

Crew Training Workbook Mcdonalds

This book seeks to extend the boundaries of aviation psychology in two interrelated ways: by broadening the focus of aviation psychology beyond the flight deck to the whole aviation system; and by discussing new theoretical developments which are shaping this applied discipline. A key feature of these theoretical advances is that they are grounded in a more developed, ecologically valid, understanding of practice. Among the issues addressed in this new integration of theory and practice are the following: what goes on in the flight deck is dependent on the wider organisational context; human factors issues in aircraft maintenance and grounding are critical to aviation safety; our capacity to learn from aviation accidents and incidents needs to be supported by more systematic human factors investigation and research; we must also develop our understanding of the human factors of accident survival as well as accident prevention; theories of crew coordination and decision making must be supported by an analysis of how decisions are actually made in the real world with all its stresses and constraints; training should be grounded in a thoroughgoing analysis of the complexity of the job and a full understanding of the training process itself. The text will be of interest to human factors researchers and practitioners in aviation and related areas. It will be of particular relevance to those who have a role in training, management or regulation throughout the aviation system.

This is the eagerly-anticipated revision to one of the seminal books in the field of software architecture which clearly defines and explains the topic.

Trainers have to be creative if they want their participants to feel excited, challenged, and involved. The Creative Training Idea Book is packed with instructions for using activities, games, puzzles, toys, and props to increase energy and active participation in the classroom, and reveals how to think creatively about training in any situation. Based on the author's nearly three decades of training experience, this invaluable resource gives trainers the tools to adopt a fun, energetic approach that will make for a stimulating learning environment. Readers will learn new methods for: * setting the right tone * uncovering participant needs * grouping participants and selecting leaders * avoiding and reclaiming turned-off learners * encouraging and rewarding participation * and much more! Filled with checklists, forms, resources, and dozens of "Bright Idea" blurbs, The Creative Training Idea Book will help trainers and their learners achieve maximum learning results.

The author of the best-selling *Born to Run* describes his investigation into ancestral training techniques that have enabled Mediterranean athletes to achieve extraordinary levels of strength and fitness.

(Black & White version) *Fundamentals of Business* was created for Virginia Tech's MGT 1104 Foundations of Business through a collaboration between the Pamplin College of Business and Virginia Tech Libraries. This book is freely available at: <http://hdl.handle.net/10919/70961> It is licensed with a Creative Commons-NonCommercial ShareAlike 3.0 license.

Over 3 million copies sold. Over 800 positive reviews. Adapted from the New York Times bestseller *The 7 Habits of Highly Effective People*, *The 7 Habits of Highly Effective Teens* is the ultimate teenage success guide—now updated for the digital age. Imagine you had a roadmap—a step-by-step guide to help you get from where you are now, to where you want to be in the future. Your goals, your dreams, your plans...they're all within reach. You just need the tools to help you get there. That's what Sean Covey's landmark book, *The 7 Habits of Highly Effective Teens*, has been to millions of teens: a handbook to self-esteem and success. Now updated for the digital age, this classic book applies the timeless principles of 7 Habits to the tough issues and life-changing decisions teens face. Covey provides a simple approach to help teens improve self-image, build friendships, resist peer pressure, achieve their goals, and appreciate their parents, as well as tackle the new challenges of our time, like cyberbullying and social media. In addition, this book is stuffed with cartoons, clever ideas, great quotes, and incredible stories about real teens from all over the world. Endorsed by high-achievers such as former 49ers quarterback Steve Young and 28-time Olympic medalist Michael Phelps, *The 7 Habits of Highly Effective Teens* has become the last word on surviving and thriving as a teen.

