The Simplicity Survival Handbook 32 Ways To Do Less And Accomplish More Bill Jensen

Presents a guide for dealing with grief and loss, detailing five steps of healing that can lead to a lifestyle alignment with personal values and new possibilities for a re-engaged life.

How to build robust, maintainable solutions with Visio's ShapeSheet and Automation development environments The New York Times—bestselling author and cancer survivor tells how to hold on to joy in times of sorrow in this "absolutely beautiful book" (Sue Monk Kidd). The prize-winning author of such modern literary classics as Practical Magic, The World That We Knew, and The Marriage of Opposites, Alice Hoffman is also a cancer survivor. In Survival Lessons, she shares her transformative journey, showing us how to re-envision our own lives and relationships with our friends and family, and the significance of the everyday choices we make. Sorrow and joy are both part of the human experience, and the beauty of the world is easy to overlook during periods of crisis, illness, or loss. Here, Hoffman offers wit, wisdom, and comfort in "an optimistic instruction manual [for] anyone struggling with self-care in a time of trouble" (Story Circle Book Reviews). "In this gem of a book, Alice Hoffman acknowledges the sorrows of life, while reminding us of its joys. Survival Lessons is filled with love, insight, and lots of practical advice—including a crazy-good brownie recipe." —Will Schwalbe, New York Times—bestselling author of The End of Your Life Book Club "Hoffman's storytelling artistry enlivens each intimate, thoughtfully distilled, charming, and nurturing lesson in living." —Booklist "[Survival Lessons] is not about [Hoffman's] breast cancer per se but about making choices that will improve readers' lives and relationships and remind them 'of the beauty of life." —Library Journal "Full of smart intentions and kind reminders . . . Uplifting advice we'll gladly take." —Better Homes & Gardens

The must-read summary of Bill Jensen's book: "The Simplicity Survival Handbook: 32 Ways to Do Less and Accomplish More". This complete summary of the ideas from Bill Jensen's book "The Simplicity Survival Handbook" shows that to accomplish more, you should find tangible ways to do less of the stuff that doesn't matter and more of the stuff that does. In his book, the author explains that, in practical terms, this means simplifying things and getting back to the basic, productive activities which will generate the bulk of the value that you personally add. This summary will teach you how to do exactly that and allow you to spend more time applying your unique talents on what genuinely matters. Added-value of this summary: • Save time • Understand key concepts • Expand your knowledge To learn more, read "The Simplicity Survival Handbook" and discover the key to getting back to basics and focusing on what really matters.

"Jonah Lehrer has a lot to offer the world....The book is interesting on nearly every page....Good writers make writing look easy, but what people like Lehrer do is not easy at all." —David Brooks, The New York Times Book Review Science writer Jonah Lehrer explores the mysterious subject of love. Weaving together scientific studies from clinical psychologists, longitudinal studies of health and happiness, historical accounts and literary depictions, child-rearing manuals, and the language of online dating sites, Jonah Lehrer's A Book About Love plumbs the most mysterious, most formative, most important impulse governing our lives. Love confuses and compels us—and it can destroy and define us. It has inspired our greatest poetry, defined our societies and our beliefs, and governs our biology. From the way infants attach to their parents, to the way we fall in love with another person, to the way some find a love for God or their pets, to the way we remember and mourn love after it ends, this book focuses on research that attempts, even in glancing ways, to deal with the long-term and the everyday. The most dangerous myth of love is that it's easy, that we fall into the feeling and then the feeling takes care of itself. While we can easily measure the dopamine that causes the initial feelings of "falling" in love, the partnerships and devotions that last decades or longer remain a mystery. This book is about that mystery. Love, Lehrer argues, is not built solely on overwhelming passion, but, fascinatingly, on a set of skills to be cultivated over a lifetime.

A practical and humorous guide to managing in today's fast-paced world presents step-by-step techniques for communicating more effectively, setting priorities, and balancing conflicting demands while avoiding pitfalls that take up unnecessary time. 25,000 first printing.

Simple Guidance to Change your Life and Inspire Better Health, Wellness, and Fulfillment In a world full of people who are

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searching for big change, The Little Book of Big Life Change explores nine key elements of well-being and offers a wide-spanning, complete approach to regaining balance in our lives. Interweaving science with experience and ancestral wisdom, health and wellness guide Carrie Ciula helps us understand the ways that we can be living in a state of imbalance and shows us how to hone in on a few all-important, but often pushed-aside parts of life: nutrition, breath, movement, rest, cleansing, thought, unity, purpose, and love. This book will help you: Better understand the food you eat Decrease the amount of unwanted substances surrounding you Become aware of your thoughts and how they affect the way you feel Be mindful of what you buy And so much more Anyone who feels as though they aren't fully experiencing the life that they are here to experience, or who is drawn to improving their sense of joy and fulfillment, will be guided toward a deeper knowing that true balance happens as we learn to support the feeling of being content, connected, and complete within one's self—the feeling of being whole.

