Chapter 1 : Human Beings, AI and Robots to Represent the New Workforce in - Smarter With Gartner

Dynamics for Marketing. Growing businesses need more than basic email marketing tools to turn their prospects into business relationships. Microsoft Dynamics for Marketing is available in public preview for organizations seeking a marketing automation solution that tightly integrates with your CRM system to allow transfer of lead information seamlessly between marketing and sales.

Mar 1, Because many health beliefs and behaviors are culturally-based, it follows that when two different cultures come together in a health care setting, a collision of expectations often occurs. Many recent immigrants and refugees to the U. So it is important for health care professionals to anticipate communication needs around these tendencies. In this article we present cases to illustrate how culture can create barriers to care. Related links are provided for further reading. Rosanna Fiallo-Scharer presented a case study involving a Mexican immigrant child with diabetes mellitus type 2. During office visits with Dr. However, the child was not responding to treatment as expected. Fiallo-Scharer is herself Latino and fluent in Spanish, the challenge in this case was not one of language, but there was definitely miscommunication happening between cultures â€" the Mexican immigrant culture and the Western medical culture. Eventually, the mother admitted that she was not adhering to the recommended course of insulin injections at home because the grandmother believed that insulin was addictive and refused to allow the required insulin injections. She preferred instead to rely upon the traditional remedies she herself trusted. This is a clear example of how a misperception about Western medicine became a significant barrier to treatment. It also highlights the importance of understanding culturally-based family dynamics which can have a dramatic impact on treatment and compliance. Another example of how Western medicine is misunderstood involves oral birth control. The use of oral birth control, so common in American culture, is very much misunderstood and often rejected in many parts of the world. In some cultures there are concerns about the side effects of oral contraceptives such as weight loss, fever and infection. One study involving Cambodian refugees indicated this may correlate in some way to these same reactions in women taking the traditional herbs for birth control. The parents did not mention to the emergency room doctor that another one of their children had been admitted and died in the same unit. It turned out that the family carried an inherited muscular wasting disease known as Werdnig Hoffman Syndrome. However, when questioned, the father insisted his babies got this disease from the birth control pills his wife was taking. He had not allowed her to take them since the death of the first baby. Since then, she had given birth to eleven children; five others had died. The pediatricians were asked most often about herbs and dietary supplements. Given these statistics among Americans, why is the use of traditional remedies such a cause for concern when treating patients from different cultural backgrounds? The answer lies largely in communication gaps that are more likely to occur in cross-cultural encounters. Most Americans are comfortable asking their doctors questions and will comfortably engage in dialogue about using alternative medicines. Recent immigrants and refugees who are unfamiliar with Western health care are far less likely to share such information. In general, they will be less inclined to ask questions and negotiate their treatment with a doctor who they see as an authority figure. More common in their experience, perhaps, is having a doctor tell them what to do. They may not be aware that preventing adverse drug interactions depends on discussing all the medicines they take with their doctor. In multi-generational households, older children are often put in charge of younger ones. However, adults should be in charge of administering medicines of any kind. A useful link to information about using alternative medicines with children can be found at http: Misunderstanding of Chronic Disease Many cultures have specific treatments for acute illness, but have no concept of asymptomatic chronic diseases. Also, each exacerbation of symptoms may be seen as a separate illness unrelated to previous episodes, especially if there are variety of symptoms. It is also likely that remission will be seen as a cure. A common challenge for pediatricians around this barrier to successful treatment is seen in the use of controller medicines for children with asthma. This is incredibly important to reducing health disparities among populations that typically have the poorer health outcomes related to conditions like asthma. There is no way for health care professionals to predict specific cultural barriers with certainty in every situation, so

cross-cultural communication skills become extremely important in uncovering misperceptions that will impede treatment. To maximize understanding in the context of health care settings providers need to be cognizant of some basics: Taking a little extra time to build rapport before discussing the medical issue at hand. Demonstrating an awareness of culturally-based family dynamics â€" never turn your back on grandma! Recognizing how different cultures perceive the status of doctors and nurses and how this affects open communication Being emphatic about encouraging questions and giving silence a chance if the patient is slow in arriving at an answer to your question, this may be a gesture of respect. Expressing awareness of traditional remedy use by many patients from ALL cultures as well as genuine interest in patient use of these remedies and cures without judgment. Study referenced involving Cambodian refugees https: Case Study involving Hmong family and misperceptions about birth control pills.

Chapter 2 : Getting Approval For Training And Development - Office Dynamics

I wish to get rid of these problems: Â· Every time I try to open MS Office Word Windows Server SP1, a dialogue box appears "Do you want to allow the following program to make changes to this.