Can a system be considered truly reliable if it isn't fundamentally secure? Or can it be considered secure if it's unreliable? Security is crucial to the design and operation of scalable systems in production, as it plays an important part in product quality, performance, and availability. In this book, experts from Google share best practices to help your organization design scalable and reliable systems that are fundamentally secure. Two previous O'Reilly books from Google—*Site Reliability Engineering* and *The Site Reliability Workbook*—demonstrated how and why a commitment to the entire service lifecycle enables organizations to successfully build, deploy, monitor, and maintain software systems. In this latest guide, the authors offer insights into system design, implementation, and maintenance from practitioners who specialize in security and reliability. They also discuss how building and adopting their recommended best practices requires a culture that's supportive of such change. You'll learn about secure and reliable systems through: Design strategies Recommendations for coding, testing, and debugging practices

Strategies to prepare for, respond to, and recover from incidents Cultural best practices that help teams across your organization collaborate effectively

Joseph "Joey" Tommy Calco was a former Bonanno crime family assassin, enforcer, and hit man. His story is told to the author in Calco's own words. The perimeter scratches of his life were recorded in the newspapers from New York City to Florida and from coast to coast in the United States starting the explosive search by underworld mobsters to finally kill the mafia hit man who turned government informer when he gave up ranking high members of the Family including its consiglieri, Anthony Spero. Calco was placed in the federal Witness Protection Program. Things moved along uneventfully for Joey Calco until fate brought him face to face with the "Night of the Calzone". Then all hell broke loose and the New York City Mafia's ears pricked up like the ears of a leopard. Then the hunt began. This is Calco's story...

This book explains how an organization can measure and manage performance with the Balanced Scorecard methodology. It provides extensive background on performance management and the Balanced Scorecard, and focuses on guiding a team through the step-by-step development and ongoing implementation of a Balanced Scorecard system. Corporations, public sector agencies, and not for profit organizations have all reaped success from the Balanced Scorecard. This book supplies detailed implementation advice that is readily applied to any and all of these organization types. Additionally, it will benefit organizations at any stage of Balanced Scorecard development. Regardless of whether you are just contemplating a Balanced Scorecard, require assistance in linking their current Scorecard to management processes, or need a review of their past measurement

efforts, Balanced Scorecard Step by Step provides detailed advice and proven solutions.

Cockpit Resource Management (CRM) has gained increased attention from the airline industry in recent years due to the growing number of accidents and near misses in airline traffic. This book, authored by the first generation of CRM experts, is the first comprehensive work on CRM. Cockpit Resource Management is a far-reaching discussion of crew coordination, communication, and resources from both within and without the cockpit. A valuable resource for commercial and military airline training curriculum, the book is also a valuable reference for business professionals who are interested in effective communication among interactive personnel. Key Features * Discusses international and cultural aspects of CRM * Examines the design and implementation of Line-Oriented Flight Training (LOFT) * Explains CRM, LOFT, and cockpit automation * Provides a case history of CRM training which improved flight safety for a major airline

Discover the military's keys to excellent leadership and team building training The Program: Lessons From Elite Military Units for Creating and Sustaining High Performing Leaders and Teams offers a hands-on guide to the winning techniques and tactics of The Program, the acclaimed team building and leadership development company. Drawing on the actual experiences of The Program's instructors from their personal combat stories to working with world-class athletic teams and successful corporations, the book clearly shows how The Program's training operations can help to achieve life goals and ambitions. The Program offers a road map that contains illustrative examples, ideas, and approaches for improving teammates and leaders at all levels within an organization of any size or type. Bring your organization to the next level of success Discover how to hold your leaders and teammates to the highest standards Understand how accountability increases effectiveness Learn to communicate effectively This important book explores the military's leadership and team building concepts that can be implemented to ensure an organization creates and sustains performance that adheres to the highest standards of excellence.

Kick up your training sessions a notch! If you want to make group learning more fun and effective, this is the resource for you. Training expert Elaine Biech, author of Training for Dummies, challenged some of the world's best game designers to create never-before-seen games using popular training toys and tools from Trainer's Warehouse, the nation's leading supplier of learning resources. Whether you're a full-time workplace learning professional or occasional trainer, this collection contains the most ingenious and inventive collections of learning games. The collection uses a host of common and readily available tools and toys, from throwables and tactiles, to white boards on a stick and noise-making boomwackers. This book will appeal to anyone who delivers training and education—and presenters, too—the games run the gamut from short energizers, icebreakers and closers, to more involved group and team-building activities.

