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The Second Canadian Edition of ABC's of Relationship Selling explores professional selling from a Canadian perspective. As the title of the book suggests, the text is centered around a philosophy about selling: that success requires mastery of selling basics, including selecting presentation styles and effective closing techniques. In addition, other key topics such as ethics and territory management are explored. Using a logical step-by-step approach, ABC's of Relationship Selling takes students through the selling process and gives them the tools they need to build effective customer relationships. Regardless of the career path students pursue, knowledge of selling skills such as effective communication and negotiation will prepare them for the workplace.

The Regulatory State, Third Edition is distinguished by a practical focus on how federal administrative agencies make decisions, how political institutions influence decisions, and how courts review those decisions. With coverage tailored to 1L or upper-level courses on the regulatory state or legislation and regulation, Bressman, Rubin, and Stack use primary source materials drawn from agency rules, adjudicatory orders, and guidance documents to

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show how lawyers engage agencies. Additionally, this book uses an accessible central example (auto safety) throughout to make the materials cohesive and accessible, and presents legislation with attention to modern developments in the legislative process. The Regulatory State, Third Edition also presents statutory interpretation in useful terms, highlighting the “tools” that courts employ as well as the theories that judges and scholars have offered. New to the Third Edition: Expanded discussion of agency methods of statutory implementation and regulatory interpretation Additional primary source materials Up-to-date examination of political and judicial control of agency action New chapter with a case study of the regulatory process using the main example from the book Professors and students will benefit from: Tools-based approach that highlights the methods of analysis that agencies, courts, and lawyers utilize Use of an accessible central example as a familiar entry point into a complex legal area Primary source materials—agency documents, including notice-and-comment rules, adjudicatory orders, agency guidance, and more Empirical data, normative or theoretical questions, and practical examples

MasteringGeography™ The Mastering platform is the most effective and widely used tutorial, homework and assessment system for the sciences, and is now available in geography. MasteringGeography helps

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instructors maximize class time with customizable, easy-to-assign, and automatically graded assessments that motivate students to learn outside of class and arrive prepared for lecture. These assessments can easily be customized and personalized for an instructor's individual teaching style. The powerful gradebook provides unique insight into student and class performance even before the first test. As a result, instructors can spend class time where students need it most. The Mastering system empowers students to take charge of their learning through activities aimed at different learning styles, and engages them in learning science through practice and step-by-step guidance. MasteringGeography offers: Assignable activities that include Geoscience Animation activities, Encounter Physical Geography Google Earth™ Explorations, Geography Video activities, MapMaster™ interactive map activities, Map Projection activities, coaching activities on the toughest topics in physical geography, end-of-chapter questions and exercises, reading questions, and Test Bank questions. Student study resources in the Study Area include Geoscience Animations, web links, videos, glossary flashcards, "In the News" RSS feeds, MapMaster™ interactive maps, chapter quizzes, an optional Pearson eText, including iPad and Android versions, and more.

Artificial Intelligence: A Modern Approach offers the

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most comprehensive, up-to-date introduction to the theory and practice of artificial intelligence. Number one in its field, this textbook is ideal for one or two-semester, undergraduate or graduate-level courses in Artificial Intelligence.

America's most trusted tax reference with the citations professionals need For more than 65 years, J.K. Lasser's *Your Income Tax, Professional Edition* has been the smartest guide to professional tax filing and planning available. It pairs the trusted guidance, clear advice, and money-saving tips you'll find in *Your Income Tax* with the citations of tax authorities professionals need to locate relevant law, IRS rulings, and court decisions. Updated with all the changes relevant to the 2020 tax year, the new edition makes sure you're armed with the latest on how to maximize deductions and shelter income, as well as useful examples of how the latest tax law applies to individual situations. Designed to save you hours of wading through Internal Revenue Code or IRS materials—and presented in a down-to-earth, easily comprehensible style—you'll also find special icons calling out what's new, including the latest laws, rulings, court decisions, filing pointers, and planning strategies. Whatever you need to know as a professional, you'll be able to find it quickly and easily. Clear, expert answers to tough tax questions New and amended laws, court decisions, IRS rulings, and more Source literature via citations and

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references from the Code, courts, and IRS The impact of the 2019 SECURE Act and the 2020 CARES Act Keeping up with the latest on tax law is a full-time job—but that doesn't mean you need to do it on top of your full-time job: the experts at J.K. Lasser's Your Income Tax Professional Edition 2021 have done all that work for you&md Since its first edition Human Anatomy has been praised for its clarity of presentation, outstanding visually oriented illustration program, and ability to help students understand anatomical structures. Past editions of Human Anatomy have won very prestigious awards, including the award for Textbook Excellence by the Text and Academic Authors Association and the award for Illustration Excellence by the Association of Medical Illustrators. The fourth edition continues this tradition of textbook excellence. Innovative pedagogical elements and a tightly integrated supplements package make this new edition an excellent choice for all anatomy courses.

