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| 1. Record Nr. | UNINA9910811149403321 |
| Autore | Sanderson Christiane |
| Titolo | Counselling skills for working with trauma : healing from child sexual abuse, sexual violence and domestic abuse / / Christiane Sanderson |
| Pubbl/distr/stampa | London : , : Jessica Kingsley Publishers, , 2013 |
| ISBN | 0-85700-743-2 |
| Descrizione fisica | 1 online resource (332 p.) |
| Disciplina | 616.85830651 |
| Soggetti | Sexual abuse victims - Mental health Sexual abuse victims - Counseling of Victims of family violence - Mental health Victims of family violence - Counseling of Post-traumatic stress disorder - Treatment |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Description based upon print version of record. |
| Nota di bibliografia | Includes bibliographical references and indexes. |
| Nota di contenuto | part 1. Understanding complex trauma -- part 2. Working with complex trauma -- part 3. Skills to manage complex trauma symptoms -- part 4. Post-traumatic growth -- part 5. Professional issues. |
| Sommario/riassunto | Counselling Skills for Working with Trauma is a practical, introductory guide to counselling survivors of child abuse, neglect, rape, sexual violence, sexual trafficking, religious sexual abuse, and domestic abuse. Written in an accessible style, it provides a comprehensive introduction to complex trauma accompanied by advice on how to create a safe environment in which survivors can learn the skills to restore control over trauma symptoms, to aid healing and post traumatic growth. The book covers all of the key principles including: understanding the role of dissociation in complex trauma; t |

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| 2. Record Nr. | UNINA9911020196703321 |
| Autore | Dyche Jill |
| Titolo | Customer data integration : reaching a single version of the truth / / Jill Dyche, Evan Levy |
| Pubbl/distr/stampa | Hoboken, N.J., : John Wiley & Sons, c2006 |
| ISBN | 9786610519231 9781119202127 1119202124 9781280519239 1280519231 9780470056288 0470056282 |
| Edizione | [1st edition] |
| Descrizione fisica | 1 online resource (322 p.) |
| Collana | Wiley and SAS Business Series ; ; v.7 |
| Altri autori (Persone) | LevyEvan |
| Disciplina | 658.8/120285 658.8120285 |
| Soggetti | Customer relations - Data processing Data warehousing |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Description based upon print version of record. |
| Nota di bibliografia | Includes bibliographical references and index. |
| Nota di contenuto | Customer Data Integration: Reaching a Single Version of the Truth; Contents; Foreword; Introduction; Acknowledgments; Chapter 1: Executives Flying Blind; Chapter 2: Master Data Management and Customer Data Integration Defined; Chapter 3: Challenges of Data Integration; Chapter 4: "Our Data Sucks!": The (Not So Little) Secret about Bad Data; Chapter 5: Customer Data Integration Is Different: A CDI Development Framework; Chapter 6: Who Owns the Data Anyway?: Data Governance, Data Management, and Data Stewardship; Chapter 7: Making Customer Data Integration Work Chapter 8: Making the Case for Customer Data IntegrationChapter 9: Bootstrapping Your Customer Data Integration Initiative; Glossary; Index |
| Sommario/riassunto | ""Customers are the heart of any business. But we can't succeed if we develop only one talk addressed to the 'average customer.' Instead we |

must know each customer and build our individual engagements with that knowledge. If Customer Relationship Management (CRM) is going to work, it calls for skills in Customer Data Integration (CDI). This is the best book that I have seen on the subject. Jill Dych? is to be complimented for her thoroughness in interviewing executives and presenting CDI."-Philip Kotler, S. C. JohnsonDistinguished Professor of International Marketing Kellogg Schoo