In a world of more-better-faster, the challenges and stresses have never been greater: too much to do, not enough time. And in an economy where worker talent (know-how, energy, attention, commitment, and creativity) is at a premium, everyone is trying to maximize personal productivity. In The Simplicity Survival Handbook, Bill Jensen offers the antidote you're seeking: a practical guide to doing less in a world of more, and making it count. From "How to Write Shorter Emails for Better Results" to "How to Use Your Mentor to Help You Do Less," Jensen offers step-by-step strategies, tactics, and techniques for communicating more effectively, setting priorities, and balancing the competing demands on your time, while avoiding the time-sinkers. He takes on corporate foolishness, walking you through how to be more productive and take greater control of your workday and, by extension, your life.

A biologist argues that simplicity is the guiding principle of the universe Centuries ago, the principle of Ockham's razor changed our world by showing simpler answers to be preferable and more often true. In Life Is Simple, scientist Johnjoe McFadden traces centuries of discoveries, taking us from a geocentric cosmos to quantum mechanics and DNA, arguing that simplicity has revealed profound answers to the greatest mysteries. This is no coincidence. From the laws that keep a ball in motion to those that govern evolution, simplicity, he claims, has shaped the universe itself. And in McFadden's view, life could only have emerged by embracing maximal simplicity, making the fundamental law of the universe a cosmic form of natural selection that favors survival of the simplest. Recasting both the history of science and our universe's origins, McFadden transforms our understanding of ourselves and our world.

Krakauer's page-turning bestseller explores a famed missing person mystery while unraveling the larger riddles it holds: the profound pull of the American wilderness on our imagination; the allure of high-risk activities to young men of a certain cast of mind; the complex, charged bond between fathers and sons. "Terrifying... Eloquent... A heart-rending drama of human yearning." —New York Times In April 1992 a young man from a well-to-do family hitchhiked to Alaska and walked alone into the wilderness north of Mt. McKinley. He had given \$25,000 in savings to charity, abandoned his car and most of his possessions, burned all the cash in his wallet, and invented a new life for himself. Four months later, his decomposed body was found by a moose hunter.

How Christopher Johnson McCandless came to die is the unforgettable story of Into the Wild. Immediately after graduating from college in 1991, McCandless had roamed through the West and Southwest on a vision quest like those made by his heroes Jack London and John Muir. In the Mojave Desert he abandoned his car, stripped it of its license plates, and burned all of his cash. He would give himself a new name, Alexander Supertramp, and, unencumbered by money and belongings, he would be free to wallow in the raw, unfiltered experiences that nature presented. Craving a blank spot on the map, McCandless simply threw the maps away. Leaving behind his desperate parents and sister, he vanished into the wild. Jon Krakauer constructs a clarifying prism through which he reassembles the disquieting facts of McCandless's short life. Admitting an interst that borders on obsession, he searches for the clues to the drives and desires that propelled McCandless. When McCandless's innocent mistakes turn out to be irreversible and fatal, he becomes the stuff of tabloid headlines and is dismissed for his naiveté, pretensions, and hubris. He is said to have had a death wish but wanting to die is a very different thing from being compelled to look over the edge. Krakauer brings McCandless's uncompromising pilgrimage out of the shadows, and the peril, adversity, and renunciation sought by this enigmatic young man are illuminated with a rare understanding--and not an ounce of sentimentality. Mesmerizing, heartbreaking, Into the Wild is a tour de force. The power and luminosity of Jon Krakauer's stoytelling blaze through every page.

Looks at a successful software project and provides details for software development for clients using object-oriented design and programming.