Responses to discrimination and psychiatric disorders among black, Hispanic, female, and lesbian, gay, and bisexual individuals. Am J Public Health. Sexual risk, substance use, and psychological distress in HIV-positive gay and bisexual men who also inject drugs. Sexual orientation and mental health. Annu Rev Clin Psychol. The relationship between suicide risk and sexual orientation: Results of a population-based study. Pervasive trauma exposure among US sexual orientation minority adults and risk of posttraumatic stress disorder. Centers for Disease Control and Prevention. Sexual orientation and health among U. National Health Interview Survey, [Internet]. National Center for Health Statistics; [cited Apr 12]. Sexual orientation and estimates of adult substance use and mental health: Regular health care use by lesbians: A path analysis of predictive factors. Suicide risk and prevention for lesbian, gay, bisexual, and transgender youth. Education Development Center, Inc. Compendium of HIV prevention interventions with evidence of effectiveness [Internet]. The effects of unequal access to health insurance for same-sex couples in California. The epidemiology of problem drinking in gay men and lesbians: Sexual orientation and risk of suicide attempts among a representative sample of youth. Arch Pediatr Adolesc Med. A population-based study of sexual orientation identity and gender differences in adult health. Special issues and concerns. Lesbian, gay, and bisexual homeless youth: An eight-city public health perspective. Disparities in health insurance coverage, access, and outcomes for individuals in same-sex versus different-sex relationships, â€" Demonstrating the importance and feasibility of including sexual orientation in public health surveys: Health disparities in the Pacific Northwest. CDC; Feb [cited Aug 23]. Overweight and obesity in lesbian and bisexual college women. J Am College Health. Mental disorder, subsistence strategies, and victimization among gay, lesbian, and bisexual homeless and runaway adolescents. The impact of homophobia, poverty, and racism on the mental health of gay and bisexual Latino men: Findings from three US cities. Findings from two needs assessment studies in Philadelphia. National transgender discrimination survey: National Gay and Lesbian Taskforce; Nov. Public policy issues affecting gay, lesbian, bisexual and transgender elders. Tobacco use among sexual minorities in the USA: The health, health-related needs, and lifecourse experiences of transgender Virginians. Virginia Department of Health; Alcohol use and alcohol-related problems among lesbians and gay men. Ann Rev of Nurs Res. Stimulant use and HIV risk behavior: The influence of peer support. Findings and implications for gay and bisexual men.

Chapter 3 : Microsoft Office Certifications: Overview | Microsoft Learning

 # Office Layout. It's amazing how much of an influence office layout and design can have on team dynamics. The size of the rooms, the number of people in each space, the amount of natural light, colours, the presence of plants or decorations all can have a significant impact on the psychological wellbeing and dynamics of the groups using them.

Coercive control Coercive power is the application of negative influences. It includes the ability to demote or to withhold other rewards. The desire for valued rewards or the fear of having them withheld that ensures the obedience of those under power. Coercive power tends to be the most obvious but least effective form of power as it builds resentment and resistance from the people who experience it. Threats and punishment are common tools of coercion. Implying or threatening that someone will be fired, demoted, denied privileges, or given undesirable assignments â€" these are characteristics of using coercive power. Extensive use of coercive power is rarely appropriate in an organizational setting, and relying on these forms of power alone will result in a very cold, impoverished style of leadership. Andersen in "Close encounters: Power is a perception in a sense that some people can have objective power, but still have trouble influencing others. People who use power cues and act powerfully and proactively tend to be perceived as powerful by others. Power as a Relational Concept: Power exists in relationships. Partners in close and satisfying relationships often influence each other at different times in various arenas. Power as Resource Based: Power usually represents a struggle over resources. The more scarce and valued resources are, the more intense and protracted are power struggles. The scarcity hypothesis indicates that people have the most power when the resources they possess are hard to come by or are in high demand. The person with less to lose has greater power in the relationship. Dependence power indicates that those who are dependent on their relationship or partner are less powerful, especially if they know their partner is uncommitted and might leave them. According to interdependence theory, quality of alternatives refers to the types of relationships and opportunities people could have if they were not in their current relationship. The principle of least interest suggests that if a difference exists in the intensity of positive feelings between partners, the partner who feels the most positive is at a power disadvantage. Power as Enabling or Disabling: Power can be enabling or disabling. Research[citation needed] has been shown that people are more likely to have an enduring influence on others when they engage in dominant behavior that reflects social skill rather than intimidation. People who communicate through self-confidence and expressive, composed behavior tend to be successful in achieving their goals and maintaining good relationships. Power can be disabling when it leads to destructive patterns of communication. This can lead to the chilling effect where the less powerful person often hesitates to communicate dissatisfaction, and the demand withdrawal pattern which is when one person makes demands and the other becomes defensive and withdraws mawasha, Both effects have negative consequences for relational satisfaction. Power as a Prerogative: The prerogative principle states that the partner with more power can make and break the rules. Powerful people can violate norms, break relational rules, and manage interactions without as much penalty as powerless people. In addition, the more powerful person has the prerogative to manage both verbal and nonverbal interactions. They can initiate conversations, change topics, interrupt others, initiate touch, and end discussions more easily than less powerful people. See expressions of dominance. Rational choice framework[edit] Game theory , with its foundations in the Walrasian theory of rational choice , is increasingly used in various disciplines to help analyze power relationships. One rational choice definition of power is given by Keith Dowding in his book Power. In this setting we can differentiate between: This framework can be used to model a wide range of social interactions where actors have the ability to exert power over others. Cultural hegemony[edit] In the Marxist tradition, the Italian writer Antonio Gramsci elaborated the role of ideology in creating a cultural hegemony , which becomes a means of bolstering the power of capitalism and of the nation-state. The back end, the beast, represented the more classic, material image of power, power through coercion, through brute force, be it physical or economic. In Russia, this power was lacking, allowing for a revolution. However, in Western Europe, specifically in Italy , capitalism had succeeded in exercising consensual power, convincing the working classes that their interests

