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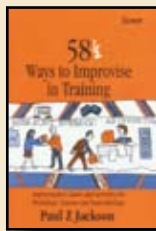
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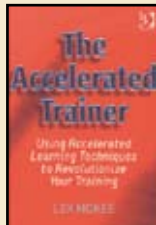
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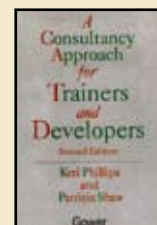
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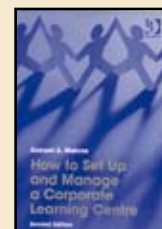
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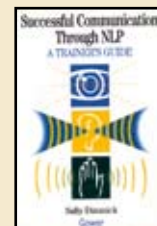
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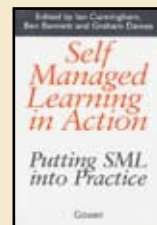
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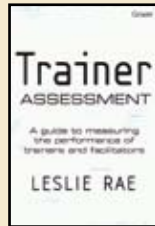
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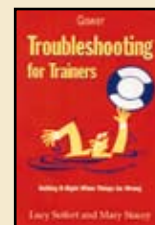
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Getting It Right When Things Go Wrong

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This book covers all the key elements of the training process and the problems and pitfalls behind them. Covering; being a new trainer; various types of troublesome trainee; coping with treacherous hardware and group dynamics.

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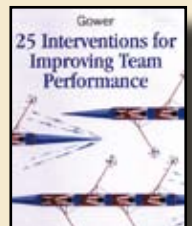
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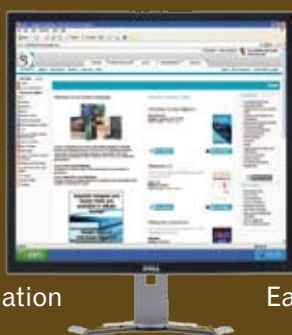
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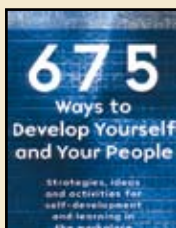
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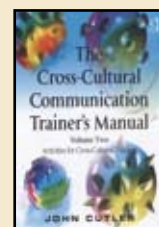
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80 activities covering: understanding culture and differences, stereotypes, cultural self-awareness, cultural influences, barriers to communication. A must-have resource for anyone involved in cross- or intercultural training.

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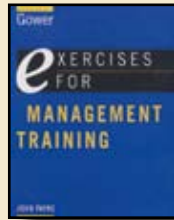
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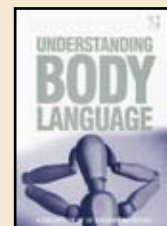
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