Once You Catch The User Experience Bug, the world changes. Doors open the wrong way, websites don't work, and companies don't seem to care. And while anyone can learn the UX remedies---usability testing, personas, prototyping and so on---unless your organization "gets it," putting them into practice is trickier. Undercover User Experience is a pragmatic guide from the front lines, giving frank advice on making UX work in real companies with real problems. Readers will learn how to fit research, idea generation, prototyping and testing into their daily workflow, and how to design good user experiences under the all-too-common constraints of time, budget and culture. "A wonderful, proctical, yet subversive book. Cennydd and James teach you the subtle art of fighting for---and then designing for---users in a hostile world."---Joshua Porter, co-founder Performable and co-creator of 52 weeksofUX. com

The dumpster fire of life rages on, but you got this. Practice six rules to keep you grounded, weather the storm, and actually be a decent person. It may seem like the world is going to hell in a hand basket right now. Whether it's big stuff like politics and climate change, or just the daily spin of paying your bills, getting to work on time, and fending off social media trolls, we can all admit, modern life ain't easy. Here are six really good guiding principles, inspired from the ancient wisdom of Buddhism and mindfulness practice, to keep you anchored and steady amidst the chaos.

The Day Tomorrow Said No is a leadership book with a bold call to action: To change the conversation about and the leadership of the future of work.

In lively, mordantly witty prose, Negroponte decodes the mysteries--and debunks the hype--surrounding bandwidth, multimedia,

virtual reality, and the Internet, and explains why such touted innovations as the fax and the CD-ROM are likely to go the way of the BetaMax. "Succinct and readable. . . . If you suffer from digital anxiety . . . here is a book that lays it all out for you."--Newsday. Why work harder than you have to? One manager kept his senior execs happy by secretly hacking into the company's database to give them the reports they needed in one third of the time. Hacking is a powerful solution to every stupid procedure, tool, rule, and process we are forced to endure at the office. Benevolent hackers are saving business from itself. It would be so much easier to do great work if not for lingering bureaucracies, outdated technologies, and deeply irrational rules and procedures. These things are killing us. Frustrating? Hell, yes. But take heart-there's an army of heroes coming to the rescue. Today's top performers are taking matters into their own hands: bypassing sacred structures, using forbidden tools, and ignoring silly corporate edicts. In other words, they are hacking work to increase their efficiency and job satisfaction. Consultant Bill Jensen teamed up with hacker Josh Klein to expose the cheat codes that enable people to work smarter instead of harder. Once employees learn how to hack their work, they accomplish more in less time. They cut through red tape and circumvent stupid rules. For instance, Elizabeth's bosses wouldn't sign off on her plan to improve customer service. So she made videotapes of customers complaining about what needed fixing and posted them on YouTube. Within days, public outcry forced senior management to reverse its decision. Hacking Work reveals powerful technological and social hacks and shows readers how to apply them to sidestep bureaucratic boundaries and busywork. It's about making the system work for you, not the other way around, so you can take control of your workload, increase your productivity, and help your company succeed-in spite of itself.

UNSTOPPABLE takes the most valuable lessons and top commonalities on how to succeed and lays out the 9 principles for unlimited success... in both business, and in life. Proven by author Kelly Roach's award-winning career in corporate and as an entrepreneur, UNSTOPPABLE is set to inspire everyone from the new entrepreneur to the seasoned CEO. In this much anticipated book, Kelly Roach breaks down the top lessons she's learned throughout her award-winning career, blended together with lessons from some of the top industry leaders in the world today in a way that's easy-to understand and motivating. From NFL Cheerleader to million dollar business mogul, internationally acclaimed entrepreneur, business coach, and rapid results expert, Kelly knows first-hand what it takes to become "unstoppable." "UNSTOPPABLE delivers an exact play-by-play for taking the goals and dreams you have had for years and finally making them a reality. That's what I want for you. I want you to see that there's more out there: more freedom, more fulfillment, more joy, and yes, more money. It's all there waiting for you, if you're willing to go after it." Inside UNSTOPPABLE, you'll discover how Kelly went from immense financial struggle to building millions for herself and others, year after year. The book is divided into three parts, strategically guiding readers from where they are to where they want to be: Part 1: Financial Abundance - Shifting Your Mindset & Setting Yourself Up For Success Part 2: Freedom - Escaping the Madness & Creating Your Ideal Business And Life Part 3: Unstoppable Success - Turning The New You Into Momentum & Epic Impact Kelly's dream is to help others fulfill their own. In UNSTOPPABLE, she is helping thousands of people do just that. You'll discover the key actions, strategies, and mindset to unlock your true potential for wealth, happiness, and success in every area of

life, no matter where you are today. It all starts with simple keys that will leverage your time and revenue and allow you to work in your genius zone. These are the same thoughts and beliefs embodied by 6- and 7-figure entrepreneurs that will virtually guarantee your freedom, fulfillment, and financial success. This book is praised by top entrepreneurs, CEO's, and brands throughout the world, and brings a combination of motivation with simple, but practical steps that are sure to make an impact on reader's lives for years to come.

