

The Compassionate Geek

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The Compassionate Geek - Don R. Crawley 2013-10
Newly expanded edition. A real-world, plain-language how-to guide for delivering amazing customer service to customers and end-users. Now in its third edition, The Compassionate Geek is the definitive guide for delivering amazing customer service to customers and end-users. Filled with practical tips, best practices and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Each

chapter contains a reflection and discussion section to help improve customer service skills. Inside are lots of personal stories and examples of mistakes made and lessons learned in addition to an entire chapter on overcoming personal and professional obstacles. All of the information is presented in a straightforward style that can be understood and used right away. There's nothing foo-foo, just down-to-earth tips and technical support best

practices learned from years of working with technical staff and demanding customers and end-users. Here's what you'll find: The four intrinsic qualities of great customer service providers Customer service tips on how to say no without alienating your customer or end user Best practices for communicating with email, including examples Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check using emotional intelligence (eq) techniques A six-step flow chart for handling customer and end user calls Customer service skills to use when the customer or end user is wrong How to work with the different generations in the workplace Motivational stories of human triumph with reflection and discussion questions Techniques for overcoming personal and professional obstacles All of the information is presented in a straightforward style that you can understand and use right

away. There's nothing "foo-foo," just down-to-earth tips and technical support best practices learned from years of working with technical staff and demanding customers and end users.

Godshot - Chelsea Bieker
2020-03-31

This “fiercely written and endlessly readable” novel of a teenage girl in thrall to a magnetic—and terrifying—preacher who promises to save her dying town is “a godsend” (Entertainment Weekly). Drought has settled on the town of Peaches, California. The area of the Central Valley where fourteen-year-old Lacey May and her alcoholic mother live was once an agricultural paradise. Now it’s an environmental disaster, a place of cracked earth and barren raisin farms. In their desperation, residents have turned to a cult leader named Pastor Vern for guidance. He promises, through secret “assignments,” to bring the rain everybody is praying for. Lacey has no reason to doubt

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the pastor. But then her life explodes in a single unimaginable act of abandonment: her mother, exiled from the community for her sins, leaves Lacey and runs off with a man she barely knows. Abandoned and distraught, Lacey May moves in with her widowed grandma, Cherry, who is more concerned with her taxidermy mouse collection than her own granddaughter. As Lacey May endures the increasingly appalling acts of men who want to write all the rules and begins to uncover the full extent of Pastor Vern's shocking plan to bring fertility back to the land, she decides she must go on a quest to find her mother no matter what it takes. With her only guidance coming from the romance novels she reads and the unlikely companionship of the women who knew her mother, she must find her own way through unthinkable circumstances. Possessed of an unstoppable plot and a brilliantly soulful voice, *Godshot* is a book of grit and

humor and heart, a debut novel about female friendship and resilience, mother-loss and motherhood, and seeking salvation in unexpected places. It introduces a writer who gives Flannery O'Connor's Gothic parables a Californian twist and who emerges with a miracle that is all her own. "[A] haunting debut . . . This is a harrowing tale, which Bieker smartly writes through the lens of a teenager on the cusp of understanding the often fraught relationship between religion and sexuality . . . It's a timely and disturbing portrait of how easily men can take advantage of vulnerable women—and the consequences sink in more deeply with each page."—Annabel Gutterman, *Time* "Drawn in brilliant, bizarre detail—baptism in warm soda, wisdom from romance novels—Lacey's twin crises of faith and femininity tangle powerfully. Fiercely written and endlessly readable, a novel like this is a godsend. A-."—Mary Sollosi, *Entertainment Weekly* "[An] absolute masterpiece . . .

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Imagine if Annie Proulx wrote something like *White Oleander* crossed with *Geek Love* or *Cruddy*, and then add cults, God, motherhood, girlhood, class, deserts, witches, the divinity of women . . .

Terrifying, resplendent, and profoundly moving, this book will leave you changed." —T Kira Madden, author of *Long Live the Tribe of Fatherless Girls*

Superman and the Authority - Grant Morrison 2022-11-22
Fan-favorites Superman and the Authority are brought together by comics superstars Grant Morrison and Mikel Janin! *Collecting Superman and the Authority #1-2*.

