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Soggetti	Information services industry - Customer services Online information services industry - Customer services Libraries and publishing Libraries and electronic publishing Acquisitions (Libraries) Information services - Purchasing Selling Negotiation in business Electronic books.
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Nota di contenuto	""Title page""; ""Contents""; ""Foreword""; ""Acknowledgments""; ""Preface""; ""Introduction""; ""Part One: The Info Proa€?Salesperson Relationship""; ""Chapter 1: People Do Business With People, Not With Companies""; ""Reading the Room""; ""Getting to Know Each Other""; ""Communicating Effectively and Creating Bonds""; ""Chapter 2: It Takes Two""; ""Guidelines for the Salesperson and the Vendor""; ""Guidelines for the Information Professional""; ""Persistence""; ""Chapter 3: Making the Most of Trade Shows""; ""The Importance of Trade Shows""; ""Selling to or Becoming a Serious Buyer"" ""Preparing for a Trade Show""""Chapter 4: The Importance of Your Words""; ""What Not to Put in Writing""; ""Communicating Honestly""; ""The Words You Choose Make a Difference""; ""Part Two: The Sales Meeting""; ""Chapter 5: Preparing for a Sales Meeting""; ""A Well-Planned Sales Meeting""; ""Preparing for a Sales Meeting""; ""Different

Meetings for Different Purposes"; ""Leverage and Momentum"";
""Negotiating Price""; ""Using an Agenda""; ""W.I.I.F.M. (Whata€?s In It
For Me)""; ""Visualizing the Sales Meeting""; ""Chapter 6: Sales =
Showtime""; ""Being Positive Usually Brings Success""
""Making a Good First Impression""""Chapter 7: Time Management: Mr.
and Ms. Clock""; ""Managing Time as a Salesperson""; ""Managing Time
as an Information Professional""; ""Mr. and Ms. Clock""; ""Chapter 8:
What a Typical Sales Meeting Looks Like""; ""Before the Sales Meeting
Begins""; ""Structure of a Sales Meeting""; ""Chapter 9: The Importance
of Value""; ""Ita€?s About Value, Not Price""; ""Features and Benefits"";
""The 80/20 Rule""; ""Chapter 10: Breaking Down the Barriers"";
""Perceived and Real Barriers""; ""Technical Barriers""; ""Part Three:
Closing the Sale""
""Chapter 11: Managing the Decision-Making Process""""Clarifying
Expectations""; ""Understanding Sales Requirements and Payment
Plans""; ""Once the Decision Is Made""; ""Chapter 12: Negotiating
Skills""; ""Elements of Negotiation for the Information Professional"";
""Handling Objections in Negotiations""; ""When Negotiations Dona€?t
Work""; ""Chapter 13: Terms and Conditions""; ""Understanding How
Costs Are Set""; ""Product Use Terms and Conditions""; ""Payment
Terms""; ""Chapter 14: Sales Satisfaction""; ""Sales Satisfaction"";
""Mileposts in Communication""; ""The Post-Sales Relationship""
""Conclusion: Coping With Change""""Epilogue""; ""About the Author"";
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2. Record Nr.	UNINA9910143569803321
Autore	Brauer Roger L
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Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	SAFETY AND HEALTH FOR ENGINEERS; CONTENTS; PREFACE; PART I INTRODUCTION; CHAPTER 1 THE IMPORTANCE OF SAFETY AND HEALTH FOR ENGINEERS; CHAPTER 2 SAFETY AND HEALTH PROFESSIONS; CHAPTER 3 FUNDAMENTAL CONCEPTS AND TERMS; PART II LAWS, REGULATIONS, AND STANDARDS; CHAPTER 4 FEDERAL AGENCIES, LAWS, AND REGULATIONS; CHAPTER 5 OTHER LAWS, REGULATIONS, STANDARDS, AND CODES; CHAPTER 6 WORKERS' COMPENSATION; CHAPTER 7 PRODUCT LIABILITY; CHAPTER 8 RECORD KEEPING AND REPORTING; PART III HAZARDS AND THEIR CONTROL; CHAPTER 9 GENERAL PRINCIPLES OF HAZARD CONTROL; CHAPTER 10 MECHANICS AND STRUCTURES CHAPTER 11 WALKING AND WORKING SURFACESCHAPTER 12 ELECTRICAL SAFETY; CHAPTER 13 TOOLS AND MACHINES; CHAPTER 14 TRANSPORTATION; CHAPTER 15 MATERIALS HANDLING; CHAPTER 16

FIRE PROTECTION AND PREVENTION; CHAPTER 17 EXPLOSIONS AND EXPLOSIVES; CHAPTER 18 HEAT AND COLD; CHAPTER 19 PRESSURE; CHAPTER 20 VISUAL ENVIRONMENT; CHAPTER 21 NONIONIZING RADIATION; CHAPTER 22 IONIZING RADIATION; CHAPTER 23 NOISE AND VIBRATION; CHAPTER 24 CHEMICALS; CHAPTER 25 VENTILATION; CHAPTER 26 BIOHAZARDS; CHAPTER 27 HAZARDOUS WASTE; CHAPTER 28 PERSONAL PROTECTIVE EQUIPMENT; CHAPTER 29 EMERGENCIES CHAPTER 30 FACILITY PLANNING AND DESIGNPART IV THE HUMAN ELEMENT; CHAPTER 31 HUMAN BEHAVIOR AND PERFORMANCE IN SAFETY; CHAPTER 32 PROCEDURES, RULES, AND TRAINING; CHAPTER 33 ERGONOMICS; PART V MANAGING SAFETY AND HEALTH; CHAPTER 34 FUNDAMENTALS OF SAFETY MANAGEMENT; CHAPTER 35 RISK MANAGEMENT AND ASSESSMENT; CHAPTER 36 SYSTEM SAFETY; CHAPTER 37 SAFETY ANALYSES AND MANAGEMENT INFORMATION; CHAPTER 38 SAFETY PLANS AND PROGRAMS; APPENDIX A OSHA PERMISSIBLE EXPOSURE LIMITS; APPENDIX B ERGONOMICS DATA; INDEX

Sommario/riassunto

The essential guide to blending safety and health with economical engineeringOver time, the role of the engineer has evolved into a complex combination of duties and responsibilities. Modern engineers are required not only to create products and environments, but to make them safe and economical as well. Safety and Health for Engineers, Second Edition is a comprehensive guide that helps engineers reconcile safety and economic concerns using the latest cost-effective methods of ensuring safety in all facets of their work. It addresses the fundamentals of safety, legal aspects, hazard re