Your customers are going to give you three seconds to make the sale. Do you know what to say in those three seconds? The marketing methods of the past are losing effectiveness as consumers are getting smarter and smarter and have less and less time. What is needed is a new way of doing business—a method that is simultaneously socially responsible and far more effective than "old" marketing. This new way is The Irresistible Offer. "The Irresistible Offer is the missing link in many marketing books." —Joe Sugarman, Chairman, BluBlocker Corporation "The Irresistible Offer reveals secret after proven secret guaranteed to pump fresh power into your sales process." —John Du Cane, CEO, Dragon Door Publications, Inc. "As the world's fastest reader (Guinness Book certified) I've read just about every business and marketing book in existence. The Irresistible Offer by Mark Joyner is, by far, the easiest and most powerful. If you want to make a profitable business (any business small or large), The Irresistible Offer should be your starting point." —Howard Berg, "The World's Fastest Reader" "I've read every book on marketing printed in the last 150 years. This is the first breakthrough in over fifty years." —Dr. Joe Vitale, author of The Attractor Factor "If I had to choose one modern marketing genius to learn from, it would be Mark Joyner. The Irresistible Offer belongs in the hands of everyone wanting to wildly succeed in business." —Randy Gilbert, a.k.a. "Dr. Proactive" host of The Inside Success Show

"A remarkably assured fantasy debut that mixes of the inventiveness of China Miéville with the fast paced heroics of David Gemmell."—Anthony Ryan, New York Times bestselling author of The Legion of Flame Set on a postapocalyptic frontier, Blackwing is a gritty fantasy debut about a man's desperate battle to survive his own dark destiny... Hope, reason, humanity: the Misery breaks them all. Under its cracked and wailing sky, the Misery is a vast and blighted expanse, the arcane remnant of a devastating war with the immortals known as the Deep Kings. The war ended nearly a century ago, and the enemy is kept at bay only by the existence of the Engine, a terrible weapon that protects the Misery's border. Across the corrupted no-man's-land teeming with twisted magic and malevolent wraiths, the Deep Kings and their armies bide their time. Watching. Waiting. Bounty hunter Ryhalt Galharrow has breathed Misery dust for twenty bitter years. When he's ordered to locate a masked noblewoman at a frontier outpost, he finds himself caught in the middle of an attack by the Deep Kings, one that signifies they may no longer fear the Engine. Only a formidable show of power from the very woman he is seeking, Lady Elizabeth Tanza, repels the assault. Elizabeth is a shadow from Galharrow's grim past, and together they stumble onto a web of conspiracy that threatens to end the fragile peace the Engine has provided. Galharrow is not ready for the truth about the blood he's spilled or the gods he's supposed to serve...

Attending Hamburger University, Robin Leidner observes how McDonald's trains the managers of its fast-food restaurants to standardize every aspect of service and product. Learning how to sell life insurance at a large midwestern firm, she is coached on exactly what to say, how to stand, when to make eye contact, and how to build up Positive Mental Attitude by chanting "I feel happy! I feel terrific!" Leidner's fascinating report from the frontlines of two major American corporations uncovers the methods and consequences of regulating workers' language, looks, attitudes, ideas, and demeanor. Her study reveals the complex and often unexpected results that come with the

routinization of service work. Some McDonald's workers resent the constraints of prescribed uniforms and rigid scripts, while others appreciate how routines simplify their jobs and give them psychological protection against unpleasant customers. Combined Insurance goes further than McDonald's in attempting to standardize the workers' very selves, instilling in them adroit maneuvers to overcome customer resistance. The routinization of service work has both poignant and preposterous consequences. It tends to undermine shared understandings about individuality and social obligations, sharpening the tension between the belief in personal autonomy and the domination of a powerful corporate culture. Richly anecdotal and accessibly written, Leidner's book charts new territory in the sociology of work. With service sector work becoming increasingly important in American business, her timely study is particularly welcome.