My Pocket Meditations for Self-Compassion - Courtney E. Ackerman 2020-06-30
Silence your inner critic and offer yourself the kindness and acceptance you deserve with these 150 guided meditations to embracing your true self. We are often kinder to others than we are to ourselves. But self-compassion is vital to helping you understand your emotions, giving and receiving love,

letting go of past mistakes, moving forward with more confidence, and so much more. Now you can cultivate and practice self-compassion through 150 guided meditations in *My Pocket Meditations for Self-Compassion*. Learn how to find and express kindness and compassion towards yourself and make peace with your emotions, build your resiliency, and learn not only to accept, but appreciate exactly who you are. Featuring meditations on self-appreciation, being body positive, accepting love, meeting your emotions, and more, this book will help you start living with more self-awareness, kindness, and peace every day.

Geek Drama (Geek Girl) - Holly Smale 2015-02-26
"My name is Harriet Manners, and I am a geek." A brand new World Book Day story from the no. 1 bestselling and award-winning GEEK GIRL series!

This Book Is Feminist - Jamia Wilson 2021-06-29

A vibrantly illustrated introduction to intersectional

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feminism for next-generation changemakers. Who has power? Who creates the rules? How do identities intersect? In this next book in the Empower the Future series, explore the points where gender, race, class, ability, sexuality, and culture meet. Learn from author Jamia Wilson's lived experience, read the statistics, and gain strength in quotes from feminist firebrands and activists. Along the way, respond to calls to action and form your own views on the 'F' word. This book is for everyone. Discover the history and meaning of the feminist movement through 15 reasons why feminism improves life for everyone. By exploring who has been left out of the movement historically, this book makes sure everybody is included. "I am a feminist. I've been female for a long time now. It'd be stupid not to be on my own side." —Maya Angelou What have you been taught about who has power and who makes the rules? Have you ever been lost for words at an old-school family friend's 'kind' but sexist

comments? Do you agree with equality and strive for justice, but struggle to take on the name 'Feminist'? Then read on. In this new feminist classic, the focus is intersectional from the beginning, not just as an add-on. Using the framework of 'personal is political,' Jamia Wilson—former director of the Feminist Press—analyzes her own experiences, before expanding outwards and drawing on stats, quotes, and luminaries to gain strength from. Expand what feminism means to you, your community, and society by examining these 15 themes: feminism, identity, justice, education, money, power, health, wellness, freedom, relationships, media, safety, activism and movements, innovation, and an interactive exploration of what feminism means to you. You will close the book with an understanding that history and culture play a role in shaping systems of power and of what we can do with our strengths, community, and values to help change course when needed.

You won't have read a feminist

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tome like this before. Other inspiring books authored by Jamia Wilson: Young Gifted and Black, Step Into Your Power, and Big Ideas for Young Thinkers.

The Accidental Administrator - Don R. Crawley 2012-09-25 Your easy-to-follow step-by-step guide to configuring a Cisco router from the ground up The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide is packed with more than 30 easy-to-follow interactive exercises, loads of screen captures, and lots of step-by-step examples to help you build a working router from scratch. Easily the most straightforward approach to learning how to configure a Cisco router, this book is filled with practical tips and secrets learned from years of Don's teaching and consulting on Cisco network devices. As a bonus, you won't waste your time on boring theory. All the essentials are covered in chapters on installing, backups and restores, and TCP/IP. You'll learn the nitty-gritty on

subnetting, remote administration, routing protocols, static routing, access-control lists, site-to-site VPNs, network address translation (NAT), DHCP, password recovery, and security. There's even an entire chapter on the new Internet Protocol version 6 (IPv6). Here's just some of what you'll find: How to configure and manage access lists How to set up a site-to-site VPN How to implement IPv6 All the information is presented in a straightforward style that you can understand and use right away. With The Accidental Administrator: Cisco Router Step-by-Step Configuration Guide you'll be able to sit down with your routers and build a working configuration in a matter of minutes. Of course, some of the more advanced configs may take a little longer, but even so, you'll be able to "get 'er done" in a minimal amount of time In addition, there are supporting videos and a supporting webpage to provide even more help and updated information.

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The Geek Dad Book for Aspiring Mad Scientists -

Ken Denmead 2011-11
Provides a collection of ideas for science fair projects and family activities, including making topsoil, understanding calories, and building a MacGyver radio.

Bad Taste in Boys - Carrie Harris 2012-06-12

For fans of Buffy the Vampire Slayer comes a teenage zombie assassin who is taking on the humor and horror of high school one monster at a time. Kate Grable is horrified to find out that the football coach is giving the team steroids. Worse yet, the steroids are having an unexpected effect, turning hot gridiron hunks into mindless flesh-eating zombies. No one is safe--not her cute crush Aaron, not her dorky brother, Jonah . . . not even Kate! She's got to find an antidote--before her entire high school ends up eating each other. So Kate, her best friend, Rocky, and Aaron stage a frantic battle to save their town . . . and stay human.