Answers common questions about divorce, its effects on the family, relationships with parents after a divorce, and related matters, and provides observations from children who have experienced a divorce in their families.

What Is Your Life's Work? captures a most extraordinary moment in each of our lives—the time when we sit down with loved ones and attempt to answer the big question about what really matters. Bill Jensen has created a wonderfully practical space for you to explore who you are, what you stand for, what you believe in, what's risky, what's not, what's worth it, what you're struggling with, and what you've accomplished. He has captured the intimate exchanges between mothers and daughters, fathers and sons, and caring teammates—all talking about what really matters at work, and in life. Their conversations are as real as yours would be: "Don't kiss tush, beware carnivorous sheep." "Honey, there are no shortcuts." "My daughter was limp with pain ... and I'm worried about deadlines. What was I thinking?!?!" "Speak up if you don't agree." "Be a respectful rebel." In What Is Your Life's Work? you will discover a new way to see and know who you are in today's more-better-faster world. Exposed is what usually stays private; the raw truths we've all experienced, the personal frailties and mistakes we'd like to hide, and the proudest achievements we'd like to celebrate. In the letters and work diaries of others, we see ourselves. In their struggles, we see our own. Bill Jensen has made it his life's work to battle corporate stupidity and help us all simplify our workdays, take more control, and rediscover our passions. As your trail guide and partner, he will take you through five distinct discoveries that thousands have encountered in finding their voices: Finding Yourself Finding the Lessons to Be Learned, the Questions to Be Asked Finding the Choices That Really Matter Finding the Courage to Choose Finding Joy, Serenity, and Fulfillment While it touches your heart and lifts your soul, What Is Your Life's Work? does not shy away from difficult introspection. You are an active participant in this book. Yes, you will find value here—stories of people like you, new ways of looking at what really matters, or simple confirmation that others have chosen the same path as you. But the ultimate takeaway asks something of you in return: Take something from this book and pay it forward. Start a new conversation with a loved one about what really matters—about your own life's work. You will get back even more than you give. You will have brought these pages to life.

The updated and expanded fourth edition of this classic text offers a solid foundation in occupational therapy processes to identify and address the needs of persons with mental health problems. This edition reflects continued developments in basic neuroscience, psychopharmacology, occupational therapy theory, and evaluation and treatment methods. New content in this expanded text fulfills criteria set out in the American Occupational Therapy Association's Standards for an Accredited Educational Program for the Occupational Therapy Assistant.

This user-friendly handbook focuses on five facets essential to successful organizations—mission, strategy, organizational structure, people, and leadership—to help principals become proactive, effective school leaders.

Olivier Roland offers an inspiring road map to help readers get more out of life as an 'Intelligent Rebel' and find success and fulfilment by breaking out of the system. Do you dream of a less stressful life? Break out of the system, embrace your purpose and shape your own journey to success and fulfilment. We're not designed for a one-size-fits-all education or lifestyle-so why not choose a path where you can make your own rules, follow your passions, and live a rewarding, purpose-fueled life? Breaking out of the "system" and becoming an entrepreneur or a creator can be daunting, but with this step-by-step guide to taking charge of your life, realizing your individual potential, and building a sustainable business with minimal risk, you'll discover that the way of the intelligent rebel is ultimately a path to freedom and self-realization. You'll learn how to: • navigate the limitations of traditional education to learn effectively • create a viable and sustainable business that serves your lifestyle • implement cutting-edge business tools and strategies for success • start your business part-time, even if you have a job or studies • hack your self-led learning with revolutionary techniques • embrace your purpose and live with happiness and freedom