For readers of *Born to Run* by Christopher McDougall, *The Barefoot Running Book* lends practical advice on the minimalist running phenomenon. Ditch those cushiony running shoes—they're holding you back and hurting your feet! You've heard about barefoot running and how it can reduce injury and allow for better form. Maybe you've even tried it and learned how shedding those heavy, overly-manufactured shoes can make running more enjoyable. Regardless of your expertise level, Jason Robillard—a leading expert on barefoot running education and director of the Barefoot Running University—synthesizes the latest research to ease you from barefoot walking to slow running to competitive and trail running vis-à-vis simple drills, training plans, and useful hints from fellow barefoot runners. Practical, easy-to-follow, and illustrated with black-and-white photographs throughout, *The Barefoot Running Book* shows how everyone can transition to barefoot and minimalist shoe running—safely and optimally.

NEW YORK TIMES BESTSELLER • This instant classic explores how we can change our lives by changing our habits. NAMED ONE OF THE BEST BOOKS OF THE YEAR BY *The Wall Street Journal* • *Financial Times* In *The Power of Habit*, award-winning business reporter Charles Duhigg takes us to the thrilling edge of scientific discoveries that explain why habits exist and how they can be changed. Distilling vast amounts of information into engrossing narratives that take us from the boardrooms of Procter & Gamble to the sidelines of the NFL to the front lines of the civil rights movement, Duhigg presents a whole new understanding of human nature and its potential. At its core, *The Power of Habit* contains an exhilarating argument: The key to exercising regularly, losing weight, being more productive, and achieving success is understanding how habits work. As Duhigg shows, by harnessing this new science, we can transform our businesses, our communities, and our lives. With a new Afterword by the author “Sharp, provocative, and useful.”—Jim Collins “Few [books] become essential manuals for business and living. *The Power of Habit* is an exception. Charles Duhigg not only explains how habits are formed but how to kick bad ones and hang on to the good.”—*Financial Times* “A flat-out great read.”—David Allen, bestselling author of *Getting Things Done: The Art of Stress-Free Productivity* “You'll never look at yourself, your organization, or your world quite the same way.”—Daniel H. Pink, bestselling author of *Drive* and *A Whole New Mind* “Entertaining . . . enjoyable . . . fascinating . . . a serious look at the science of habit formation and change.”—*The New York Times Book Review*

Malcolm Gladwell, host of the podcast *Revisionist History* and author of the #1 *New York Times* bestseller *Outliers*, offers a powerful examination of our interactions with strangers and why they often go wrong—now with a new afterword by the author. A Best Book of the Year: *The Financial Times*, *Bloomberg*, *Chicago Tribune*, and *Detroit Free Press* How did Fidel Castro fool the CIA for a generation? Why did Neville Chamberlain think he could trust Adolf Hitler? Why are campus sexual assaults on the rise? Do television sitcoms teach us something about the way we relate to one another that isn't true? Talking to Strangers is a classically Gladwellian intellectual adventure, a challenging and controversial excursion through history, psychology, and scandals taken straight from the news. He revisits the deceptions of Bernie Madoff, the trial of Amanda Knox, the suicide of Sylvia Plath, the Jerry Sandusky pedophilia scandal at Penn State University, and the death of Sandra Bland—throwing our understanding of these and other stories into doubt. Something is very wrong, Gladwell argues, with the tools and strategies we use to make sense of people we don't know. And because we don't know how to talk to strangers, we are inviting conflict and misunderstanding in ways that have a profound effect on our lives and our world. In his first book since his #1 bestseller *David and Goliath*, Malcolm Gladwell has written a gripping guidebook for troubled times.