The Rise and Fall of a Theater Geek - Seth Rudetsky 2015

Sequel to: My awesome/awful popularity plan.

Dungeons and Dreamers - Brad King 2003

Presents a history of computer gaming, covering such topics as gaming culture and the transition from paper games to computer games, and includes profiles of gaming innovators, including Richard Garriott, Richard Bartle, and John Carmack.

Tweeting Linux - Don Crawley 2011-08-24

A practical Linux command reference, complete with 164 screen captures and plain language explanations.

Supergirl (2016-) #19 - Steve Orlando 2018-03-14

In his search to write a CatCo piece on the truth about Supergirl, Ben Rubel interviews a young kid named Lee Serano, who recently became friends with the Girl of Steel. As Lee struggles with their parents and bullies at school for acceptance as non-binary, Supergirl is caught between punching her way through the problem and standing beside Lee as a

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symbol of hope.

A Guide to Computer User Support for Help Desk and Support Specialists - Fred

Beisse 2009-09-16

A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, FOURTH EDITION focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users. For those considering entering the field, alternate career paths for user-support workers are described. This text continues many of the successful features of previous editions, including Tips, On The Web pointers, Check Your Understanding self-tests, discussion questions, hands-on activities, and case projects. With balanced coverage of both people skills and technical skills, this book is an excellent resource for those in or preparing for the technical-support field. Important Notice: Media

content referenced within the product description or the product text may not be available in the ebook version.

Marvel Powers of a Girl -

Lorraine Cink 2019-02-05

Dive into the world and stories behind all of your favorite women in the Marvel Universe, including Captain Marvel, Squirrel Girl, Shuri, Ms. Marvel, Wasp, America Chavez, and many more! This gift book showcases the amazing stories, personal victories, and powers of dozens of extraordinary Marvel heroes. Powers of a Girl is sure to excite women of all ages who are looking for inspiration and a little bit of themselves in the heroes they love.

Geek Heresy - Kentaro

Toyama 2015-05-26

In 2004, Kentaro Toyama, an award-winning computer scientist, moved to India to start a new research group for Microsoft. Its mission: to explore novel technological solutions to the world's persistent social problems. Together with his team, he invented electronic devices for

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under-resourced urban schools and developed digital platforms for remote agrarian communities. But after a decade of designing technologies for humanitarian causes, Toyama concluded that no technology, however dazzling, could cause social change on its own.

Technologists and policy-makers love to boast about modern innovation, and in their excitement, they exuberantly tout technology's boon to society. But what have our gadgets actually accomplished? Over the last four decades, America saw an explosion of new technologies - from the Internet to the iPhone, from Google to Facebook - but in that same period, the rate of poverty stagnated at a stubborn 13%, only to rise in the recent recession. So, a golden age of innovation in the world's most advanced country did nothing for our most prominent social ill. Toyama's warning resounds: Don't believe the hype! Technology is never the main driver of social progress. Geek Heresy

inoculates us against the glib rhetoric of tech utopians by revealing that technology is only an amplifier of human conditions. By telling the moving stories of extraordinary people like Patrick Awuah, a Microsoft millionaire who left his lucrative engineering job to open Ghana's first liberal arts university, and Tara Sreenivasa, a graduate of a remarkable South Indian school that takes children from dollar-a-day families into the high-tech offices of Goldman Sachs and Mercedes-Benz, Toyama shows that even in a world steeped in technology, social challenges are best met with deeply social solutions. *Geek Girl and the Scandalous Earl* - Gina Lamm 2013-03-05 The Stakes Have Never Been Higher... An avid gamer, Jamie Marten loves to escape into online adventure. But when she falls through an antique mirror into a lavish bedchamber—200 years in the past!—she realizes she may have escaped a little too far. Micah Axelby, Earl of Dunnington, has just kicked one mistress out of his bed and

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isn't looking to fill it with another—least of all this sassy, nearly naked woman who claims to be from the future. Yet something about her is undeniably enticing... Jamie and Micah are worlds apart. He's a peer of the realm. She can barely make rent. He's horse-drawn. She's Wi-Fi. But in the game of love, these two will risk everything to win.

Geek Mom - Natania Barron
2012-10-30

It's fast becoming a geek world out there, and all moms need to show off their tech smarts and superhero-like skills in order to keep their savvy kids entertained and engaged. *Geek Mom: Projects, Tips, and Adventures for Moms and Their 21st-Century Families* explores the many fun and interesting ways that digital-age parents and kids can get their geek on together. Imaginative ideas for all ages and budgets include thrifty Halloween costumes, homemade lava lamps, hobbit feasts, and magical role-playing games. There are even projects for moms to try when they have a few precious moments alone.

