

The Compassionate Geek

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Queen of Bad Dreams - Danny Lore 2019-12-17
Sometimes dreams—called figments—escape the dreamer's mind. And it's Daher's job to track them down. When she finds herself caught up in the dreams of politically powerful family, Daher discovers secrets about the origins of figments. WHAT HAPPENS WHEN A DREAM ESCAPES? When a dream entity known as a figment emerges from a dreamer's mind, it's Daher's job as an IJ to track them down and make the call: reinsert the figment, or grant them agency in our world. After an especially powerful figment escapes the dreams of an even more powerful politician's son, Daher is pulled headlong into an investigation that traces all the way back to the incident that sent dreams, even nightmares, spilling into our reality. Collects the complete five issue series.

Amaze Every Customer Every Time - Shep Hyken 2013-09-03
You must deliver an amazing customer experience. Why? It is the competitive edge of new-era business—in any market and any economy. Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role model, and Shep has found the perfect role model to inspire your team: Ace Hardware. Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction. Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership,

culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title. It takes the right set of tools and principles. To help you empower employees at all levels, Shep brings the content to a deeply practical level. His 52 Amazement Tools—like "Ask the extra question" and "Focus on the customer, not the money"—are simple, clear, useful for almost anybody, and supported with compelling research and stories. Between these covers, you will find the tools and tactics you need to transform your company into a seriously customer-focused operation that will amaze every customer every time.

Forest Bathing - Hector Garcia 2020-06-02
Shinrin Yoku: "taking in the forest atmosphere," the medicine of simply being in the forest, "forest bathing." From the healing properties of phytoncides (self-protective compounds emitted by plants) to the ways we can benefit from what forest spaces can teach us, Forest Bathing: The Rejuvenating Practice of Shinrin Yoku discusses the history, science and philosophy behind this age-old therapeutic practice. Examples from the ancient Celts to Henry David Thoreau remind us of the ties between humankind and the natural world—ties that have become more and more elusive to Westerners. This book explains the traditional Japanese concepts that help readers understand and share in the benefits of the Japanese approach to forest bathing—a cornerstone of healing and health care in Japan. These concepts include: Yugen: Our living experience of the world around us that is so profound as to be beyond expression Komorebi:

The interplay of leaves and sunlight Wabi sabi: Rejoicing in imperfection and impermanence The book goes on to offer guidelines for finding our replenishment in these peaceful, isolated spaces—from turning off the phone (or leaving it at home) to seeking the irregularities in nature, which in turn can make us less critical of ourselves. Finally, it offers tips not only on being fully present and mindful while you're in the forest, but also on how to take that mindfulness home with you—even if that home is the busiest and most crowded of cities.

The Compassionate Geek - Don R. Crawley 2013-10

Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, *The Compassionate Geek* is the definitive guide for delivering amazing customer service to customers and end-users. Filled with practical tips, best practices and real-world techniques, *The Compassionate Geek* is a quick read with equally fast results. Each chapter contains a reflection and discussion section to help improve customer service skills. Inside are lots of personal stories and examples of mistakes made and lessons learned in addition to an entire chapter on overcoming personal and professional obstacles. All of the information is presented in a straightforward style that can be understood and used right away. There's nothing foo-foo, just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end-users. Here's what you'll find: The four intrinsic qualities of great customer service providers Customer service tips on how to say no without alienating your customer or end user Best practices for communicating with email, including examples Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques A six-step flow chart for handling customer and end user calls Customer service skills to use when the customer or end user is wrong How to work with the different generations in the workplace Motivational stories of human triumph with reflection and discussion questions Techniques

for overcoming personal and professional obstacles All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end users.

Queen In 3-D - Brian May 2019-08

In Brian May's own words and more than 300 previously unseen 3-D photographs, *Queen in 3-D* is an insider's look at life with the rock band Queen, told for the first time. The pictures and self-penned text tell the story of Brian's discovery of the world of stereoscopy as a boy, and chronicles Queen from the early 1970s to the present day.

The Absolutely True Diary of a Part-Time Indian - Sherman Alexie 2012-01-10

Bestselling author Sherman Alexie tells the story of Junior, a budding cartoonist growing up on the Spokane Indian Reservation. Determined to take his future into his own hands, Junior leaves his troubled school on the rez to attend an all-white farm town high school where the only other Indian is the school mascot.

Heartbreaking, funny, and beautifully written, *The Absolutely True Diary of a Part-Time Indian*, which is based on the author's own experiences, coupled with poignant drawings by Ellen Forney that reflect the character's art, chronicles the contemporary adolescence of one Native American boy as he attempts to break away from the life he was destined to live. With a forward by Markus Zusak, interviews with Sherman Alexie and Ellen Forney, and four-color interior art throughout, this edition is perfect for fans and collectors alike.