Part of a series looking at large, well-known companies which supply the needs of the modern consumer and, some would say, create the demand for their developing products. This book looks at the history of the McDonald's company and the characters of the people who founded it. It examines the concept of the business - the great idea that started it and the skills and industry that turned it into the massive concerns that it is today.

It's hard enough keeping up with all the nutritional needs for kids--not to mention actually getting them to actually eat many of these foods. But with athletic kids, there's even more to pay attention to! So the unfortunate fact is, most young athletes are not eating properly to compete--too many convenient but empty calories that are actually doing them more harm than good. As a result, these young athletes are losing energy when they should be increasing it, feeling deterred when they should be motivated, and actually decreasing muscle mass when they need it more than ever. Fortunately, with the right nutrition, young athletes can increase their energy, bolster their motivation, gain muscle mass, overcome fatigue, and improve their performance. But how can a parent begin to get their athlete on the right track? *Eat Like a Champion*, written by a registered dietitian who specializes in child and adolescent nutrition, is the must-read resource for every parent of active kids ages eight through eighteen. In it, parents will find help in:• Tailoring diets for training, competition, and even off-season• Finding the best food options, whether at home or on the go• Addressing counterproductive or unhealthy patterns• Understanding where supplements, sports drinks, and performance-enhancing substances do--and don't--fit in• And moreComplete with charts, recipes, and practical meal and snack ideas that can help athletic youngsters eat to win, this invaluable resource just may be the difference-maker in your athlete's next game!

A detailed description of the three-month defense of Bataan, the siege of Corregidor, the soldier's life in the crowded intimacy of Malinta Tunnel, MacArthur's evacuation, and the surrender of 78,000 American and Allied troops.

The National Bestseller “Focused and persuasive... Bray's book is many things: the first English-language transnational history of antifa, a how-to for would-be activists, and a record of

advice from anti-Fascist organizers past and present.”—THE NEW YORKER "Insurgent activist movements need spokesmen, intellectuals and apologists, and for the moment Mark Bray is filling in as all three... The book's most enlightening contribution is on the history of anti-fascist efforts over the past century, but its most relevant for today is its justification for stifling speech and clobbering white supremacists."—Carlos Lozada, THE WASHINGTON POST "[Bray's] analysis is methodical, and clearly informed by both his historical training and 15 years of organizing, which included Occupy Wall Street...Antifa: The Anti-Fascist Handbook couldn't have emerged at a more opportune time. Bray's arguments are incisive and cohesive, and his consistent refusal to back down from principle makes the book a crucial intervention in our political moment."—SAN FRANCISCO CHRONICLE In the wake of tragic events in Charlottesville, VA, and Donald Trump's initial refusal to denounce the white nationalists behind it all, the "antifa" opposition movement is suddenly appearing everywhere. But what is it, precisely? And where did it come from? As long as there has been fascism, there has been anti-fascism — also known as "antifa." Born out of resistance to Mussolini and Hitler in Europe during the 1920s and '30s, the antifa movement has suddenly burst into the headlines amidst opposition to the Trump administration and the alt-right. They could be seen in news reports, often clad all in black with balaclavas covering their faces, demonstrating at the presidential inauguration, and on California college campuses protesting far-right speakers, and most recently, on the streets of Charlottesville, VA, protecting, among others, a group of ministers including Cornel West from neo-Nazi violence. (West would later tell reporters, "The anti-fascists saved our lives.") Simply, antifa aims to deny fascists the opportunity to promote their oppressive politics, and to protect tolerant communities from acts of violence promulgated by fascists. Critics say shutting down political adversaries is anti-democratic; antifa adherents argue that the horrors of fascism must never be allowed the slightest chance to triumph again. In a smart and gripping investigation, historian and former Occupy Wall Street organizer Mark Bray provides a detailed survey of the full history of anti-fascism from its origins to the present day — the first transnational history of postwar anti-fascism in English. Based on interviews with anti-fascists from around the world, Antifa details the tactics of the movement and the philosophy behind it, offering insight into the growing but little-understood resistance fighting back against fascism in all its guises.