With six sections spanning everything from home-science experiments to superheroes, this comprehensive handbook from the editors of *Wired.com's* popular *GeekMom* blog is packed with ideas guaranteed to inspire a love of learning and discovery. Along the way, parents will also find important tips on topics such as determining safe online communities for children, organizing a home learning center, and encouraging girls to love science. Being geeky is all about exploring the world with endless curiosity. *Geek Mom* is your invitation to introducing the same sense of wonder and imagination to the next generation.

One Of Us Is Lying - Karen M. McManus 2017-06-01

The international bestselling YA thriller by acclaimed author, Karen M. McManus - NOW A MAJOR NETFLIX SERIES. Five students go to detention. Only four leave alive. Yale hopeful Bronwyn has never publicly broken a rule. Sports star Cooper only knows what he's doing in the

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baseball diamond. Bad boy Nate is one misstep away from a life of crime. Prom queen Addy is holding together the cracks in her perfect life. And outsider Simon, creator of the notorious gossip app at Bayview High, won't ever talk about any of them again. He dies 24 hours before he could post their deepest secrets online. Investigators conclude it's no accident. All of them are suspects. Everyone has secrets, right? What really matters is how far you'll go to protect them. 'Tightly plotted and brilliantly written, with sharp, believable characters, this whodunit is utterly irresistible'

- HEAT 'Twisty plotting, breakneck pacing and intriguing characterisation add up to an exciting single-sitting thrillerish treat' -THE GUARDIAN 'A fantastic murder mystery, packed with cryptic clues and countless plot twists. I could not put this book down'

- THE SUN 'Pretty Little Liars meets The Breakfast Club' - ENTERTAINMENT WEEKLY

The Compassionate Geek - Don Crawley 2016-05

"Our work, in Information Systems and Technology, is about helping our end users do their jobs more productively, efficiently, and creatively. IT (Information Technology) is all about crafting creative technical solutions to perplexing human problems in the workplace." This is the understanding of the IT superstars. It is also the basis of this, the most recent of The Compassionate Geek series of books. In The Compassionate Geek: The 5 Principles of IT Customer Service Success, author Don R. Crawley explores the five characteristics which are common among IT customer service superstars. In plain language, he reveals the five principles, shows common roadblocks to success, and lays out simple and realistic steps you can take to implement the five principles in both your professional and personal life. You'll learn how to put humanity into our world of technology. Written in Crawley's conversational style with personal anecdotes, logic

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and reason, and a takeaway at the end of each chapter, *The Compassionate Geek: The 5 Principles of IT Customer Service Success* is not just your guidebook to elevating your customer service success, it's your guidebook to a new, more self-confident and compassionate way of living.

The Four Loves - C. S. Lewis
2017-02-14

A repackaged edition of the revered author's classic work that examines the four types of human love: affection, friendship, erotic love, and the love of God—part of the C. S. Lewis Signature Classics series. C.S. Lewis—the great British writer, scholar, lay theologian, broadcaster, Christian apologist, and bestselling author of *Mere Christianity*, *The Screwtape Letters*, *The Great Divorce*, *The Chronicles of Narnia*, and many other beloved classics—contemplates the essence of love and how it works in our daily lives in one of his most famous works of nonfiction. Lewis examines four varieties of human love:

affection, the most basic form; friendship, the rarest and perhaps most insightful; Eros, passionate love; charity, the greatest and least selfish.

Throughout this compassionate and reasoned study, he encourages readers to open themselves to all forms of love—the key to understanding that brings us closer to God.

The Great Spruce - John Duvall
2016-10-18

Together with his grandpa, a young boy finds a way to save his favorite tree in this heartwarming Christmas tale. Alec loves to climb trees—the little apple trees, the wide willow trees, even the tall locust trees. But his favorite is the great spruce, with its sturdy trunk and branches that stretch up to the sky. Alec's grandpa planted it as a sapling years and years before Alec was born, and every Christmas, Alec and his grandpa decorate the tree together, weaving tinsel and lights through its branches, making it shine bright. But one day, a few curious men from the nearby city take notice of Alec's

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glistening great spruce, and ask to take it away for their Christmas celebration. Though it's a huge honor, Alec's heartbroken at the idea of losing his friend. With great courage and creativity, Alec comes up with a plan to save his favorite tree in this joyful holiday tale.