It's time to redefine the CEO success story. Meet eight iconoclastic leaders who helmed firms where returns on average outperformed the S&P 500 by more than 20 times.

Reveals how established attitudes affect all aspects of one's life, explains the differences between fixed and growth mindsets, and stresses the need to be open to change in order to achieve fulfillment and success.

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Marketing Management: A Strategic Decision-Making Approach 6th Edition concentrates on strategic decision making. This approach sets Mullins apart from other texts which place greater emphasis on description of marketing phenomena rather than on the strategic and tactical marketing decisions that managers and entrepreneurs must make each and every day. This 6th Edition continues to be the most current and internet-savvy book available, injecting the latest developments in internet-based communication and distribution technology into every chapter. Also, an entire chapter (Chapter 15) is devoted to the development of marketing strategies for the new economy. The author team's rich entrepreneurial, marketing management, and consulting experience spans a broad variety of manufacturing, service, software, and distribution industries provides an abundance of real-world, global perspectives. The present book is the fifth volume of the series Studies in the Philosophy of Law which has appeared since 2001. The previous three volumes had a monographic character, the last one being devoted to the various issues of bioethics, law, and philosophy and the previous one to the topic of the economic analysis of law. Both of these were published in English. This volume is part of a research project "Biojurisprudence" pursued from 2007 through 2010 by the Department of Philosophy of Law and Legal Ethics at the Jagiellonian University and sponsored by the Polish Ministry of Science and Higher Education. Within the project our team has published many articles, monographs and edited works such as the Studies in the Philosophy of Law, vol. 4: Legal Philosophy and the Challenges of Biosciences (edited by J. Stelmach, M. Soniewicka and W. Zaluski, Jagiellonian University Press, 2010). One monograph, entitled Evolutionary Foundations of Law was written by Dr. Wojciech Zaluski and was published in both Polish and English in 2009.

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We have also prepared a joint monograph entitled Paradoxes of Legal Bioethics and which is forthcoming this year.

For over 50 years, Basic Blueprint Reading and Sketching has been an international best-seller, with close to \$500,000 in sales and THE definitive resource for blueprint reading.

The newly revised 9th edition of Basic Blueprint Reading and Sketching continues the traditions in helping to readers achieve competence in reading and sketching technical drawings. This classic interactive book/workbook will help users develop skills in reading and interpreting industrial drawings and preparing basic to advanced technical sketches. This book will provide them with basic principles, concepts, ANSI and SI Metric drafting symbols and standards, terminology, manufacturing process notes, and other related technical information contained on a mechanical or CAD drawing. Each unit features a basic principle and at least one blueprint and assignment that encourages students to practice newly learned skills. This edition contains coverage of the latest ANSI, ISO, AWS and ASME standards. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Statistics and Probability with Applications, Third Edition is the only introductory statistics text written by high school teachers for high school teachers and students. Daren Starnes, Josh Tabor, and the extended team of contributors bring their in-depth understanding of statistics and the challenges faced by high school students and teachers to development of the text and its accompanying suite of print and interactive resources for learning and instruction. A complete re-envisioning of the authors' Statistics Through Applications, this new text covers the core content for the course in a series of brief, manageable lessons, making it easy for students and teachers to stay on pace. Throughout,

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new pedagogical tools and lively real-life examples help captivate students and prepare them to use statistics in college courses and in any career.

