communication and management strategies for tackling difficult workplace discussions Delivering the uncomfortable news that an employee is not stacking up can be stressful, and managers often have difficulties finding the right words to get their message across.

Painless Performance Conversations presents actionable and practical communication and management strategies for any manager looking

to effectively influence employee performance. Learn how to focus these conversations for maximum impact on performance, crystallize expectations for what success looks like, and engage employees in solution-finding. Presenting four key mindsets and an easy to use conversation model, this book offers the tangible solutions managers need to tackle critical workplace discussions with poise and professionalism, as well as the tools needed to stay focused in otherwise difficult conversations. Eliminates the pain and fear that leads to procrastination of tough workplace conversations. Reduces the harmful impacts of judgment in performance conversation Helps managers create a culture of ownership and accountability Author Marnie E. Green is a featured blogger for Jobing.com and shares her popular and practical management perspectives in keynotes, webinars, and workshops with thousands of leaders in organizations worldwide Painless Performance Conversations will help you to lead performance-related conversations with confidence and create a culture of workplace accountability.

The use of violence within relationships, families or communities is a major public health issue across the world. As such, it will continue to require global, strategic and preventative measures across educational, social care and criminal justice systems. This book draws on the author's gritty practice experience, social work values, knowledge and research to provide detailed guidance on how to best respond directly to those who carry out this common violence. Eight face-to-face conversations between a social worker and the person using violence are depicted and used to present the necessary elements for a dialogue which continually seeks to promote non-violence. These conversations pick up on some key messages from the successful Northern Ireland Peace Process and are firmly rooted in social work practice. They will also contribute to the difficult risk decisions that always need to be taken when violence is being used. The reader is offered choice and discretion as to how these conversations can be used by social workers, from short opportunity-led interactions to a lengthier, more structured interventions - promoting non-violence. Offering a positive response to the challenge of 'common' violence in a clear and accessible manner, this book should be considered essential reading for students, researchers and practitioners. The author's royalties will be donated to a third world charity project working with victims of domestic violence.

Conversations at Work Promoting a Culture of Conversation in the Changing Workplace Springer

Written by a social worker for social workers! This innovative book equips readers with the knowledge and skills they need to be effective case management practitioners in a variety of health and human service organizations. A must-read for students and professionals in social work, this important work introduces a unique Task-Centered Case Management Model built around the unifying principles of the profession—person-in-environment, strengths-based work, and ecological perspective. Over twenty case studies by case managers and professionals offer innovative practice insights, illustrating the practice roles and responsibilities of today's case managers and the realities of conducting case management in today's growing, exciting, and challenging field. Offers insight into the author's life through her own words, providing information on her life in Albuquerque and her experiences as a women of mixed ancestry.

When we think of work, we often think of drudgery, frustration, and stress. For too many of us, work is the last place in our lives we expect to experience satisfaction, fulfillment, or spiritual growth. In this unique book, Michael Carroll—a meditation teacher, executive coach, and corporate director—shares Buddhist wisdom on how to transform the common hassles and anxieties of the workplace into valuable opportunities for heightened wisdom and enhanced effectiveness. Carroll shows us how life on the job—no matter what kind of work we do—can become one of the most engaging and fulfilling areas of our lives. At its heart, *Awake at Work* offers thirty-five principles that we can use throughout our day to revitalize our work as well as our understanding of ourselves and others. Carroll invites readers to contemplate these slogans and to use them on-the-spot, in the midst of work's chaos, to develop clarity, wisdom, and inspiration. Along the way, Carroll presents a variety of techniques and insights to help us acknowledge work, with all its complications, as "a valuable invitation to fully live our lives." In an engaging, accessible, and often humorous style, *Awake at Work* offers readers a path to rediscovering our natural sense of intelligence, confidence, and delight on the job.

'That's not my job.' If you don't want your employees to say that, why do you start your relationship by giving them a narrow task and competency focused description of their job? We need people to fulfil many different roles at work yes the need to do their job, but they also need to contribute positive energy, collaborate, and take personal responsibility for innovation and personal development. How do they fit into a traditional job description? It is futile persevering with the job description borne out of the scientific management movement one hundred years ago. The world of work is vastly different to the assembly lines of the Ford Motor Company of the early twentieth-century. Building on the phenomenal success of *The End of the Performance Review*, Baker examines four essential 'Non-Job' roles that all employees must fulfil and shows how to create meaningful role descriptions that can help you recruit better people and enable them to deliver better results.

Given the rapid growth of computer-mediated communication, there is an ever-broadening range of social interactions. With conversation as the bedrock on which social interactions are built, there is growing recognition of the important role conversation has in instruction, particularly in the design and development of technologically advanced educational environments. The *Handbook of Conversation Design for Instructional Applications* presents key perspectives on the evolving area of conversation design, bringing together a multidisciplinary body of work focused on the study of conversation and conversation design practices to inform instructional applications. Offering multimodal instructional designers and developers authoritative content on the cutting-edge issues and challenges in conversation design, this book is a must-have for reference library collections worldwide.