How to Be a Positive Leader

- Jane E. Dutton 2014-06-02
Positive leaders are able to dramatically expand their people's—and their own—capacity for excellence. And they accomplish this without enormous expenditures or huge heroic gestures. Here leading scholars—including Adam Grant, author of the bestselling *Give and Take*; positive organizational scholarship movement cofounders Kim Cameron and Robert Quinn; and thirteen more—describe how this is being done at companies such as Wells Fargo, Ford, Kelly Services, Burt's Bees, Connecticut's Griffin Hospital, the Michigan-based Zingerman's Community of Businesses, and many others.

They show that, like the butterfly in Brazil whose flapping wings create a typhoon in Texas, you can create profound positive change in your organization through simple actions and attitude shifts.

Phoenix Song: Echo - Rebecca Roanhorse 2022-04-26

"Collecting: Phoenix song: echo #1-5"--Back cover.

Ready Player One - Ernest Cline 2011-08-16

#1 NEW YORK TIMES

BESTSELLER • Now a major motion picture directed by Steven Spielberg. "Enchanting . . . Willy Wonka meets *The Matrix*."—USA Today • "As one adventure leads expertly to the next, time simply evaporates."—Entertainment Weekly A world at stake. A quest for the ultimate prize. Are you ready? In the year 2045, reality is an ugly place. The only time Wade Watts really feels alive is when he's jacked into the OASIS, a vast virtual world where most of humanity spends their days. When the eccentric creator of the OASIS dies, he leaves

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behind a series of fiendish puzzles, based on his obsession with the pop culture of decades past. Whoever is first to solve them will inherit his vast fortune—and control of the OASIS itself. Then Wade cracks the first clue. Suddenly he's beset by rivals who'll kill to take this prize. The race is on—and the only way to survive is to win. NAMED ONE OF THE BEST BOOKS OF THE YEAR BY Entertainment Weekly • San Francisco Chronicle • Village Voice • Chicago Sun-Times • iO9 • The AV Club "Delightful . . . the grown-up's Harry Potter."—HuffPost "An addictive read . . . part intergalactic scavenger hunt, part romance, and all heart."—CNN "A most excellent ride . . . Cline stuffs his novel with a cornucopia of pop culture, as if to wink to the reader."—Boston Globe "Ridiculously fun and large-hearted . . . Cline is that rare writer who can translate his own dorky enthusiasms into prose that's both hilarious and compassionate."—NPR "[A]

fantastic page-turner . . . starts out like a simple bit of fun and winds up feeling like a rich and plausible picture of future friendships in a world not too distant from our own."—iO9 Math Geek - Raphael Rosen 2015-06-18

The new "sine" of mathematical geekdom! Do you dream about long division in your sleep? Does the thought of solving abstruse equations bring a smile to your face? Do you love celebrating pi every March? Then, Math Geek was made for you! With this guide, you'll learn even more about the power of numbers as you explore their brilliant nature in ways you've never imagined. From manhole covers to bubbles to subway maps, each page gives you a glimpse of the world through renowned mathematicians' eyes and reveals how their theorems and equations can be applied to nearly everything you encounter. Covering dozens of your favorite math topics, you'll find fascinating answers to questions like: How are the waiting times for buses

determined? Why is Romanesco Broccoli so mesmerizing? How do you divide a cake evenly? Should you run or walk to avoid rain showers? Filled with compelling mathematical explanations, Math Geek sheds light on the incredible world of numbers hidden deep within your day-to-day life.

City of Girls - Elizabeth Gilbert
2019-06-04

AN INSTANT NEW YORK TIMES BESTSELLER! From the # 1 New York Times bestselling author of *Eat Pray Love* and *The Signature of All Things*, a delicious novel of glamour, sex, and adventure, about a young woman discovering that you don't have to be a good girl to be a good person. "A spellbinding novel about love, freedom, and finding your own happiness." - PopSugar "Intimate and richly sensual, razzle-dazzle with a hint of danger." -USA Today "Pairs well with a cocktail...or two." -TheSkimm "Life is both fleeting and dangerous, and there is no point in denying yourself pleasure, or being

anything other than what you are." Beloved author Elizabeth Gilbert returns to fiction with a unique love story set in the New York City theater world during the 1940s. Told from the perspective of an older woman as she looks back on her youth with both pleasure and regret (but mostly pleasure), *City of Girls* explores themes of female sexuality and promiscuity, as well as the idiosyncrasies of true love. In 1940, nineteen-year-old Vivian Morris has just been kicked out of Vassar College, owing to her lackluster freshman-year performance. Her affluent parents send her to Manhattan to live with her Aunt Peg, who owns a flamboyant, crumbling midtown theater called the Lily Playhouse. There Vivian is introduced to an entire cosmos of unconventional and charismatic characters, from the fun-chasing showgirls to a sexy male actor, a grand-dame actress, a lady-killer writer, and no-nonsense stage manager. But when Vivian makes a personal mistake that results in professional scandal,