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system are ten classic experiment tutorials and automatically-graded assignment options that are adapted directly from content and exercises in the book. Package Components: Biological Science, Fourth Edition MasteringBiology® with Pearson eText Student Access Kit

For nearly two decades, *On Cooking: A Textbook of Culinary Fundamentals* has instructed thousands of aspiring chefs in the culinary arts. The Fifth Edition Update continues its proven approach to teaching both the principles and practices of culinary fundamentals while guiding you toward a successful career in the culinary arts. *¿ Teaching and Learning Experience: ¿ The text's time-tested approach is further enhanced with MyCulinaryLab(tm), a dynamic online learning tool that helps you succeed in the classroom. MyCulinaryLab(tm) enables you to study and master content online-in your own time and at your own pace Builds a strong foundation based on sound fundamental techniques that focus on six areas essential to a well-rounded culinary professional--Professionalism, Preparation, Cooking, Garde Manger, Baking, and Presentation A wealth of chapter features helps you learn, practice, and retain concepts ¿ This is the stand alone version of the text. A package is available containing both the text and MyCulinaryLab with Pearson eText using ISBN: 0133829170.*

Do you want your students to just take psychology or to experience psychology? Experience Psychology is a complete learning system that empowers students to personally, critically, and actively experience the impact of psychology in everyday life. Experience Psychology is about, well, experience—our own behaviors; our relationships at home and in our communities, in school and at work; and our interactions in different learning environments. Grounded in meaningful real-world contexts, Experience Psychology's contemporary examples, personalized author notes, and

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applied exercises speak directly to students, allowing them to engage with psychology and to learn verbally, visually, and experientially—by reading, seeing, and doing. With the Experience Psychology learning system, students do not just “take” psychology but actively experience it. Experience a Personalized Approach How many students think they know everything about introductory psychology but struggle on the first exam? LearnSmart, McGraw-Hill’s adaptive learning system, pinpoints students’ metacognitive abilities and limitations, identifying what they know—and more importantly, what they don’t know. Using Bloom’s Taxonomy and a highly sophisticated “smart” algorithm, LearnSmart creates a personalized, customized study plan that’s unique to each individual student’s demonstrated needs. With virtually no administrative overhead, instructors using LearnSmart are reporting an increase in student performance by a letter-grade or more. Throughout Experience Psychology, students find a wealth of personal pedagogical “asides” directly from Laura King to guide their understanding and stimulate their interest as they read. Some of these helpful notes highlight crucial terms and concepts; others prompt students to think critically about the complexities of the issues; other notes encourage students to apply what they have learned to their prior reading or to a new situation. These mini-conversations between author and students help develop analytical skills for students to carry and apply well beyond their course. Experience an Emphasis on Critical Thinking Experience Psychology stimulates critical reflection and analysis. Challenge Your Thinking sidebar features involve students in debates relevant to findings from contemporary psychological research. Thought-provoking questions encourage examination of the evidence on both sides of a debate or issue. Also oriented toward critical thought are the text’s Intersection selections. Showcasing studies in different areas

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of psychological research that are being conducted on the same topic, the Intersections shed light on the links between, and the reciprocal influences of, this exciting work, and they raise provocative questions for student reflection and class discussion. Experience an Emphasis on Active Engagement With the new Experience It! feature, students can use their mobile devices to practice and master key concepts wherever and whenever they choose. By snapping easily located QR codes, students gain access to videos, Concept Clips, and related news articles, for a highly portable, rich, and immersive experience that powerfully reinforces the chapter reading. Through Do It!, a series of brief, reoccurring sidebar activities linked to the text reading, students get an opportunity to test their assumptions and learn through hands-on exploration and discovery. Reinforcing that the science of psychology requires active participation, Do It! selections include, for example, an exercise on conducting an informal survey to observe and classify behaviors in a public setting, as well as an activity guiding students on how to research a “happiness gene.” Such exercises provide students with a vibrant and involving experience that gets them thinking as psychologists do. Experience Psychology helps students to perform to their maximum potential in and out of the classroom, fully engaging them in the content and experiences that comprise the world’s most popular undergraduate major.

What could possibly keep Lewis Tiggles from enjoying his twelfth birthday and the last day of school before summer vacation? Having his sister, Lallie, under foot might spoil his special day. But what he doesn't know is that together with Lallie, their precocious cat, and a friendly mouse, they'll all be sucked into a watery hole in the wake of a very strange storm that strikes their seaside village of Mousehole, England. A terrifying voyage through the depths of the ocean takes them

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to a mysterious place called Pood: a hostile, threatening land filled with secrecy and oddities. When they learn that three Topland children are being held captive in Pood, a race begins to rescue them and find a way home. But finding a way out is not so easy when you're trapped under the sea in a place that brings things in, but never lets them out.