This Book Is Feminist - Jamia Wilson 2021-06-29

A vibrantly illustrated introduction to intersectional feminism for next-generation changemakers. Who has power? Who creates the rules? How do identities intersect? In this next book in the *Empower the Future* series, explore the points where gender, race, class, ability, sexuality, and culture meet. Learn from author Jamia Wilson's lived experience, read the statistics, and gain strength in quotes from feminist firebrands and activists. Along the way, respond to calls to action and form your own

views on the 'F' word. This book is for everyone. Discover the history and meaning of the feminist movement through 15 reasons why feminism improves life for everyone. By exploring who has been left out of the movement historically, this book makes sure everybody is included. "I am a feminist. I've been female for a long time now. It'd be stupid not to be on my own side." —Maya Angelou

What have you been taught about who has power and who makes the rules? Have you ever been lost for words at an old-school family friend's 'kind' but sexist comments? Do you agree with equality and strive for justice, but struggle to take on the name 'Feminist'? Then read on. In this new feminist classic, the focus is intersectional from the beginning, not just as an add-on. Using the framework of 'personal is political,' Jamia Wilson—former director of the Feminist Press—analyzes her own experiences, before expanding outwards and drawing on stats, quotes, and luminaries to gain strength from. Expand what feminism means to you, your community, and society by examining these 15 themes: feminism, identity, justice, education, money, power, health, wellness, freedom, relationships, media, safety, activism and movements, innovation, and an interactive exploration of what feminism means to you. You will close the book with an understanding that history and culture play a role in shaping systems of power and of what we can do with our strengths, community, and values to help change course when needed. You won't have read a feminist tome like this before. Other inspiring books authored by Jamia Wilson: *Young Gifted and Black*, *Step Into Your Power*, and *Big Ideas for Young Thinkers*.

Superman: Dawnbreaker - Matt de la Peña
2019-03-05

THE NEW YORK TIMES BESTSELLING SERIES!
DC Icons continues with the coming-of-age story of the world's first super hero, SUPERMAN, from Newbery award-winning and #1 New York Times bestselling author MATT DE LA PEÑA. When the dawn breaks, a hero rises. Clark Kent has always been faster, stronger--better--than everyone around him. But it's not like he's earned his powers . . . yet. Lately it's difficult to hold back and keep his heroics in the shadows. When Clark follows the sound of a girl crying, he comes across Gloria Alvarez and learns that

people are disappearing from the Mexican-American and undocumented worker community in Smallville. Teaming up with his best friend, Lana Lang, Clark discovers that before he can save the world, he must save Smallville. "In his brilliant take on Superman, de la Peña shows us that there's a chance we'll all need to step up like Clark Kent—with or without a cape." —Jason Reynolds, New York Times bestselling author of *Miles Morales: Spider-Man* and *Long Way Down*

"A wonderful, bold interpretation of a DC icon that aspires to embrace all readers, new and old." —Kirkus Reviews, STARRED REVIEW

"Matt de la Peña's Superman is the quintessential American alien. Despite being caught between two worlds, he's everything we love about the Man of Steel: courageous, compassionate, and full of hope." —Gene Luen Yang, author of *New Super-Man* and National Ambassador for Young People's Literature

Act fast! The first printing includes a poster of Clark Kent! Each first printing in the DC Icons series has a limited-edition poster--collect them all to create the full image! Don't miss the rest of the DC Icons series! Read the books in any order you choose: * *Wonder Woman: Warbringer* by Leigh Bardugo * *Batman: Nightwalker* by Marie Lu * *Catwoman: Soulstealer* by Sarah J. Maas

[Reality Is Broken](#) - Jane McGonigal 2011-01-20

"McGonigal is a clear, methodical writer, and her ideas are well argued. Assertions are backed by countless psychological studies." —The Boston Globe

"Powerful and provocative . . . McGonigal makes a persuasive case that games have a lot to teach us about how to make our lives, and the world, better." —San Jose Mercury News

"Jane McGonigal's insights have the elegant, compact, deadly simplicity of plutonium, and the same explosive force." —Cory Doctorow, author of *Little Brother*

A visionary game designer reveals how we can harness the power of games to boost global happiness. With 174 million gamers in the United States alone, we now live in a world where every generation will be a gamer generation. But why, Jane McGonigal asks, should games be used for escapist entertainment alone? In this groundbreaking book, she shows how we can leverage the power of games to fix what is wrong with the real world—from social problems like depression and obesity to global issues like poverty and climate

change-and introduces us to cutting-edge games that are already changing the business, education, and nonprofit worlds. Written for gamers and non-gamers alike, *Reality Is Broken* shows that the future will belong to those who can understand, design, and play games. Jane McGonigal is also the author of *SuperBetter: A Revolutionary Approach to Getting Stronger, Happier, Braver and More Resilient*.

