

The Dna Of Customer Experience How Emotions Drive Value

The Drive to Learn The Nature of Emotion Beyond Emotional Intelligence Driver Behaviour and Training The Intuitive Customer Positive Minds, Successful Lives: How to Harness the Power of Thought for Personal Growth and Success Driver Psychology Drinking & Driving The Execution Factor: The One Skill that Drives Success The Psychology of Selling and Advertising Let's Drive Right Successful Emotions Toward a Rationality of Emotions A Theory of Feelings Psychology The DNA of Customer Experience The Science of Evil The New Let's Drive Right Unity Pulpit, Boston Cornelius N. Grove Andrew S. Fox Drew Gold, Ph.D. Dr Lisa Dorn Colin Shaw Amanpreet Kaur Marshall B. Stearn Kim Perell Edward Kellogg Strong Maxwell Nicoll Halsey Katharina W. George Turski Agnes Heller Ross Stagner C. Shaw Joel Moody Maxwell Nicoll Halsey Minot Judson Savage

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countless books and articles have offered remedies for the poor learning outcomes of american schoolchildren virtually all of these publications share one thing in common they propose improvements in the policies and practices controlled by adult educators grove believes that our children s poor learning cannot be totally the fault of educators our children are active participants in classrooms so if there s a problem with how well our children are learning then we as parents might be at fault to discover what our part is and explore what can be done about it grove draws on over 100 anthropological studies of children s learning and child rearing in china japan and korea they reveal that those children even the youngest ones are highly receptive to classroom learning why do they come into classrooms with attentive and engaged attitudes how did they acquire the drive

to learn can american parents benefit from knowing how chinese japanese and korean parents think about and carry out child rearing the drive to learn explores these questions

building on the legacy of the groundbreaking first edition the editors of this unique volume have selected more than 100 leading emotion researchers from around the world and asked them to address 14 fundamental questions about the nature and origins of emotion for example what is an emotion how are emotions organized in the brain how do emotion and cognition interact how are emotions embodied in the social world how and why are emotions communicated how are emotions physically embodied what develops in emotional development at the end of each chapter the editors andrew fox regina lapate alexander shackman and richard davidson highlight key areas of agreement and disagreement in the final chapter the nature of emotion a research agenda for the 21st century the editors outline their own perspective on the most important challenges facing the field today and the most fruitful avenues for future research not a textbook offering a single viewpoint the nature of emotion reveals the central issues in emotion research and theory in the words of many of the leading scientists working in the field today from senior researchers to rising stars providing a unique and highly accessible guide for students researchers and clinicians

beyond emotional intelligence never have another bad day introduces a new concept emotional dexterity it is a more proactive way to manage your emotional state than traditional emotional intelligence through dozens of examples and skill building exercises dr gold walks you through this unique approach that enables you to change your emotional state as easily as flipping a light switch

research on driver behaviour has clearly demonstrated that the goals and motivations a driver brings to the driving task are important determinants for driver behaviour the objective of the book and of the conference on which it is based is to describe and discuss recent advances in the study of driving behaviour and driver training it bridges the gap between practitioners in road safety and theoreticians investigating driving behaviour from a number of different perspectives and related disciplines the book is timely in its aim of defining new approaches to driver training methodology based on decades of empirical research on driver behaviour the contributing road safety researchers and professionals consider the kinds of methods that are effective in teaching drivers the higher level skills needed to be a safe competent driver the readership includes road safety researchers from a variety of different academic backgrounds senior practitioners in the field from regulatory authorities and professional driver training organisations such as the police service and private and public sector personnel who are concerned with improving road safety

building on the work of daniel kahneman thinking fast and slow dan ariely predictably irrational shaw and hamilton provide a new understanding of how people behave explain what it means for organizations who really want to understand their customers and show you what to do to create exceptional customer experiences

discover the transformative power of your thoughts with amanpreet kaur s insightful guide positive minds successful lives explores the profound impact of the mind body connection and how beliefs shape your reality learn to overcome limiting beliefs harness positive thinking and employ mindfulness and cognitive behavioral strategies to manage and transform your thoughts this book offers practical tools to drive personal growth emotional well being and success unlock your mind s potential and embark on a journey to a more empowered successful life

learn the best kept secret of the world s most successful entrepreneurs execution kim perell made headlines for her amazing transformative story of a startup entrepreneur to an internationally renowned ceo and prominent angel investor from her modest beginnings at her kitchen table she went from broke to multi millionaire in just a few short years today she has investments in over 70 startups many of which have been sold to some of the largest fortune 500 companies now in the execution factor she offers indispensable wisdom as she shares her personal journey and proven program for achieving success the execution factor offers a straightforward approach to success deliberately designed in a way that anyone can master perell flips the notion on its head that success is all about having a great idea an advanced degree or a high iq because people around the world have achieved their dreams without any of those things perell believes the ability to execute is the difference between success and failure the execution factor is for anyone looking to transform themselves from a dreamer to a doer and will make you feel like you have a success coach by your side perell teaches her unique 5 traits of execution vision passion action resilience and relationships by the time you ve completed the book you will have a have a blueprint to achieve your dreams in business and in life don t settle for ordinary when you can have extraordinary master execution and change your life

this book provides first time insight into whether emotions impact performance of an online ability test this question is gaining in relevance as online assessment is used increasingly in personnel selection and since it has been shown that emotions impact the way humans think moreover the author demonstrates for the first time how short film clips can elicit different emotions in an online setting furthermore she gives an overview of the area of online assessment of models of intelligence and emotion and of how emotion and cognition interact

embracing an approach to emotions that can generally be characterized as cognitive turski examines what it takes in the interrelation of conceptual historical psychological and sociological factors for sustaining a coherent picture of emotions in relation to certain fundamental human features

a theory of feelings examines the problem of human feelings widely understood from phenomenological analytic and historical perspectives it begins with an analysis of drives and affects and pursues the nature of feeling itself in all of its variability through a close study of the distinctive categories of emotions emotional dispositions orientive feelings and the passions as such the starting point of the onlysis entails an examination of the characteristics of human involvement or our ways of being in the world building upon this assessment of the conditions of human involvement the philosophical history and emotional economy characteristic of modern relationships is treated and the nature of expression social division suffering and responsibility is evaluated in light of the theory of feeling presented here the book is recommended to anyone interested in philosophy psychology sociology and cognitive science

as the world thought leaders on customer experience colin shaw and the team at beyond philosophy have undertaken more than 18 months of groundbreaking research to discover the emotions that drive and destroy value in an organization and can now disclose the empirical link between evoking these emotions and substantial financial returns

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