Written by two leading scholar-practitioners in the field, *International Civil Litigation in United States Courts* offers a unique combination of excerpts of cases and materials, commentary, and detailed notes--in an accessible framework that integrates topics seamlessly. Much like the newly released edition of Mr. Born's *International Arbitration* casebook, this text promises to be the leader in its field. The Fifth Edition provides a thoroughly updated survey of the field, canvassing recent developments, such as the stream-of-commerce theory of personal jurisdiction, the immunity of government officials after *Samantar*, and the extraterritorial application of federal statutes after *Morrison*. Each chapter contains non-U.S. materials which support a comparative study of the topics covered in the book. *International Civil Litigation in United States Courts* features broad and inclusive coverage a manageable and transparent organization of topics extraordinary authorship that brings a wealth of experience in teaching and practice to every page integrated coverage of conflicts of laws enduring value as a reference source Updated throughout, highlights of the Fifth Edition reflect significant developments in the field: analyzes the most recent Supreme Court decisions in the field like *Samantar*, *Morrison* and the upcoming stream of commerce cases traces subsequent lower court activity following path breaking decisions like *Sosa* and *Intel* covers major legislative activity like the recent overhaul of the Foreign Sovereign Immunities Act even greater emphasis on comparative analysis of the topics covered such as jurisdiction, judgments and forum

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selection

Available in a 2-volume format, Nachalo is the most exciting text available for beginning Russian courses. Written by a respected team of Russian scholars and linguists, Nachalo presents grammar functionally and teaches students the four skills of listening, speaking, reading, and writing within the context of a wealth of cultural information. The abundant practice material in Nachalo ranges from focused and controlled to open-ended and communicative. Nachalo features an on-going story set in Russia with a cast of Russian and American characters, exposing students to new vocabulary and structures in authentic situations. Most exciting of all, Nachalo includes the most extensive package of support materials for any beginning Russian text on the market, including a video tied specifically to the text, shot on location in Moscow. The Second Edition is even more powerful with a text-specific Website and an all new student CD-ROM.

The third edition of International Communication examines the profound changes that have taken place, and are continuing to take place at an astonishing speed, in international media and communication. Building on the success of previous editions, this book maps out the expansion of media and telecommunications corporations within the macro-economic context of liberalisation, deregulation and privatisation. It then goes on to explore the impact of such growth on audiences in different cultural contexts and from regional, national and international perspectives. Each chapter contains engaging case studies which exemplify the main concepts and arguments.

Atkins' Physical Chemistry: Molecular Thermodynamics and Kinetics is designed for use on the second semester of a quantum-first physical chemistry course. Based on the hugely popular Atkins' Physical Chemistry, this volume approaches

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molecular thermodynamics with the assumption that students will have studied quantum mechanics in their first semester. The exceptional quality of previous editions has been built upon to make this new edition of Atkins' Physical Chemistry even more closely suited to the needs of both lecturers and students. Re-organised into discrete 'topics', the text is more flexible to teach from and more readable for students. Now in its eleventh edition, the text has been enhanced with additional learning features and maths support to demonstrate the absolute centrality of mathematics to physical chemistry. Increasing the digestibility of the text in this new approach, the reader is brought to a question, then the math is used to show how it can be answered and progress made. The expanded and redistributed maths support also includes new 'Chemist's toolkits' which provide students with succinct reminders of mathematical concepts and techniques right where they need them. Checklists of key concepts at the end of each topic add to the extensive learning support provided throughout the book, to reinforce the main take-home messages in each section. The coupling of the broad coverage of the subject with a structure and use of pedagogy that is even more innovative will ensure Atkins' Physical Chemistry remains the textbook of choice for studying physical chemistry.

Kory Floyd's approach to interpersonal communication stems from his research area where he studies the positive impact of communication on our health and well-being. Interpersonal Communication 2e shows students how effective interpersonal communication can make their lives better. With careful consideration given to the impact of computer-mediated communication, the program reflects the rapid changes of the modern world that today's students live and interact in, and helps them understand and build interpersonal skills and choices for their lives academically,

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personally, and professionally.