Dark Agents, Book One - Janina Scarlet
2020-03-01

This spellbinding graphic novel follows the adventures of Violet—a young witch whose parents were murdered when she was a child. As she wages war against necromancers and demons, Violet learns to overcome her internal monsters as well. In this groundbreaking comic book for teens and young adults, we meet Violet—a witch whose parents were murdered by an evil necromancer when she was only six years old. Running from country to country, as well as from herself, Violet never gets a chance to fully process her traumatic experience. When she turns 19, Violet begins training at the Underworld Intelligence Agency (UIA) in hopes of becoming a Dark Agent—someone tasked with keeping the balance between the world of the living and the world of the undead. During her training, Violet hopes to finally overcome her fear of death and take control of her emotions, but instead she finds that mindfulness, vulnerability, and acceptance are the skills most necessary to help her succeed. Blended seamlessly throughout the story are elements of a powerful and evidence-based treatment called acceptance and commitment therapy (ACT). Whether or not you've experienced a traumatic event like Violet, you'll find valuable skills you can apply to your own life to help you conquer your demons and hone your unique superpowers. Note for therapists: *Dark Agents* presents the core skills of ACT in a fun, narrative format to appeal to teen readers. In this comic, teens will learn all about mindfulness, defusion, self-compassion, and values-based living. The book doesn't feel like a therapist recommendation—which is exactly what makes it perfect for your teen clients!

Some Girls Do - Jennifer Dugan 2022-04-19

In this YA contemporary queer romance from the author of *Hot Dog Girl*, an openly gay track star

falls for a closeted, bisexual teen beauty queen with a penchant for fixing up old cars. "Earnest, wistful, romantic, and real." —Casey McQuiston, *New York Times* bestselling author of *Red, White & Royal Blue* Morgan, an elite track athlete, is forced to transfer high schools late in her senior year after it turns out being queer is against her private Catholic school's code of conduct. There, she meets Ruby, who has two hobbies: tinkering with her baby blue 1970 Ford Torino and competing in local beauty pageants, the latter to live out the dreams of her overbearing mother.

The two are drawn to each other and can't deny their growing feelings. But while Morgan--out and proud, and determined to have a fresh start--doesn't want to have to keep their budding relationship a secret, Ruby isn't ready to come out yet. With each girl on a different path toward living her truth, can they go the distance together? "Beautiful, necessary, and completely irresistible." —Becky Albertalli, *New York Times* bestselling author of *Simon vs. the Homo Sapiens Agenda*

The Fervor - Alma Katsu 2022-04-26

The acclaimed author of the celebrated literary horror novels *The Hunger* and *The Deep* turns her psychological and supernatural eye on the horrors of the Japanese American internment camps in World War II. 1944: As World War II rages on, the threat has come to the home front. In a remote corner of Idaho, Meiko Briggs and her daughter, Aiko, are desperate to return home. Following Meiko's husband's enlistment as an air force pilot in the Pacific months prior, Meiko and Aiko were taken from their home in Seattle and sent to one of the internment camps in the Midwest. It didn't matter that Aiko was American-born: They were Japanese, and therefore considered a threat by the American government. Mother and daughter attempt to hold on to elements of their old life in the camp when a mysterious disease begins to spread among those interned. What starts as a minor cold quickly becomes spontaneous fits of violence and aggression, even death. And when a disconcerting team of doctors arrive, nearly more threatening than the illness itself, Meiko and her daughter team up with a newspaper reporter and widowed missionary to investigate, and it becomes clear to them that something more sinister is afoot, a demon from the stories

of Meiko's childhood, hell-bent on infiltrating their already strange world. Inspired by the Japanese yokai and the jorogumo spider demon, *The Fervor* explores the horrors of the supernatural beyond just the threat of the occult. With a keen and prescient eye, Katsu crafts a terrifying story about the danger of demonization, a mysterious contagion, and the search to stop its spread before it's too late. A sharp account of too-recent history, it's a deep excavation of how we decide who gets to be human when being human matters most.

Superman and the Authority - Grant Morrison
2022-11-22

Fan-favorites Superman and the Authority are brought together by comics superstars Grant Morrison and Mikel Janin! Collecting Superman and the Authority #1-2.