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it turns her new world upside down in ways that it will take her years to fully understand. Ultimately, though, it leads her to a new understanding of the kind of life she craves - and the kind of freedom it takes to pursue it. It will also lead to the love of her life, a love that stands out from all the rest. Now eighty-nine years old and telling her story at last, Vivian recalls how the events of those years altered the course of her life - and the gusto and autonomy with which she approached it. "At some point in a woman's life, she just gets tired of being ashamed all the time," she muses. "After that, she is free to become whoever she truly is." Written with a powerful wisdom about human desire and connection, *City of Girls* is a love story like no other.

Popular - Maya Van Wagenen
2015-04-21

New York Times Bestseller A breakout teen author explores the true meaning of popularity and how to survive middle school in this hysterically funny, touchingly honest

contemporary memoir. "I was inspired by [Maya's] journey and made a point of saving a copy of 'Popular' for my sister, who starts middle school this fall. Maybe if I had read it when I was her age, it could have saved me from a world of hurt, or at least put that world in perspective." —Maude Apatow, New York Times Book Review Can curlers, girdles, Vaseline, and a strand of pearls help a shy girl become popular? Maya Van Wagenen is about to find out. Stuck near the bottom of the social ladder at "pretty much the lowest level of people at school who aren't paid to be here," Maya has never been popular. But before starting eighth grade, she decides to begin a unique social experiment: spend the school year following a 1950s popularity guide, written by former teen model Betty Cornell. The real-life results are hilarious, painful, and filled with unexpected surprises. Told with humor and grace, Maya's journey offers readers of all ages a thoroughly contemporary example of

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kindness and self-confidence, along with a better understanding of what it means to be popular.

The Compassionate Geek - Don R. Crawley 2011-05-05

Note: There is a newer version of this book available. Please look up ISBN 978-0983660736. A real-world, plain-language how-to guide for delivering amazing customer service to end-users. Now in its second edition, The Compassionate Geek was written by tech people for tech people. There are no frills, just best practices and ideas that actually work! Filled with practical tips, best practices, and real-world techniques, The Compassionate Geek is a quick read with equally fast results. Here's what you'll find: Best practices for communicating with email, including examples The four intrinsic qualities of great service providers Best practices for communicating using chat and texting Ten tips for being a good listener Two practical ways to keep your emotions in check A flow chart for handling user calls What to

do when the user is wrong How to work with the different generations in the workplace All of the information is presented in a straightforward style that you can understand and use right away. There's nothing "foo-foo," just down-to-earth tips and best practices learned from years of working with IT pros and end-users.

The Tombs - Deborah Schaumberg 2018-02-20

New York, 1882. A dark, forbidding city, and no place for a girl with unexplainable powers. Deborah Schaumberg's gripping debut takes readers on a breathless trip across a teeming turn-of-the-century New York and asks the question: Where can you hide in a city that wants you buried? Sixteen-year-old Avery Kohl pines for the life she had before her mother was taken. She fears the mysterious men in crow masks who locked her mother in the Tombs asylum for being able to see what others couldn't. Avery denies the signs in herself, focusing instead on her shifts at the ironworks factory and keeping

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her inventor father out of trouble. Other than listening to secondhand tales of adventure from her best friend, Khan, an ex-slave, and caring for her falcon, Seraphine, Avery spends her days struggling to survive. Like her mother's, Avery's powers refuse to be contained. When she causes a bizarre explosion at the factory, she has no choice but to run from her lies, straight into the darkest corners of the city. Avery must embrace her abilities and learn to wield their power—or join her mother in the cavernous horrors of the Tombs. And the Tombs has secrets of its own: strange experiments are being performed on “patients”...and no one knows why.

Geek Love - Katherine Dunn
2011-05-25

National Book Award finalist
Here is the unforgettable story of the Binewskis, a circus-geek family whose matriarch and patriarch have bred their own exhibit of human oddities (with the help of amphetamine, arsenic, and radioisotopes). Their offspring include Arturo

the Aquaboy, who has flippers for limbs and a megalomaniac ambition worthy of Genghis Khan . . . Iphy and Elly, the lissome Siamese twins . . . albino hunchback Oly, and the outwardly normal Chick, whose mysterious gifts make him the family's most precious—and dangerous—asset. As the Binewskis take their act across the backwaters of the U.S., inspiring fanatical devotion and murderous revulsion; as its members conduct their own Machiavellian version of sibling rivalry, *Geek Love* throws its sulfurous light on our notions of the freakish and the normal, the beautiful and the ugly, the holy and the obscene. Family values will never be the same.