The book provides a data-driven approach to real-world crew resource management (CRM) applicable to commercial pilot performance. It addresses the shift to a systems-based resilience thinking that aims to understand how worker performance provides a buffer against failure. This book will be the first to bring these ideas together. Taking a competence-based approach offers a more coherent, relevant approach to CRM. The book presents relevant, real-world examples of the concepts and outlines a change in thinking around pilot performance and data interpretation that is overdue. Airlines, pilots and aviation industry professionals will benefit from the insights into organisational design and alternative approaches to training. FEATURES Approaches CRM from a competence-based perspective Uses a systems model to bring coherence to CRM Includes a chapter on using blended learning and virtual reality to deliver CRM Features research on work/life balance, morale, pilot fatigue and link to error Operationalises 'resilience engineering' in a crew context

"He either enchants or antagonizes everyone he meets. But even his enemies agree there are three things Ray Kroc does damned well: sell hamburgers, make money, and tell stories." --from Grinding It Out Few entrepreneurs can claim to have radically changed the way we live, and Ray Kroc is one of them. His revolutions in food-service automation, franchising, shared national training, and advertising have earned him a place beside the men and women who have founded not only businesses, but entire empires. But even more interesting than Ray Kroc the business man is Ray Kroc the man. Not your typical self-made tycoon, Kroc was fifty-two years old when he opened his first franchise. In Grinding It Out, you'll meet the man behind McDonald's, one of the largest fast-food corporations in the world with over 32,000 stores around the globe. Irrepressible enthusiast, intuitive people person, and born storyteller, Kroc will fascinate and inspire you on every page.

Explores the homogenization of American culture and the impact of the fast food industry on modern-day health, economy, politics, popular culture, entertainment, and food production. Written by two specialist speech and language therapists, this book explains how voice and communication therapy can help transgender and non-binary people to find their authentic voice. It gives a thorough account of the process, from understanding the vocal mechanism through to assimilating new vocal skills and new vocal identity into everyday situations, and includes exercises to change pitch, resonance and intonation. Each chapter features insider accounts from trans and gender diverse individuals who have explored or are exploring voice and communication related to their gender expression, describing key aspects of their experience of creating and maintaining a voice that feels true to them. This guide is an essential, comprehensive source for trans and non-binary individuals who are interested in working towards achieving a different, more authentic voice, and will be a valuable resource for speech and language therapists/pathologists, voice coaches and healthcare professionals.

This competency-based series is designed to give students a competitive advantage as they market themselves to potential employers. Fulfillment of customers' wants and needs at a fair profit is the focus of each text-workbook.

Raymond Noe's Employee Training and Development sets the standard in this course area. First introduced in 1998, ETD became the market-defining text within 6 months of publication. Its popularity is due to its lively writing style and relevant examples of the most up-to-date developments in training, research and practice, including the strategic role of training and the use of new technologies in training. Employee Training and Development strikes a balance between research and real company practices. It provides students with a solid background in the fundamentals of training and development such as needs assessment, transfer of training, learning environment design, methods, and evaluation. To help students better understand the relationship between the main elements of the book, the book is now organized into five different parts. Part I focuses on the context for training and development and includes a chapter devoted to strategic training. Part II includes coverage related to the fundamentals of designing training programs. Chapters in Part II focus on needs assessment, learning theories and program design, transfer of training, and training evaluation. Part III focuses on training and development methods and includes chapters devoted to traditional training methods, e-learning and the use of technology in training, employee development, and special issues in employee development, such as managing diversity, succession planning, and cross-cultural preparation. Chapters in Part IV cover career issues and how companies manage careers, as well as challenges in career management, such as dealing with work-life conflict, retirement, and socialization. Finally, Part V provides a look at the future of training and development.