The Mindful Geek - Michael Taft 2015-09-14

The Mindful Geek tells you how to derive the real world benefits of hardcore mindfulness meditation without drinking the metaphysical Kool-Aid. Meditation teacher, Michael W. Taft gives you step-by-step instructions in the powerful and reliable techniques of mindfulness meditation, and outlines the psychological and neuroscientific research underpinning these practices. By treating mindfulness as a scientifically-based, psychological technique, you can keep your atheistic or agnostic secular skepticism and still maintain a powerful, regular, and deeply effective meditation practice. That's because meditation doesn't require you to believe in it to work. Like any good technology, if you use it correctly, it will do the job reliably whether you believe in it or not. And-make no mistake-meditation is a kind of technology; a technology for hacking the human wetware in order to improve your life. This book is a practical, hands-on manual about how to make the most of that technology for yourself. If you are smart, skeptical, technically-inclined, and have a desire to see what meditation is really all about, this book is for you. Michael has taught a lot of meditation programs at tech corporations like Google, so this material has been field-tested on some world-class geeks.

Star Wars: Inner Jedi - Insight Editions
2022-02-08

Discover your inner Jedi and learn the ways of the Force with this yearlong guided journal

inspired by the Star Wars galaxy! Embark on your own Jedi path, with this deluxe guided journal filled with the teachings and philosophy of the Jedi Order. • **BEGIN YOUR JEDI TRAINING:** The Jedi Knights of the Star Wars saga are selfless peacekeepers who master the light side of the Force, defending the helpless and striving for justice all across the galaxy. With this guided journal, you can develop the key Jedi traits of peacefulness and selflessness. • **YEARLONG JOURNALING INSPIRED BY THE JEDI PATH:** Through a combination of daily journaling, free-writing prompts, list-making, coloring meditations, and other activities, this journal will show you the ways of the Force. • **GREAT FOR ANY STAR WARS FAN:** The perfect gift for any Star Wars fan, this journal will serve as a reminder that the Force is with you, always.

• **FAN-FAVORITE STAR WARS BOOKS:** *Star Wars: Inner Jedi* is the latest book in Insight Editions' fan favorite Star Wars lineup, which includes *Star Wars: The Secrets of the Sith*, *Star Wars: The Lightsaber Collection*, *Star Wars: Galaxy's Edge: The Official Black Spire Outpost Cookbook*, and many more.

Geek Heresy - Kentaro Toyama 2015-05-26

In 2004, Kentaro Toyama, an award-winning computer scientist, moved to India to start a new research group for Microsoft. Its mission: to explore novel technological solutions to the world's persistent social problems. Together with his team, he invented electronic devices for under-resourced urban schools and developed digital platforms for remote agrarian communities. But after a decade of designing technologies for humanitarian causes, Toyama concluded that no technology, however dazzling, could cause social change on its own.

Technologists and policy-makers love to boast about modern innovation, and in their excitement, they exuberantly tout technology's boon to society. But what have our gadgets actually accomplished? Over the last four decades, America saw an explosion of new technologies - from the Internet to the iPhone, from Google to Facebook - but in that same period, the rate of poverty stagnated at a stubborn 13%, only to rise in the recent recession. So, a golden age of innovation in the world's most advanced country did nothing for our most prominent social ill. Toyama's warning

resounds: Don't believe the hype! Technology is never the main driver of social progress. Geek Heresy inoculates us against the glib rhetoric of tech utopians by revealing that technology is only an amplifier of human conditions. By telling the moving stories of extraordinary people like Patrick Awuah, a Microsoft millionaire who left his lucrative engineering job to open Ghana's first liberal arts university, and Tara Sreenivasa, a graduate of a remarkable South Indian school that takes children from dollar-a-day families into the high-tech offices of Goldman Sachs and Mercedes-Benz, Toyama shows that even in a world steeped in technology, social challenges are best met with deeply social solutions.

Never Split the Difference - Chris Voss
2016-05-17

A former international hostage negotiator for the FBI offers a new, field-tested approach to high-stakes negotiations—whether in the boardroom or at home. After a stint policing the rough streets of Kansas City, Missouri, Chris Voss joined the FBI, where his career as a hostage negotiator brought him face-to-face with a range of criminals, including bank robbers and terrorists. Reaching the pinnacle of his profession, he became the FBI's lead international kidnapping negotiator. *Never Split the Difference* takes you inside the world of high-stakes negotiations and into Voss's head, revealing the skills that helped him and his colleagues succeed where it mattered most: saving lives. In this practical guide, he shares the nine effective principles—counterintuitive tactics and strategies—you too can use to become more persuasive in both your professional and personal life. Life is a series of negotiations you should be prepared for: buying a car, negotiating a salary, buying a home, renegotiating rent, deliberating with your partner. Taking emotional intelligence and intuition to the next level, *Never Split the Difference* gives you the competitive edge in any discussion.