Do No Harm - Henry Marsh
2015-05-26

A New York Times Bestseller
Shortlisted for both the Guardian First Book Prize and the Costa Book Award
Longlisted for the Samuel Johnson Prize for Non-Fiction A Finalist for the Pol Roger Duff Cooper Prize A Finalist for the Wellcome Book Prize A Financial Times Best Book of

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the Year An Economist Best Book of the Year A Washington Post Notable Book of the Year What is it like to be a brain surgeon? How does it feel to hold someone's life in your hands, to cut into the stuff that creates thought, feeling, and reason? How do you live with the consequences of performing a potentially lifesaving operation when it all goes wrong? In neurosurgery, more than in any other branch of medicine, the doctor's oath to "do no harm" holds a bitter irony. Operations on the brain carry grave risks. Every day, leading neurosurgeon Henry Marsh must make agonizing decisions, often in the face of great urgency and uncertainty. If you believe that brain surgery is a precise and exquisite craft, practiced by calm and detached doctors, this gripping, brutally honest account will make you think again. With astonishing compassion and candor, Marsh reveals the fierce joy of operating, the profoundly moving triumphs, the harrowing disasters, the

haunting regrets, and the moments of black humor that characterize a brain surgeon's life. Do No Harm provides unforgettable insight into the countless human dramas that take place in a busy modern hospital. Above all, it is a lesson in the need for hope when faced with life's most difficult decisions.

Never Split the Difference -
Chris Voss 2016-05-17

A former international hostage negotiator for the FBI offers a new, field-tested approach to high-stakes negotiations—whether in the boardroom or at home. After a stint policing the rough streets of Kansas City, Missouri, Chris Voss joined the FBI, where his career as a hostage negotiator brought him face-to-face with a range of criminals, including bank robbers and terrorists. Reaching the pinnacle of his profession, he became the FBI's lead international kidnapping negotiator. *Never Split the Difference* takes you inside the world of high-stakes negotiations and into Voss's head, revealing the skills that

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helped him and his colleagues succeed where it mattered most: saving lives. In this practical guide, he shares the nine effective principles—counterintuitive tactics and strategies—you too can use to become more persuasive in both your professional and personal life. Life is a series of negotiations you should be prepared for: buying a car, negotiating a salary, buying a home, renegotiating rent, deliberating with your partner. Taking emotional intelligence and intuition to the next level, *Never Split the Difference* gives you the competitive edge in any discussion.

Alpha Coder - Kathryn Sparrow 2020-09-18

As the second son, Liam Reed never expected to be a werewolf Alpha. He preferred to develop software for Soft Corp, but when his brother Jason died in a car accident, their father forced Liam to assume leadership of the pack. Liam plans to govern with compassion, instead of ruling through fear, but pack member

Bradley Karr undermines Liam's leadership, biding his time before challenging for Alpha. Tired of pack politics, all Liam wants is to program and find his mate, but he fears that neither is in his future. When his mate, werewolf Cody Jones, starts working at Soft Corp as Liam's intern, sparks fly. However, a relationship with Cody could get them both fired for fraternization. And, that's not the worst problem. Cody doesn't seem to accept Liam as his mate. Liam's only chance at happiness is to win Cody over while keeping their relationship a secret. But really, Cody would never stay with an introverted geek like him, an ineffectual Alpha failing to live up to his brother's legacy. Would he?

Seventh Decimate - Stephen R. Donaldson 2017-11-14
The acclaimed author of the *Thomas Covenant Chronicles* launches a powerful new trilogy about a prince's desperate quest for a sorcerous library to save his people. Fire. Wind. Pestilence. Earthquake. Drought. Lightning. These are

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the six Decimates, wielded by sorcerers for both good and evil. But a seventh Decimate exists—the most devastating one of all... For centuries, the realms of Belleger and Amika have been at war, with sorcerers from both sides harnessing the Decimates to rain blood and pain upon their enemy. But somehow, in some way, the Amikans have discovered and invoked a seventh Decimate, one that strips all lesser sorcery of its power. And now the Bellegerins stand defenseless. Prince Bifalt, eldest son of the Bellegerin King, would like to see the world wiped free of sorcerers. But it is he who is charged with finding the repository of all of their knowledge, to locate the book of the seventh Decimate—and reverse the fate of his land. All hope rests with Prince Bifalt. But the legendary library, which may or may not exist, lies beyond an unforgiving desert and treacherous mountains—and beyond the borders of his own experience. Wracked by hunger and

fatigue, sacrificing loyal men along the way, Prince Bifalt will discover that there is a game being played by those far more powerful than he could ever imagine. And that he is nothing but a pawn...