were the same as those of capitalists. In this way revolution had been avoided. While Gramsci stresses the significance of ideology in power structures, Marxist-feminist writers such as Michele Barrett stress the role of ideologies in extolling the virtues of family life. In wartime it is accepted that women perform masculine tasks, while after the war the roles are easily reversed. Therefore, according to Barrett, the destruction of capitalist economic relations is necessary but not sufficient for the liberation of women. He shows that power over an individual can be amplified by the presence of a group. Foucault[edit] For Michel Foucault , the real power will always rely on the ignorance of its agents. No single human, group nor single actor runs the dispositif machine or apparatus but power is dispersed through the apparatus as efficiently and silently as possible, ensuring its agents to do whatever is necessary. This milieu both artificial and natural appears as a target of intervention for power according to Foucault which is radically different from the previous notions on sovereignty, territory and disciplinary space inter woven into from a social and political relations which function as a species biological species. He writes, "A body is docile that may be subjected, used, transformed and improved. Instead of using corporeal punishment in order to convince people to adhere to the laws of the day, Foucault says power becomes internalized during this period. Instead of watching someone be drawn and quartered in a public space, political power is exerted on individuals in a way that compels them to obey laws and rules on their own - without this show of force. He builds on the ideas of Jeremy Bentham regarding the Panopticon in which prison inmates are compelled to behave and control themselves because they might be in the view of the prison guard. The physical shape of the Panopticon creates a situation in which the prison guard need not be present for this to happen, because the mere possibility of the presence of the guard compels the prisoners to behave. Foucault takes this theory and makes it generalize to everyday life. He claims that this kind of surveillance is constant in modern society, and the populous at large enacts it. She also cites diet, exercise, and skin care, among other processes, as sites in which the feminine body is made docile. Clegg[edit] Stewart Clegg proposes another three-dimensional model with his "circuits of power" [15] theory. This model likens the production and organizing of power to an electric circuit board consisting of three distinct interacting circuits: These circuits operate at three levels, two are macro and one is micro. The episodic circuit is the micro level and is constituted of irregular exercise of power as agents address feelings, communication, conflict, and resistance in day-to-day interrelations. The outcomes of the episodic circuit are both positive and negative. The dispositional circuit is constituted of macro level rules of practice and socially constructed meanings that inform member relations and legitimate authority. The facilitative circuit is constituted of macro level technology, environmental contingencies, job design, and networks, which empower or disempower and thus punish or reward, agency in the episodic circuit. All three independent circuits interact at "obligatory passage points" which are channels for empowerment or disempowerment. Galbraith[edit] JK Galbraith summarizes the types of power as being "condign" based on force , "compensatory" through the use of various resources or "conditioned" the result of persuasion , and their sources as "personality" individuals , "property" their material resources and "organizational" whoever sits at the top of an organisational power structure. Thus a political regime maintains power because people accept and obey its dictates, laws and policies. For Sharp, political power, the power of any state â€" regardless of its particular structural organization â€" ultimately derives from the subjects of the state. If subjects do not obey, leaders have no power. Rejecting instructive power is possible â€" rejecting destructive power is not. By using this distinction, proportions of power can be analyzed in a more sophisticated way, helping to sufficiently reflect on matters of responsibility. The theory analyzes the culture of the powerful. The powerful comprise those people in society with easy access to resources, those who can exercise power without considering their actions. The unmarked category can form the identifying mark of the powerful. The unmarked category becomes the standard against which to measure everything else. One can often overlook unmarked categories. Whiteness forms an unmarked category not commonly visible to the powerful, as they often fall within this category. The unmarked category becomes the norm, with the other categories relegated to deviant status. Social groups can apply this view of power to race, gender , and disability without modification: The thought of Friedrich Nietzsche underlies much 20th century analysis of power. Some schools of psychology , notably that associated with Alfred Adler , place power dynamics at the core of their theory where orthodox Freudians might place sexuality. Psychological research[