[Lily Harford's Last Request](#) - Joanna Buckley
2022-02-01

Lily Harford is nearing the end of her once joyful life - and for her, it can't come soon enough. Who will have the courage, kindness and love to grant her last request? A compassionate and heartfelt story for readers of Jodi Picoult, Tricia

Stringer and Fiona Lowe. Knowing she is sliding into dementia, Lily Harford is ready to give up her life ... but can she persuade someone to commit the illegal act of taking it from her? Lily has lived a joyful, independent life in a seaside town in Queensland, running her own business and raising a daughter as a single mother at a time when few women did so. Now health and circumstance have pushed her into a nursing home, and her memory is failing, although events of the past remain fresh. Like pulling back the layers of a Russian doll, Lily recalls the former selves - mother, professional woman, lover, daughter - who still exist inside her. Lily's daughter, Pauline, has been pushed to her limits by her demanding job, as well as the needs of her mother, husband, daughter and grandchildren. And now her mother is begging to die. Nurse aide Donna, still recovering from a dysfunctional childhood and the demise of her marriage, finds comfort in Lily's kindness and down to earth wisdom. As Lily fades, she asks Donna, too, to help her end her life. A thought-provoking, vivid and moving exploration of how we value a life well lived, and the decisions we make when that life is coming to an end. PRAISE 'Joanna Buckley has done an excellent job weaving a highly sensitive issue into a tale with great humanity.' - The Weekend Australian 'This exquisitely written story reels you in ... I highly recommend this wonderful book.' - Better Reading

[Shazam! \(2021-\) #1](#) - Tim Sheridan 2021-07-20
Billy Batson came to Titans Academy looking for answers. Why was the rest of his adopted family cut off from the power of Shazam? Why are his own powers becoming increasingly unreliable? The answers send Billy on an outrageous adventure that'll not only change him but have an immense impact on the school and other students on Titans Island.

The Secret Loves of Geek Girls: Expanded Edition - Margaret Atwood 2016-10-18

The Secret Loves of Geek Girls is a non-fiction anthology mixing prose, comics, and illustrated stories on the lives and loves of an amazing cast of female creators. Featuring work by Margaret Atwood (The Heart Goes Last), Mariko Tamaki (This One Summer), Trina Robbins (Wonder Woman), Marguerite Bennett (Marvel's A-Force), Noelle Stevenson (Nimona), Marjorie Liu

(Monstress), Carla Speed McNeil (Finder), and over fifty more creators. It's a compilation of tales told from both sides of the tables: from the fans who love video games, comics, and sci-fi to those that work behind the scenes: creators and industry insiders.

Kronos Rising: Kraken (Volume 1) - Max

Hawthorne 2016-04-24

"People's Choice Award - 2016 Book of the Year"
-Geek Ireland Thirty years have passed since the destruction of Paradise Cove. Since then, pliosaurs the size of whales have wreaked havoc on the world's oceans. Despite tragic losses, Garm Braddock and his brother Dirk wage a bloody war of attrition against the voracious marine reptiles: Garm from the helm of the anti-biologic submarine Gryphon and his brother from the top-secret military research facility known as TARTARUS. In spite of ongoing attempts to destroy them, the prehistoric predators that rose from the ashes of Diablo Caldera continue to multiply. They are bringers of death, and via more than just their deadly jaws. Their blood contains a primeval pathogen so virulent that, left unchecked, could spell the end of mammalian life. Meanwhile, in the icy darkness of the deep, an evil as ancient as the dinosaurs stirs in response to the changes in Earth's oceans. Rising hungrily to the surface, it brings with it an intellect as cold as the abyss and an irrepressible need to destroy and devour. And conquer.

Run, Riot - Nimesh Shukla 2018-06-14

From the editor of The Good Immigrant, an adrenaline-fuelled, powerful YA novel about young people taking charge of their own destiny. A novel about standing up and being counted. Aspiring MC Taran and her twin brother Hari never wanted to move to Firestone House. But when the rent was doubled overnight and Dad's chemo meant he couldn't work, they had to make this tower block their home. It's good now though; they feel part of something here. When they start noticing boarded-up flats and glossy fliers for expensive apartments, they don't think much of it - until Hari is caught up in a tragedy, and they are forced to go on the run. It's up to these teenagers to uncover the sinister truth behind what's going on in the block, before it blows their world apart.

New Dawn - Christopher Lapidés 2020-09-26

In war, no one is safe. War has come to Thornstone, Tarkin's Point, and Thoriddon, throwing all three nations into chaos. Led by the demon lord Vagborar, the legions of orcs are bent on nothing less than the total annihilation of both human and dwarf. With their demonic allies, they just might succeed. But not without a fight. As Serena tries to find answers and a path to victory, Orin and Brom fight with both sword and spell to turn back the tide of darkness. Beside them are a kingdom of dwarves and a city of humans, but even they may not be enough to beat back such a force. If they hope to survive, they need to come together, but with each nation under siege, uniting as one is easier said than done. When one of them is freed from battle, hope is rekindled, but prejudices rise to the surface, threatening everything. If any of them hope to survive, past actions and old hatreds must be forgotten. Hard decisions and painful sacrifices must be made. And pride and egotism must be set aside for the greater good. If not, a new age of evil will dawn upon the world.