A self-coaching book that helps you find challenging, fulfilling, and impactful work "in a manner similar to What Color Is Your Parachute?" (Seattle Pi). When you're up to your eyeballs answering emails, returning phone calls, attending meetings, and scrambling to get that project done, you can turn to this inspirational, motivating, and at times playful book for invaluable guidance. In fifteen exercises, Do More Great Work shows how you can finally do more of the work that pushes you forward, stretches your creativity, and truly satisfies you. The exercises are "maps"—brilliantly simple visual tools that help you find, start, and sustain Great Work, revealing how to: Find clues to your own Great Work—they're all around you Locate the sweet spot between what you want to do and what your organization wants you to do Generate new ideas and possibilities quickly Best manage your overwhelming workload Double the likelihood that you'll do what you want to do All it takes is ten minutes a day, a pencil, and a willingness to change. Do More Great Work will not only help you identify what the Great Work of your life is, it will tell you how to do it. "Great work really does come in small packages! This little book is a dynamo of 'great work truths.'" —Marshall Goldsmith, #1 New York Times—bestselling author of Triggers "[Stanier] has an ability to shake our tree and make us more conscious and responsible. And the best part—he makes it easy and fun." —David Allen, New York Times—bestselling author of Getting Things Done "We finally have the definitive treatise on PyTorch! It covers the basics and abstractions in great detail. I hope this book becomes your extended reference document."—Soumith Chintala, co-creator of PyTorch Key Features Written by PyTorch's creator and key contributors Develop deep learning models in a familiar Pythonic way Use PyTorch to build an image classifier for cancer detection Diagnose problems with your neural network and improve training with data augmentation Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning

Publications. About The Book Every other day we hear about new ways to put deep learning to good use: improved medical imaging, accurate credit card fraud detection, long range weather forecasting, and more. PyTorch puts these superpowers in your hands. Instantly familiar to anyone who knows Python data tools like NumPy and Scikit-learn, PyTorch simplifies deep learning without sacrificing advanced features. It's great for building guick models, and it scales smoothly from laptop to enterprise. Deep Learning with PyTorch teaches you to create deep learning and neural network systems with PyTorch. This practical book gets you to work right away building a tumor image classifier from scratch. After covering the basics, you'll learn best practices for the entire deep learning pipeline, tackling advanced projects as your PyTorch skills become more sophisticated. All code samples are easy to explore in downloadable Jupyter notebooks. What You Will Learn Understanding deep learning data structures such as tensors and neural networks Best practices for the PyTorch Tensor API, loading data in Python, and visualizing results Implementing modules and loss functions Utilizing pretrained models from PyTorch Hub Methods for training networks with limited inputs Sifting through unreliable results to diagnose and fix problems in your neural network Improve your results with augmented data, better model architecture, and fine tuning This Book Is Written For For Python programmers with an interest in machine learning. No experience with PyTorch or other deep learning frameworks is required. About The Authors Eli Stevens has worked in Silicon Valley for the past 15 years as a software engineer, and the past 7 years as Chief Technical Officer of a startup making medical device software. Luca Antiga is co-founder and CEO of an AI engineering company located in Bergamo, Italy, and a regular contributor to PyTorch. Thomas Viehmann is a Machine Learning and PyTorch speciality trainer and consultant based in Munich, Germany and a PyTorch core developer. Table of Contents PART 1 - CORE PYTORCH 1 Introducing deep learning and the PyTorch Library 2 Pretrained networks 3 It starts with a tensor 4 Realworld data representation using tensors 5 The mechanics of learning 6 Using a neural network to fit the data 7 Telling birds from airplanes: Learning from images 8 Using convolutions to generalize PART 2 - LEARNING FROM IMAGES IN THE REAL WORLD: EARLY DETECTION OF LUNG CANCER 9 Using PyTorch to fight cancer 10 Combining data sources into a unified dataset 11 Training a classification model to detect suspected tumors 12 Improving training with metrics and augmentation 13 Using segmentation to find suspected nodules 14 End-to-end nodule analysis, and where to go next PART 3 - DEPLOYMENT 15 Deploying to production

An overview of the latest version of Outlook 2007 furnishes readers with insider guidelines and helpful advice on how to best exploit the new features, functions, and capabilities of the application, covering everything from simple tasks such as working with schedules to managing contacts and using macros to expedite repetitive tasks. Original. (All Users) Dieses Buch gibt Medical Advisors, medizinisch-wissenschaftlichen Fachreferenten und Medical-Marketing-Managern

der Arzneimittelindustrie? das erforderliche Know-how zur Realisierung des vollen medizinischen und wirtschaftlichen Potenzials eines Arzneimittels.

Drawing from a study of over 2,500 people in 460 companies, Simplicity has been hailed as " a breakthrough in the design of understanding," a book that "outlines the future of leadership." It's a powerful guide to working smarter, not harder, and, in the process, creating more flexible and productive organizations, more compelling experiences for customers, and more fulfilling work for everyone.

Werden Sie von diesem Buch profitieren? Ja, insbesondere wenn Sie im Marketing oder Produktmanagement der Arzneimittelindustrie tätig sind. Sie finden hier aktuelles Know-how mit Beispielen, Fallstudien und Empfehlungen. Für die zweite Auflage hat Dr. Günter Umbach wertvolle Tipps eingefügt, etwa zum wirkungsvollen Online-Marketing mit Social Media, Newslettern und Webseiten inklusive Suchmaschinen-Optimierung.