edit] Recent experimental psychology suggests that the more power one has, the less one takes on the perspective of others, implying that the powerful have less empathy. Adam Galinsky , along with several coauthors, found that when those who are reminded of their powerlessness are instructed to draw Es on their forehead, they are 3 times more likely to draw them such that they are legible to others than those who are reminded of their power. In one example, powerful people turned off an irritatingly close fan twice as much as less powerful people. Researchers have documented the bystander effect: Empathy gap "Power is defined as a possibility to influence others. Having power or not having power can cause a number of psychological consequences. It leads to strategic versus social responsibilities. It was concluded[by whom? Being strategic can also mean to defend when one is opposed or to hurt the decision-maker. These studies compared behavior done in different power given[clarification needed] situations. The recipient has no choice of rejecting the offer. The behavior observed was that the person offering the proposal would act less strategically than would the one offering in the ultimatum game. Self-serving also occurred and a lot of pro-social behavior was observed. Coercive power Abusive power and control or controlling behaviour or coercive control is the way that abusers gain and maintain power and control over a victim for an abusive purpose such as psychological , physical , sexual , or financial abuse. The abuse can be for various reasons such as personal gain, personal gratification , psychological projection , devaluation , envy or just for the sake of it as the abuser may simply enjoy exercising power and control. Controlling abusers may use multiple tactics to exert power and control over their victims. The tactics themselves are psychologically and sometimes physically abusive.

Chapter 4 : Cultural Barriers to Treatment and Compliance | Dimensions of Culture

Gecina: Parisian Real Estate Player To Have A Strong Dynamics of the Parisian Office Market. Consider joining two of Seeking Alpha's premier services to receive access to valuable.

You read about a great seminar, workshop, or conference for administrative professionals. The topics are of interest to you and will help you in your job. Selling your executive on supporting your professional development is a skill. This will help me become a better assistant and a more valuable employee. How will I sell this to my executive? You have to really believe that you are worth investing in and that you and your executive will both win big with this investment. For 20 years I was an assistant and I often had to persuade my executives to let me attend seminars and conferences. There has to be a return on the investment ROI in an employee. As an employer, whether one of my staff is attending a one-day workshop or a four-day conference, I expect them to come back to the office with ideas and to become better at their job. I take training and education seriously. I have been providing training to administrative professionals since Organizations hire me to train their assistants and expect behavior change as a result. They not only invest financially in education for their assistants, but they are giving their administrative staff time away from their desks for the training. If you are not convinced of your own value and need to grow, you will not be able to persuade anyone else. I say this from 42 years of experience. Use the guidelines below to help you gain support for your professional development whether for a conference, onsite workshop, online course or books. Help your executive see why it is beneficial to invest in your education and how your executive will also win as a result. Points to Consider You need to continually learn and grow. Get your executive to see the long-term payoff. Often executives think about the number of days you will be out of the office. You need to help them see that while you may be gone three or four days, you will gain skills and knowledge that will take you, and them, into the future. Executives travel all over the country. Some assistants tell me they can only attend seminars that take place in their city or state. That is not 21st Century thinking. Assistants should be a business partner to their executive, so start acting like a business partner and convince your manager why you should be allowed to travel out of state. You need to be selective. Some things to consider are: Who is the speaker? What qualifies them to speak on the subjects covered? If they are going to speak on how to thrive in your profession, do they understand the administrative profession? Did they ever work for any length of time as an administrative office professional? And did they work in various positions and organizations so they can share a broader perspective? What is the value of the program? In other words, what are you getting for your money? Any extra events such as a welcome dinner? What meals are included? Of course, the content should always be the most important but when you are comparing one seminar to another and can only attend one, you need to consider these other aspects. Inquire about the quality of the workshop materials? Will you be able to use them as a reference guide after the training? Do they provide robust information? What about post-class follow-up activities for ongoing learning? Is this a lecture or will you be actively involved in the learning process? If you really believe this training will help you professionally or even just rejuvenate your enthusiasm about your career, realize it may take three or four attempts to convince your manager. You may have to try different ways or formats to persuade your executive and, remember, timing is important. Principles of Persuasion Know exactly what you want to accomplish by attending the training or conference. You should list your objectives alongside each topic in the curriculum and how that will tie into your current job or prepare you for the future. What key selling points would be important to your executive? How will your executive benefit from you attending training or a seminar? Learn what motivates your executive. Is your executive motivated by ROI return on investment , the skills you will develop or you learning from an acclaimed expert in the field? Does your executive belief in personal development and growth? Keep in mind the format you will use to present your case. Does your executive prefer information short and to the point or does your executive like details? Is your executive a visual learner? If so, provide graphs or charts to make your point. Tie key learning points of the seminar or conference to your professional development plan for the year and to the goals of your department. Show your executive how what you will learn will help you in