The Compassionate Geek - Don R. Crawley

2011-05-05

Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, The Compassionate Geek was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users.

Permission to Feel - Marc Brackett, Ph.D.
2019-09-03

The mental well-being of children and adults is shockingly poor. Marc Brackett, author of *Permission to Feel*, knows why. And he knows what we can do. "We have a crisis on our hands, and its victims are our children." Marc Brackett is a professor in Yale University's Child Study Center and founding director of the Yale Center for Emotional Intelligence. In his 25 years as an emotion scientist, he has developed a remarkably effective plan to improve the lives of children and adults - a blueprint for understanding our emotions and using them wisely so that they help, rather than hinder, our success and well-being. The core of his approach is a legacy from his childhood, from an astute uncle who gave him permission to feel. He was the first adult who managed to see Marc, listen to him, and recognize the suffering, bullying, and abuse he'd endured. And that was the beginning of Marc's awareness that what he was going through was temporary. He wasn't alone, he wasn't stuck on a timeline, and he wasn't "wrong" to feel scared, isolated, and angry. Now, best of all, he could do something about it. In the decades since, Marc has led large research teams and raised tens of millions of dollars to investigate the roots of emotional well-being. His prescription for healthy children (and their parents, teachers, and schools) is a system called RULER, a high-impact and fast-effect approach to understanding and mastering emotions that has already transformed the thousands of schools that have adopted it. RULER has been proven to reduce stress and burnout, improve school climate, and enhance academic achievement. This book is the culmination of Marc's development of RULER and his way to share the strategies and skills with readers around the world. It is tested, and it works. This book combines rigor, science, passion and inspiration in equal parts. Too many children and adults are suffering; they are ashamed of their feelings and emotionally unskilled, but they don't have to be. Marc Brackett's life mission is to reverse this course, and this book can show you how.

The Oracle Code - Marieke Nijkamp
2020-03-10

The #1 New York Times bestselling author

Marieke Nijkamp and artist Manuel Preitano unveil a graphic novel that explores the dark corridors of Barbara Gordon's first mystery: herself. After a gunshot leaves her paralyzed below the waist, Barbara Gordon must undergo physical and mental rehabilitation at Arkham Center for Independence. She must adapt to a new normal, but she cannot shake the feeling that something is dangerously amiss. Strange sounds escape at night while patients start to go missing. Is this suspicion simply a result of her trauma? Or does Barbara actually hear voices coming from the center's labyrinthine hallways? It's up to Barbara to put the pieces together to solve the mysteries behind the walls. In *The Oracle Code*, universal truths cannot be escaped, and Barbara Gordon must battle the phantoms of her past before they consume her future.

Geek Elders Speak: In Our Own Voices - Maggie Nowakowska
2021-02-22

An anthology of essays and interviews exploring the undeniable history of women creators in Science Fiction/Fantasy & Media fandom during the latter half of the 20th century. These women were writers. Artists. Costumers. Editors. Gamers. Scientists. Housewives. Despite the odds, they claimed their own voices and creative power, through the years and in their own terms. Each woman's experience is personal and evocative, told in their own voices and each with their own story.

A Guide to Computer User Support for Help Desk and Support Specialists - Fred Beisse
2009-09-16

A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, FOURTH EDITION focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are described. This text continues many of the successful features of previous editions, including Tips, On The Web pointers, Check Your Understanding self-tests, discussion questions, hands-on activities, and case projects. With balanced coverage of both people skills and technical skills, this book is an

excellent resource for those in or preparing for the technical-support field. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Geek Girl and the Scandalous Earl - Gina Lamm 2013-03-05

The Stakes Have Never Been Higher... An avid gamer, Jamie Marten loves to escape into online adventure. But when she falls through an antique mirror into a lavish bedchamber—200 years in the past!—she realizes she may have escaped a little too far. Micah Axelby, Earl of Dunnington, has just kicked one mistress out of his bed and isn't looking to fill it with another—least of all this sassy, nearly naked woman who claims to be from the future. Yet something about her is undeniably enticing... Jamie and Micah are worlds apart. He's a peer of the realm. She can barely make rent. He's horse-drawn. She's Wi-Fi. But in the game of love, these two will risk everything to win.