Miracle Creek - Angie Kim
2019-04-16

WINNER OF THE EDGAR AWARD FOR BEST FIRST NOVEL The “gripping... page-turner” (Time) hitting all the best of summer reading lists, *Miracle Creek* is perfect for book clubs and fans of Liane Moriarty and Celeste Ng How far will you go to protect your family? Will you keep their secrets? Ignore their lies? In a small town in Virginia, a group of people know each other because they’re part of a special treatment center, a hyperbaric chamber that may cure a range of conditions from infertility to autism. But then the chamber explodes, two people die, and it’s clear the explosion wasn’t an accident. A powerful showdown unfolds as the story moves across characters who are all maybe keeping secrets, hiding

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betrayals. Chapter by chapter, we shift alliances and gather evidence: Was it the careless mother of a patient? Was it the owners, hoping to cash in on a big insurance payment and send their daughter to college? Could it have been a protester, trying to prove the treatment isn't safe? "A stunning debut about parents, children and the unwavering hope of a better life, even when all hope seems lost" (Washington Post), Miracle Creek uncovers the worst prejudice and best intentions, tense rivalries and the challenges of parenting a child with special needs. It's "a quick-paced murder mystery that plumbs the power and perils of community" (O Magazine) as it carefully pieces together the tense atmosphere of a courtroom drama and the complexities of life as an immigrant family. Drawing on the author's own experiences as a Korean-American, former trial lawyer, and mother of a "miracle submarine" patient, this is a novel steeped in suspense and igniting discussion. Recommended by

Erin Morgenstern, Jean Kwok, Jennifer Weiner, Scott Turow, Laura Lippman, and more--

Miracle Creek is a brave, moving debut from an unforgettable new voice.

[Dreams Bigger Than Heartbreak](#) - Charlie Jane Anders 2022-04-05

From the international bestselling author of All the Birds in the Sky, Charlie Jane Anders, comes Dreams Bigger Than Heartbreak, the sequel to Victories Greater Than Death in the thrilling adventure Unstoppable series. They'll do anything to be the people they were meant to be — even journey into the heart of evil. Rachael Townsend is the first artist ever to leave Earth and journey out into the galaxy — but after an encounter with an alien artifact, she can't make art at all. Elza Monteiro is determined to be the first human to venture inside the Palace of Scented Tears and compete for the chance to become a princess — except that inside the palace, she finds the last person she ever wanted to see again. Tina

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Mains is studying at the Royal Space Academy with her friends, but she's not the badass space hero everyone was expecting. Soon Rachael is journeying into a dark void, Elza is on a deadly spy mission, and Tina is facing an impossible choice that could change all her friends lives forever. At the Publisher's request, this title is being sold without Digital Rights Management Software (DRM) applied.

Eight Nights in December -

Keira Andrews 2018-03-15

Eight Nights in December: A Novella

The Mindful Geek - Michael

Taft 2015-09-14

The Mindful Geek tells you how to derive the real world benefits of hardcore mindfulness meditation without drinking the metaphysical Kool-Aid. Meditation teacher, Michael W. Taft gives you step-by-step instructions in the powerful and reliable techniques of mindfulness meditation, and outlines the psychological and neuroscientific research

underpinning these practices. By treating mindfulness as a scientifically-based, psychological technique, you can keep your atheistic or agnostic secular skepticism and still maintain a powerful, regular, and deeply effective meditation practice. That's because meditation doesn't require you to believe in it to work. Like any good technology, if you use it correctly, it will do the job reliably whether you believe in it or not. And-make no mistake- meditation is a kind of technology; a technology for hacking the human wetware in order to improve your life. This book is a practical, hands-on manual about how to make the most of that technology for yourself. If you are smart, skeptical, technically-inclined, and have a desire to see what meditation is really all about, this book is for you. Michael has taught a lot of meditation programs at tech corporations like Google, so this material has been field-tested on some world-class geeks.

Half World - Hiromi Goto

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2011-01-25

Melanie Tamaki is an outsider. The only child of a loving but neglectful mother is just barely coping with school and with life. But everything changes on the day she returns home to find her mother is missing,

lured back to Half World by the vindictive Mr. Glueskin. Soon Melanie begins an epic and darkly fantastical journey to save her parents. What she does not yet realize is that the future of the universe depends upon her success.