

1. Record Nr.	UNISALENTO991001144779707536
Autore	Microsoft corporation
Titolo	Microsoft sourcebook for the help desk : techniques and tools for support organization design and management / Microsoft corporation
Pubbl/distr/stampa	Redmond, Wa : Microsoft Press, c1997
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Descrizione fisica	xiii, 477 p. ; 23 cm + 1 computer laser optical disc (4 3/4 in.)
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Soggetti	Customer services-management Information technology-management
Lingua di pubblicazione	Inglese
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2. Record Nr.	UNINA9911019704703321
Autore	Craig Leam
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Pubbl/distr/stampa	Newark : , : John Wiley & Sons, Incorporated, , 2024 ©2024
ISBN	9781119893073 1119893070 9781119893059 1119893054 9781119893066 1119893062
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Nota di contenuto	Cover -- Series Page -- Title Page -- Copyright Page -- Dedication Page -- Contents -- About the Editors -- List of Contributors -- Foreword -- Acknowledgements -- Part I Introduction -- Chapter 1 What Works in Correctional Rehabilitation10 Years On -- Introduction -- Assessment: 10 years on -- Rehabilitation: 10 years on -- Conclusions -- References -- Chapter 2 Public Support for a New Correctional Era: Attitudes Towards Punishment, Rehabilitation and Reform in America -- Introduction -- Punitiveness in America: Making Offenders Pay -- Perceptions of the courts and criminal justice system -- Perceptions of capital punishment -- A word of caution: racial animus and the intensification of punitiveness -- Rehabilitation in America: From Lawbreaker to Law-Abider -- Rehabilitation as the main goal of the criminal justice system -- Support for child saving -- Support for redemption -- Policy Reform in America: Making Reintegration Possible -- Collateral consequences -- Problem-solving

courts -- Rehabilitation ceremonies -- Expungement -- Re-entry services -- Conclusion: Public Support for a New Era of Corrections -- Authors note -- References -- Part II What Works in the Assessment of Those Who Have Offended -- Chapter 3 Using Case Formulation Techniques for the Explanation and Prediction of Crime -- Introduction and Definitions -- Relationship Between Risk Assessment and CF -- Cognitive-Behavioural Case Formulation and Offending Behaviour -- Presenting problem -- Predisposing factors -- Perpetuating factors -- Precipitating factors -- Protective/strength-based factors -- The Idea of Applied Criminology and Its Potential Relevance to CF -- A Forensic-Psychological Approach to CF -- CF and Risk Assessment: CAFIRA -- Conclusions -- References.

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Discussion -- Conclusion -- References -- Chapter 17 What Works for Women in Custodial Settings -- Introduction -- Ground policies and practices in integrated, evidenced-based theory -- Create environments characterised by safety, respect and dignity -- Conduct comprehensive and empirically validated risk, need and strength assessments (and re-assessments) -- Target multiple needs holistically in accordance with the risk principle -- Embrace diversion, continuum of care models and cross-sectoral collaboration -- Follow the 'TSR' model: Be trauma, strength and relationally based. Implement structured, skills-based interventions to reduce needs (and, thus, risk).

Sommario/riassunto

The Wiley Handbook of What Works in Correctional is an authoritative reference on effective strategies and practices in the field of corrections. Edited by renowned experts Leam A. Craig, Louise Dixon, and Theresa A. Gannon, the book provides a comprehensive overview of theory, assessment, and treatment approaches for managing and rehabilitating offenders. It covers a wide range of topics including risk assessment, recidivism prevention, and intervention strategies for various offender populations such as those with intellectual disabilities and women in custodial settings. The handbook is intended for practitioners, researchers, and policymakers in the criminal justice system, aiming to contribute to more effective correctional practices and ultimately a safer society.