Based on the popular Developing Leadership Talent program offered by the acclaimed Center for Creative Leadership, this important resource offers a nuts-and-bolts framework for putting in place a leadership development system that will attract and retain the best and brightest talent. Step by step, the authors explain how alignment with strategic goals and organizational purpose and effective developmental experiences are the backbone of a successful leadership program. An authoritative and useful book, *Developing Leadership Talent* is an essential tool for any leadership program.

Based on Stanford University psychologist Kelly McGonigal's wildly popular course "The Science of Willpower," *The Willpower Instinct* is the first book to explain the science of self-control and how it can be harnessed to improve our health, happiness, and productivity. Informed by the latest research and combining cutting-edge insights from psychology, economics, neuroscience, and medicine, *The Willpower Instinct* explains exactly what willpower is, how it works, and why it matters. For example, readers will learn:

- Willpower is a mind-body response, not a virtue. It is a biological function that can be improved through mindfulness, exercise, nutrition, and sleep.
- Willpower is not an unlimited resource. Too much self-control can actually be bad for your health.
- Temptation and stress hijack the brain's systems of self-control, but the brain can be trained for greater willpower
- Guilt and shame over your setbacks lead to giving in again, but self-forgiveness and self-compassion boost self-control.
- Giving up control is sometimes the only way to gain self-control.
- Willpower failures are contagious—you can catch the desire to overspend or overeat from your friends—but you can also catch self-control from the right role models.

In the groundbreaking tradition of *Getting Things Done*, *The Willpower Instinct* combines life-changing prescriptive advice and complementary exercises to help readers with goals ranging from losing weight to more patient parenting, less procrastination, better health, and greater productivity at work.

The #1 New York Times bestseller! Big trucks may brag and roar, but small and steadfast wins the day in this cheerful story with timeless appeal. On the Mighty Mountain Road Crew, the trucks come in one size: BIG. That is, until the little snowplow joins the crew. None of the other trucks think that the little snowplow can handle the big storms, but he knows that he can do it—and just to be sure, he trains hard, pushing loads of gravel, pulling blocks of concrete, and doing plow lifts to get ready. But when a blizzard arrives, will the little snowplow's training be enough to clear the streets and handle unexpected trouble? Taking its place beside classics such as *The Little Engine That Could* and *Mike Mulligan and His Steam Shovel*, this tale of a plucky little plow will find a clear path to readers' hearts.

When It's Smart to Say No Nearly every week we read about a tragedy or scandal that could have been prevented if individuals had said no to ill-advised or illegitimate orders. In this timely book, Ira Chaleff explores when and how to disobey inappropriate orders, reduce unacceptable risk, and find better ways to achieve legitimate goals. The inspiration for the book, and its title, comes from the concept of intelligent disobedience used in guide dog training. Guide dogs must recognize and resist a command that would put their human and themselves at risk and identify safer options for achieving the goal. This is precisely what Chaleff helps humans do. Using both deeply disturbing and uplifting examples, as well as critical but largely forgotten research, he shows how to create a culture where, rather than "just following orders," people hold themselves accountable to do the right thing, always.

Through ten editions, Fox and McDonald's *Introduction to Fluid Mechanics* has helped students understand the physical concepts, basic principles, and analysis methods of fluid mechanics. This market-leading textbook provides a balanced, systematic approach to mastering critical concepts with the proven Fox-McDonald solution methodology. In-depth yet accessible chapters present governing equations, clearly state assumptions, and relate mathematical results to corresponding physical behavior. Emphasis is placed on the use of control volumes to support a practical, theoretically-inclusive problem-solving approach to the subject. Each comprehensive chapter includes numerous, easy-to-follow examples that illustrate good solution technique and explain challenging points. A broad range of carefully selected topics describe how to apply the governing equations to various problems, and explain physical concepts to enable students to model real-world fluid flow situations. Topics include flow measurement, dimensional analysis and similitude, flow in pipes, ducts, and open channels, fluid machinery, and more. To enhance student learning, the book incorporates numerous pedagogical features including chapter summaries and learning objectives, end-of-chapter problems, useful equations, and design and open-ended problems that encourage students to apply fluid mechanics principles to the design of devices and systems.

