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Nota di bibliografia	Includes bibliographical references at the end of each chapters and index.
Nota di contenuto	History and traditional technician roles -- Professionalism and ethics -- Patient safety -- Training and mentoring -- Organizational culture -- Human resources and labor relations -- Cultural competence -- Negotiation and emotional intelligence -- Customer service -- Substance abuse -- Security and risk management -- Career management -- The technician supervisor -- Technicians in inventory management and technology.