Bad Taste in Boys - Carrie Harris 2012-06-12

For fans of Buffy the Vampire Slayer comes a teenage zombie assassin who is taking on the humor and horror of high school one monster at a time. Kate Grable is horrified to find out that the football coach is giving the team steroids. Worse yet, the steroids are having an unexpected effect, turning hot gridiron hunks into mindless flesh-eating zombies. No one is safe—not her cute crush Aaron, not her dorky brother, Jonah . . . not even Kate! She's got to find an antidote—before her entire high school ends up eating each other. So Kate, her best friend, Rocky, and Aaron stage a frantic battle to save their town . . . and stay human.

Nightmare Alley - William Lindsay Gresham 2011-04-06

Soon to be a major motion picture from Academy Award-winning director Guillermo del Toro and starring Bradley Cooper, Cate Blanchett, Rooney Mara, and Toni Collette. Nightmare Alley begins with an extraordinary description of a carnival-show geek—alcoholic and abject and the object of the voyeuristic crowd's gleeful disgust and derision—going about his work at a county fair. Young Stan Carlisle is working as a carnny, and he wonders how a man could fall so low. There's no way in hell, he vows, that anything like that will ever happen to him. And since Stan is clever

and ambitious and not without a useful streak of ruthlessness, soon enough he's going places.

Onstage he plays the mentalist with a cute assistant (before long his harried wife), then he graduates to full-blown spiritualist, catering to the needs of the rich and gullible in their well-upholstered homes. It looks like the world is Stan's for the taking. At least for now.

Just a Geek - Wil Wheaton 2004-06-22

The actor covers his life after leaving the television series "Star Trek: the Next Generation," describing the pitfalls associated with being a former child star and his decision to launch his weblog in 2001.

The Accidental Administrator - Don R. Crawley 2012-09-25

Your easy-to-follow step-by-step guide to configuring a Cisco router from the ground up The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide is packed with more than 30 easy-to-follow interactive exercises, loads of screen captures, and lots of step-by-step examples to help you build a working router from scratch. Easily the most straightforward approach to learning how to configure a Cisco router, this book is filled with practical tips and secrets learned from years of Don's teaching and consulting on Cisco network devices. As a bonus, you won't waste your time on boring theory. All the essentials are covered in chapters on installing, backups and restores, and TCP/IP. You'll learn the nitty-gritty on subnetting, remote administration, routing protocols, static routing, access-control lists, site-to-site VPNs, network address translation (NAT), DHCP, password recovery, and security. There's even an entire chapter on the new Internet Protocol version 6 (IPv6). Here's just some of what you'll find: How to configure and manage access lists How to set up a site-to-site VPN How to implement IPv6 All the information is presented in a straightforward style that you can understand and use right away. With The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide you'll be able to sit down with your routers and build a working configuration in a matter of minutes. Of course, some of the more advanced configs may take a little longer, but even so, you'll be able to "get 'er done" in a minimal amount of time In addition, there are supporting videos and a

supporting webpage to provide even more help and updated information.

Queens of Geek - Jen Wilde 2017-03-14

Charlie likes to stand out. She's a vlogger and actress promoting her first movie at SupaCon, and this is her chance to show fans she's over her public breakup with co-star Reese Ryan. When internet-famous cool-girl actress Alyssa Huntington arrives as a surprise guest, it seems Charlie's long-time crush on her isn't as one-sided as she thought. Taylor likes to blend in. Her brain is wired differently, making her fear change. And there's one thing in her life she knows will never change: her friendship with her best guy friend Jamie - no matter how much she may secretly want it to. But when she hears about a fan contest for her favourite fandom, she starts to rethink her rules on playing it safe.

How to Be a Positive Leader - Jane E. Dutton
2014-06-02

Positive leaders are able to dramatically expand their people's—and their own—capacity for excellence. And they accomplish this without enormous expenditures or huge heroic gestures. Here leading scholars—including Adam Grant, author of the bestselling *Give and Take*; positive organizational scholarship movement cofounders Kim Cameron and Robert Quinn; and thirteen more—describe how this is being done at companies such as Wells Fargo, Ford, Kelly Services, Burt's Bees, Connecticut's Griffin Hospital, the Michigan-based Zingerman's Community of Businesses, and many others. They show that, like the butterfly in Brazil whose flapping wings create a typhoon in Texas, you can create profound positive change in your organization through simple actions and attitude shifts.