Is Silence Killing Your Strategy? In his thirty years of working in corporations, Harvard Business School professor Michael Beer has witnessed firsthand how organizational silence derails strategic objectives. When employees can't speak truth to power, senior leaders don't hear what they need to hear about their company's fitness to compete, and employees lose trust in those leaders and become less committed to change. In *Fit to Compete*, Beer presents an antidote to silence--principles and a time-tested innovative process for holding honest conversations with everyone in your organization. Used by over eight hundred organizations across the globe, the strategic fitness process has helped leaders in a diverse range of industries--including medical technology, information technology, banking, restaurant chains, and pharmaceuticals--hear the raw but necessary truth about the sources of misalignment between their strategies and their organizations. In addition to step-by-step instructions, Beer offers detailed and illustrative case studies of companies that have conducted honest conversations to great effect. He also shows how to apply the process more broadly to a variety of strategic challenges and at multiple levels throughout the organization. Practical, enlightening, and comprehensive, *Fit to Compete* is the book you should turn to if you to want create winning strategies that your entire company will rally behind.

A successful digital transformation must start with a conversational transformation. Today, software organizations are transforming the way work gets done through practices like Agile, Lean, and DevOps. But as commonly implemented as these methods are, many transformations still fail, largely because the organization misses a critical step: transforming their culture and the way

people communicate. Agile Conversations brings a practical, step-by-step guide to using the human power of conversation to build effective, high-performing teams to achieve truly Agile results. Consultants Douglas Squirrel and Jeffrey Fredrick show readers how to utilize the Five Conversations to help teams build trust, alleviate fear, answer the “whys,” define commitments, and hold everyone accountable. These five conversations give teams everything they need to reach peak performance, and they are exactly what’s missing from too many teams today. Stop focusing on processes and practices that leave your organization stuck with culture-less rituals. Instead, unleash the unique human power of conversation.

The reminiscences of Mexican Americans of their way of life are accompanied by vivid photographs of them and their communities. Eve Shapiro has been writing about patient-centered care, physician–patient communication, and relationships between doctors and their patients since 2007. In *Joy in Medicine? What 100 Healthcare Professionals Have to Say about Job Satisfaction, Dissatisfaction, Burnout, and Joy*, Eve turns her attention to those on the healthcare delivery side of this “sacred interaction.” These healthcare professionals share their enthusiasm, joys, frustrations, disappointments, insights, advice, stories, fears, and pain, explaining how it looks and feels to work in healthcare today no matter who you are, where you work, or what your position is in the organizational hierarchy. The healthcare professionals who provide patient care deserve our collective interest in their humanity. Without some insight into who they are and the forces with which they struggle every day, we cannot fully appreciate the obstacles to providing the care we all want for ourselves and our families during the best of times, let alone in the uncertain times that lie ahead.

Combining research with real-life classroom examples, this book demonstrates how high-level conversations centered on fiction and nonfiction can promote student understanding and help them meet and exceed a spectrum of standards. The authors demonstrate how to use literary conversations in small, heterogeneous groups to address multiple expectations within classrooms, such as close reading, vocabulary, background knowledge, literal and inferential comprehension, and responses to multimodal interpretation, nonfiction text features, and graphic organizers. The text includes the theoretical why, and the very practical how-to, to help teachers (grades 3-8) successfully implement serious, sustained student-group conversations about their reading. The recommendations for heterogeneous groups, rather than groups based on book selection or reading ability, will support all students--struggling readers and those reading at or above grade level.

In a new account of the relationship between Margaret Fuller and Ralph Waldo Emerson, Christina Zwarg recreates a feminist conversation that has gone unheard. In Zwarg's view, the intimate, yet restrained, letters between the two writers are most significant in confronting the challenges posed by gender and desire. Focusing on their exploration of Charles Fourier's utopianism and particularly his concept of “passionate attraction,” Zwarg offers the only detailed reading of Emerson's letters to Fuller. This highly anticipated, fully revised second edition revisits and augments the award-winning *Creating & Sustaining Civility in Nursing Education*. In this comprehensive new edition, author Cynthia Clark explores the problem of incivility within nursing academe and provides practical solutions that range from ready-to-use teaching tools to principles for broad-based institutional change. She further explores the costs and consequences of incivility, its link to stress, ways to identify the problem, and how to craft a vision for change – including bridging the gap between nursing education and practice. Rather than dwell on the negative, this book focuses on solutions, including role-modeling and mentoring, stress management, and positive learning environments. Nurse educators at all levels will appreciate the variety of evidence-based strategies that faculty – and students – can implement to promote and maintain civility and respect in the education setting, including online learning.

Organizational appraisals systems are often ineffective and result in unnecessary spending on the part of a company and unnecessary anxiety on the part of employees. Written for practitioners and advanced students, this book presents an alternative approach to the performance appraisal process that focuses on communication rather than evaluation. In this communication-centered approach to performance, the appraisal process is designed to facilitate meaningful and open interaction between employees and their supervisors.

[Copyright: 41271c8461005e99793ee1f465f84c90](https://www.palgrave.com/hardcover/9781137384610)