With this, his first collection of stories, Raymond Carver breathed new life into the American short story. Carver shows us the humor and tragedy that dwell in the hearts of ordinary people; his stories are the classics of our time. "[Carver's stories] can ... be counted among the masterpieces of American Literature." --The New York Times Book Review

"One of the great short story writers of our time--of any time." --The Philadelphia Inquirer "The whole collection is a knock out. Few writers can match Raymond Carver's entwinning style and language." --The Dallas Morning News

In August 1870, Mother Aloysia Lowe and five Sisters of Charity from Cincinnati arrived in Altoona, Pennsylvania, to found a new community of sisters for the Diocese of Pittsburgh. Western Pennsylvania, with its throngs of newly immigrated Catholics and burgeoning industry, witnessed the growth of parishes and quality schools. Mother Aloysia purchased a 200-acre property in Greensburg in 1882 to accommodate the growing community. It became known as Seton Hill. The Sisters of Charity of Seton Hill, following in the footsteps of St. Elizabeth Ann Seton, St. Vincent de Paul, and St. Louise de Marillac, have dedicated their lives in service of others. From the establishment of groundbreaking educational institutions, including Seton Hill University, to the operation of advanced

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health-care facilities and vital social service programs, the Sisters of Charity of Seton Hill influenced the lives of thousands of Americans. The pioneering spirit of these Sisters of Charity, evidenced in their expansive mission work in Arizona, California, and Louisiana, culminated in 1960 with a mission to Korea. The Korean Province and the United States now unite the Sisters of Charity of Seton Hill as an international congregation.

This book covers the field of machine learning, which is the study of algorithms that allow computer programs to automatically improve through experience. The book is intended to support upper level undergraduate and introductory level graduate courses in machine learning.

Now in its sixth edition, **ELECTRICITY AND CONTROLS FOR HVAC-R** equips readers with the information needed to work effectively with all types of motors and control devices found in the heating and air-conditioning industry. Prior knowledge of electricity is not required as this book begins with discussion of essential basic electricity and electrical circuits concepts. Numerous schematic diagrams and step-by-step troubleshooting procedures are included to acquaint readers with all of the different types of circuits commonly encountered in the HVAC-R field. Important Notice: Media content referenced within the product description or the product text may

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not be available in the ebook version.

CD-ROM contains: investigations, videos, word study & glossary, cumulative tests and chapter guides.

American Indian Law Cases and Commentary West Academic

This convenient, money-saving package is a must-have for nursing students! It includes deWit's Fundamental Concepts and Skills for Nursing, 2nd edition text & Mosby's Nursing Video Skills: Student Online Version 3.0.

This casebook provides a lucid introduction to the legal relationships between American Indian tribes and the federal government and the individual states. With original contextual material, the authors highlight the field's profound contradictions yet also emphasize its application and real world effects. The casebook incorporates the foundational cases with statutory text, hypothetical questions and other learning tools, and photographs and images to enhance student engagement. The chapters also highlight tribal actions that shaping and respond to the law, and include materials on tribal courts, constitutions, and other sovereign institutions. Throughout, students are exposed to differing scholarly views regarding the coherence and effects of this body of law.

M: Advertising 2e was created with students' and professors' needs in mind. It explores the core

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principles that drive advertising, using a lively voice that goes beyond academic theory. The authors' goal was to present advertising as it is actually practiced and make the fundamentals accessible and relevant to the student's "real life." This approach truly transcends the conceptual and propels students into an exciting and practical dimension. Students receive a cost - effective, easy to read, focused text complete with study resources to help them review for tests and apply chapter concepts. Professors receive a text that contains all the pertinent information - yet in a more condensed format that is easier to cover by students. McGraw-Hill Connect assignments are provided to utilise the power of the web, providing application of concepts for students and automatically grade materials to support instructors.

Wake up to the new, 5th edition of "Arriba!" "Brief." Built on a balance of solid grammar and communication skills, the eclectic, balanced approach of "Arriba!" "Brief "gives you the broad foundation that you need to learn Spanish. Culture frames and infuses every chapter giving you a doorway into the cultures of the Spanish speaking world. Rich in pedagogy and supported by carefully integrated supplementary materials, this complete and versatile program is the result of years of development and class testing. Now, more than ever, "Arriba!" "Brief "brings the Spanish-speaking

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world to you and gives you the tools and motivation to successfully master Elementary Spanish. This Books a la Carte Edition is an unbound, three-hole punched version of the textbook and provides students the opportunity to personalize their book by incorporating their own notes and taking only the portion of the book they need to class -- all at an affordable price.

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