Ready Player One - Ernest Cline 2011-08-16
#1 NEW YORK TIMES BESTSELLER • Now a major motion picture directed by Steven Spielberg. "Enchanting . . . Willy Wonka meets *The Matrix*."—USA Today • "As one adventure leads expertly to the next, time simply evaporates."—Entertainment Weekly A world at stake. A quest for the ultimate prize. Are you ready? In the year 2045, reality is an ugly place. The only time Wade Watts really feels alive is when he's jacked into the OASIS, a vast virtual world where most of humanity spends their days. When the eccentric creator of the OASIS

dies, he leaves behind a series of fiendish puzzles, based on his obsession with the pop culture of decades past. Whoever is first to solve them will inherit his vast fortune—and control of the OASIS itself. Then Wade cracks the first clue. Suddenly he's beset by rivals who'll kill to take this prize. The race is on—and the only way to survive is to win. NAMED ONE OF THE BEST BOOKS OF THE YEAR BY Entertainment Weekly • San Francisco Chronicle • Village Voice • Chicago Sun-Times • iO9 • The AV Club "Delightful . . . the grown-up's Harry Potter."—HuffPost "An addictive read . . . part intergalactic scavenger hunt, part romance, and all heart."—CNN "A most excellent ride . . . Cline stuffs his novel with a cornucopia of pop culture, as if to wink to the reader."—Boston Globe "Ridiculously fun and large-hearted . . . Cline is that rare writer who can translate his own dorky enthusiasms into prose that's both hilarious and compassionate."—NPR "[A] fantastic page-turner . . . starts out like a simple bit of fun and winds up feeling like a rich and plausible picture of future friendships in a world not too distant from our own."—iO9

Half World - Hiromi Goto 2011-01-25

Melanie Tamaki is an outsider. The only child of a loving but neglectful mother is just barely coping with school and with life. But everything changes on the day she returns home to find her mother is missing, lured back to Half World by the vindictive Mr. Glueskin. Soon Melanie begins an epic and darkly fantastical journey to save her parents. What she does not yet realize is that the future of the universe depends upon her success.

The Compassionate Geek - Don Crawley 2016-05
"Our work, in Information Systems and Technology, is about helping our end users do their jobs more productively, efficiently, and creatively. IT (Information Technology) is all about crafting creative technical solutions to perplexing human problems in the workplace." This is the understanding of the IT superstars. It is also 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.

Geeks - Jon Katz 2001-02-20

"A story of triumph, friendship, love, and above all, about being human and reaching for dreams in a hard-wired world."—Seattle Times "Too often, writing about the online world lacks emotional punch, but Katz's obvious love for his 'lost boys' gives his narrative a rich taste."—The New York Times Book Review Jesse and Eric were geeks: suspicious of authority figures, proud of their status as outsiders, fervent in their belief in the positive power of technology. High school had been an unbearable experience and their small-town Idaho families had been torn apart by hard times. On the fringe of society, they had almost no social lives and little to look forward to. They spent every spare cent on their computers and every spare moment online. Nobody ever spoke of them, much less for them. But then they met Jon Katz, a roving journalist who suggested that, in the age of geek impresario Bill Gates, Jesse and Eric had marketable skills that could get them out of Idaho and pave the way to a better life. So they bravely set out to conquer Chicago—geek style. Told with Katz's trademark charm and sparkle, *Geeks* is a humorous, moving tale of triumph over adversity and self-acceptance that delivers two irresistible heroes for the digital age and reveals the very human face of technology. Praise for *Geeks* "Ultimately, *Geeks* is not a story about the Internet or computers or techies. It is a story about personal bonds, optimism, access to opportunity, and the courage to

dream."—Salon "An uplifting and hugely compassionate book."—Philadelphia Inquirer "A story of friendship, optimism, social despair, and an updated version of that American icon, the tinkerer."—USA Today

Cape - Kate Hannigan 2019-08-06

"Readers...will be enamored by this blend of history, mystery, and superpowered action."—Booklist (starred review) "Has the exciting pace of a superhero adventure."—Kirkus Reviews *Hidden Figures* meets *Wonder Woman* in this action-packed, comic-inspired adventure about a brilliant girl puzzler who discovers she's part of a superhero team—the first in a new series! Josie O'Malley does a lot to help out Mam after her father goes off to fight the Nazis, but she wishes she could do more—like all those caped heroes who now seem to have disappeared. If Josie can't fly and control weather like her idol, Zenobia, maybe she can put her math smarts to use cracking puzzles for the government. After an official tosses out her puzzler test because she's a girl, it soon becomes clear that an even more top-secret agency has its eye on Josie, along with two other applicants: Akiko and Mae. The trio bonds over their shared love of female superhero celebrities, from *Hauntima* to *Zenobia* to *Hopscotch*. But during one extraordinary afternoon, they find themselves transformed into the newest (and youngest!) superheroes in town. As the girls' abilities slowly begin to emerge, they learn that their skills will be crucial in thwarting a shapeshifting henchman of Hitler, and, just maybe, in solving an even larger mystery about the superheroes who've recently gone missing. Inspired by remarkable real-life women from World War II—the human computers and earliest programmers called "the ENIAC Six"—this pulse-pounding adventure features bold action and brave thinking, with forty-eight pages of comic book style graphic panels throughout the book. Readers will want to don their own capes for an adventure, and realize they have the power to be a superhero, too!