specific areas of your job. If your executive still says no to the training or seminar, sincerely ask your executive why he or she believes this is not a good investment. You may be able to counter that perception. But be absolutely cognizant of copyrights. Emphasize the benefits of networking with peers and learning from others in the field. Or you pay for your hotel stay and ask your executive to pay for registration and airfare. If all else fails, maybe you need to make the financial investment in yourself. Yes, I said you make the investment. I know several high-performing assistants who have spent thousands of dollars on their development and have reaped tremendous rewards over the years. Sometimes it really is a budget issue. I understand that perfectly as a business owner and CEO. Have the courage to go after what you want. That in itself is a learning experience.

Chapter 5 : Dynamics Monthly Update-February â€" Dynamics Customer Engagement in the Field

Since , I've been on the other side of the desk as the CEO of Office Dynamics International. I see the executives' perspective. There has to be a return on the investment (ROI) in an employee.

Manage Take advantage of tools The GDPR provides data subjectsâ€"individuals to whom data relatesâ€"with more control over how their personal data is captured and used. Managing access and controlling how data is used and accessed are fundamental to GDPR compliance. Dynamics provides capabilities to authenticate users and govern access to personal data. Display custom privacy notices and request and obtain consent for processing activities. Rectify inaccurate or incomplete personal data using a variety of methods. Decide if the delete request meets the GDPR requirements for deleting personal data. Meet data subject portability requests by using Dynamics data export capabilities. The organization may decide to use advanced find capabilities to identify the data subject and their related data. Protect Discover built-in protection Microsoft Dynamics services are developed using the Microsoft Secure Development Lifecycle which incorporates privacy-by-design and privacy-by-default methodologies. The ability to grant and restrict user access to personal data via security roles and fields and hierarchy level security models. Dynamics auditing to help detect data breaches with Dynamics auditing. Report Tools to help keep detailed records The GDPR sets new standards in transparency, accountability, and record-keeping. Organizations processing personal data will need to keep detailed records to be compliant. Dynamics provides tools to help meet data reporting requirements. With Microsoft Dynamics , you can: Track and record changes to personal data using the audit functionality. The GDPR sets requirements regarding the flows of personal data into and out of the EU and flows of personal data to third-party service providers. Exposure to unnecessary cross-border data transfer is reduced by Microsoft using a regional datacenter strategy for Dynamics Microsoft offers contractual commitments for all of its enterprise cloud services, including Dynamics Microsoft also maintains an inventory of third-party service providers who may have access to customer data and limits access to customer data by third parties. To help customers who are seeking information that may help them perform a DPIA addressing their use of Dynamics , Microsoft provides detailed information about its processing of customer data and the security measures used to protect that data.

Chapter 6 : Seeking: Office Language Pack - German - Microsoft Community

Our corporation is in the midst of a large Office upgrade program where we are moving everyone from Office to either Office (on premise desktops) or Office (w/ code base) for laptops, Surface Pro etc. One of our departments is currently running MS CRM (Rollup 18) and the.

Chapter 7 : Microsoft Partner of the Year Award Press Release | Avanade US

For organizations seeking a marketing automation solution with features that extend beyond basic email marketing, we encourage you to try the free public preview for Dynamics for Marketing. Additional information about regional availability and how to access the preview is available here.

Chapter 8 : Lesbian, Gay, Bisexual, and Transgender Health | Healthy People

It also highlights the importance of understanding culturally-based family dynamics which can have a dramatic impact on treatment and compliance. See related article in archives. Another example of how Western medicine is misunderstood involves oral birth control.

Chapter 9 : Making sense of Microsoft's Common Data Service makeover | ZDNet

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