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Sommario/riassunto	Drawing on their experience as teachers and social workers, the authors introduce students to the complex skills necessary for effective management in human service administration. In this textbook, they present actual problems through concise case studies with study-guide questions for discussion. The illustrative case studies cover a broad

range of situations and dilemmas that a human services student can expect to encounter as an administrator - from sexual harassment to ethical concerns. By focusing on human service agencies, the authors fill a gap in social work literature for administrat

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