An empowering journey that keeps great teachers in the classroom *The Onward Workbook* is a collection of tools and strategies that help teachers banish the burnout and cultivate true resilience. Keyed to the framework presented in *Onward*, this companion piece augments the text with practical exercises, coaching, and step-by-step walkthroughs of beneficial practices. Deep introspection allows you to verbalize your feelings, name your challenges, and identify the tools you have and the tools you need—from there, you'll explore each of the 12 Key Habits and learn how to put them into practice every day. In cultivating resilience within yourself and your teaching practice, you improve your health, your outlook, and your relationships while building an environment in which every child succeeds. This workbook takes you on a journey of specific self-discovery that changes your perspective, renews your confidence, and empowers you to make the much-needed changes that allow you to continue inspiring young minds. Dig deeper within to discover what you're truly made of Decode complex emotions, body language, and nonverbal communications Challenge your beliefs, build community, and navigate difficult interactions Learn more, feel more, play more, and practice effective self-care Resiliency is an underrated skill—one that can make all the difference in our schools. Challenges will always arise, but it is your response that dictates the outcome. Can you think of a more important lesson for your students? When some 70 percent of teachers quit within their first five years, it is clear that changes must be made. *The Onward Workbook* equips you to make the changes that you can, and flourish into the future. While this book can be used by individuals, it is also designed so that groups, teams, departments, or an entire staff can take up the learning together. There are specific suggestions in the workbook for using this with a group, and educators will reap even more reward from discussing the practices and experiences with colleagues.

Mutual-fund superstar Peter Lynch and author John Rothchild explain the basic principles of the stock market and business in an investing guide that will enlighten and entertain anyone who is high-school age or older. Many investors, including some with substantial portfolios, have only the sketchiest idea of how the stock market works. The reason, say Lynch and Rothchild, is that the basics of investing—the fundamentals of our economic system and what they have to do with the stock market—aren't taught in school. At a time when individuals have to make important decisions about saving for college and 401(k) retirement funds, this failure to provide a basic education in investing can have tragic consequences. For those who know what to look for, investment opportunities are everywhere. The average high-school student is familiar with Nike, Reebok, McDonald's, the Gap, and the Body Shop. Nearly every teenager in America drinks Coke or Pepsi, but only a very few own shares in either company or even understand how to buy them. Every student studies American history, but few realize that our country was settled by European colonists financed by public companies in England and Holland—and the basic

principles behind public companies haven't changed in more than three hundred years. In *Learn to Earn*, Lynch and Rothchild explain in a style accessible to anyone who is high-school age or older how to read a stock table in the daily newspaper, how to understand a company annual report, and why everyone should pay attention to the stock market. They explain not only how to invest, but also how to think like an investor.

By showing that kitchen skill, and not budget, is the key to great food, *Good and Cheap* will help you eat well—really well—on the strictest of budgets. Created for people who have to watch every dollar—but particularly those living on the U.S. food stamp allotment of \$4.00 a day—*Good and Cheap* is a cookbook filled with delicious, healthful recipes backed by ideas that will make everyone who uses it a better cook. From Spicy Pulled Pork to Barley Risotto with Peas, and from Chorizo and White Bean Ragù to Vegetable Jambalaya, the more than 100 recipes maximize every ingredient and teach economical cooking methods. There are recipes for breakfasts, soups and salads, lunches, snacks, big batch meals—and even desserts, like crispy, gooey Caramelized Bananas. Plus there are tips on shopping smartly and the minimal equipment needed to cook successfully. And when you buy one, we give one! With every copy of *Good and Cheap* purchased, the publisher will donate a free copy to a person or family in need. Donated books will be distributed through food charities, nonprofits, and other organizations. You can feel proud that your purchase of this book supports the people who need it most, giving them the tools to make healthy and delicious food. An IACP Cookbook Awards Winner.

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