The high-level language of R is recognized as one of the most powerful and flexible statistical software environments, and is rapidly becoming the standard setting for quantitative analysis, statistics and graphics. R provides free access to unrivalled coverage and cutting-edge applications, enabling the user to apply numerous statistical methods ranging from simple regression to time series or multivariate analysis. Building on the success of the author's bestselling Statistics: An Introduction using R, The R Book is packed with worked examples, providing an all inclusive guide to R, ideal for novice and more accomplished users alike. The book assumes no background in statistics or computing and introduces the advantages of the R environment, detailing its applications in a wide range of disciplines. Provides the first comprehensive reference manual for the R language, including practical guidance and full coverage of the graphics facilities. Introduces all the statistical models covered by R, beginning with simple classical tests such as chi-square and t-test. Proceeds to examine more advance methods, from regression and analysis of variance, through to generalized linear models, generalized mixed models, time series, spatial statistics, multivariate statistics and much more. The R Book is aimed at undergraduates, postgraduates and professionals in science, engineering and medicine. It is also ideal for students and professionals in statistics, economics, geography and the social sciences. A resource for everyday golfers draws on the author's consultations with instructors, players, caddies, psychiatrists, economists, and Zen masters to share lighthearted, therapeutic advice on essential game skills.

From National Book Award in Fiction finalist Andrew Krivak comes a gorgeous fable of Earth's last two human inhabitants, and a girl's journey home In an Edenic future, a girl and her father live close to the land in the shadow of a lone mountain. They possess a few remnants

of civilization: some books, a pane of glass, a set of flint and steel, a comb. The father teaches the girl how to fish and hunt, the secrets of the seasons and the stars. He is preparing her for an adulthood in harmony with nature, for they are the last of humankind. But when the girl finds herself alone in an unknown landscape, it is a bear that will lead her back home through a vast wilderness that offers the greatest lessons of all, if she can only learn to listen. A cautionary tale of human fragility, of love and loss, The Bear is a stunning tribute to the beauty of nature's dominion. Andrew Krivak is the author of two previous novels: The Signal Flame, a Chautauqua Prize finalist, and The Sojourn, a National Book Award finalist and winner of both the Chautauqua Prize and Dayton Literary Peace Prize. He lives with his wife and three children in Somerville, Massachusetts, and Jaffrey, New Hampshire, in the shadow of Mount Monadnock, which inspired much of the landscape in The Bear.

A five-step strategy for turning a commodity into a necessity When products and services become interchangeable, price becomes the ultimate determinant for consumers. Indispensable shows businesses how to break out of that cycle by using The Five Drivers-a strategy that takes companies to the next level of performance. Renowned business consultant Joe Calloway looks at how real companies have made their product or service "mission critical," and satisfied customers in the process. Indispensable goes straight to the heart of the issue and reveals how successful companies-of any size, in virtually any manufacturing, selling, or service endeavor-achieve market leadership through The Five Drivers of fierce customer loyalty. Indispensable shows readers how to: * Create and sustain momentum: overcome organizational inertia and keep moving forward * Develop habitual dependability: make consistency of performance a defining characteristic * Connect continuously * See the Big Picture Outcome: create compelling customer experiences * Engage, Enchant, Enthrall: make magic in the marketplace With interviews, detailed case studies, and dozens of real-world, effective customer service ideas and initiatives, Indispensable is just what today's forward-thinking businesses need.

'How to Invent Everythingis such a cool book' -- Randall Munroe Get ready to make history better... on the second try. Imagine you are stranded in the past (your time machine has broken) and the only way home is to rebuild civilization yourself. But you need to do it better and faster this time round. In this one amazing book, you will learn How to Invent Everything. Ryan North -- bestselling author, programmer and comic book legend -- provides all the science, engineering, mathematics, art, music, philosophy, facts and figures required for this challenge. Thanks to his detailed blueprint, humanity will mature quickly and efficiently - instead of spending 200,000 years stumbling around in the dark without language, not realising that tying a rock to a string would mean we could navigate the entire world. Or thinking disease was caused by weird smells. Fascinating and hilarious, How To Invent Everythingis an epic, deeply researched history of the key technologies that made each stage of human history possible (from writing and farming to buttons and birth control) - and it's as entertaining as a great time-travel novel. So if you've ever secretly wondered if you could do history better yourself, now is your chance to find out how.

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