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the basis of this the most recent of The Compassionate Geek series of books In The Compassionate Geek The 5 Principles of IT Customer Service Success author Don R Crawley explores the five characteristics which are common among IT customer service superstars In plain language he reveals the five principles shows common roadblocks to success and lays out simple and realistic steps you can take to implement the five principles in both your professional and personal life You ll learn how to put humanity into our world of technology Written in Crawley s conversational style with personal anecdotes logic and reason and a takeaway at the end of each chapter The Compassionate Geek The 5 Principles of IT Customer Service Success is not just your guidebook to elevating your customer service success it s your guidebook to a new more self confident and compassionate way of living *The Next Generation* Tony Ryan,2017-09-05 Today s children will be an unprecedented global force are they ready The Next Generation maps out the world of possibilities ahead for today s young people and reveals the skills and habits they ll need to take full advantage of their unique futures Around 35% of the world s population is under 20 years of age known as Generation Z and Generation Alpha these children are coming of age in a world that is safer healthier wealthier and more productive than ever before Opportunities fan out in the distance for today s kids a world of possibility awaits and they will be the ones to shape the future for us all Right now it s the job of parents and educators to prepare these kids for what awaits They need an instinctual adaptability quick thinking and comfort with change They need to be technologically literate and ready to take on whatever challenges arise This book explores the evolution of coming of age in a world where teens are already an entrepreneurial force and shows you how to instill the talent skills and instincts today s children will need to make the most of their future Explore the unique opportunities that exist for today s children Discover the three capabilities that will prepare them for their dramatic journey Learn three ways in which kids can help create a worthwhile future for themselves Give them the skills they need to successfully navigate rapid never ending change Continuous technological advancements combined with our children s unprecedented levels of involvement will unleash humanity s next major social and economic evolution will your child be ready The Next Generation helps you prepare them for their journey to success [Operationalizing Culturally Relevant Leadership Learning](#) Cameron C. Beatty,Kathy L. Guthrie,2021-08-26 This book guides leadership educators in creating inclusive socially just learning spaces It offers a comprehensive approach to culturally relevant leadership pedagogy with personal narratives and practical insights It encourages educators to integrate new insights and actively engage with the content *The Practice of System and Network Administration* Thomas A. Limoncelli,Christina J. Hogan,Strata R. Chalup,2016-10-25 With 28 new chapters the third edition of The Practice of System and Network Administration innovates yet again Revised with thousands of updates and clarifications based on reader feedback this new edition also incorporates DevOps strategies even for non DevOps environments Whether you use Linux Unix or Windows this new edition describes the essential practices previously handed down only from mentor to prot g This wonderfully lucid often funny cornucopia of information introduces beginners to

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