2013 Personnel Management N4 Exam Question Papers

JSL invites the submission of manuscripts that contribute to the exchange of ideas and scholarship about schools and leadership. All theoretical and methological approaches are welcome. We do not advocate or practice a bias toward any mode of inquiry (e.g., qualitative vs. quantitative; empirical vs. conceptual; discipline-based vs. interdisciplinary) and instead operate from the assumption that all careful and methodologically sound research has the potential to contribute to our understanding of school leadership. We strongly encourage authors to consider both the local and global implications of their work. The journal's goal is to clearly communicate with a diverse audience including both school-based and university-based educators. The journal embraces a board conception of school leadership and welcomes manuscripts that reflect the diversity of ways in which this term is understood. The journal is interested not only in manuscripts that focus on administrative leadership in schools and school districts, but also in manuscripts that inquire about teacher, student, parent, and community leadership.

The Oxford Handbook of Human Resource ManagementOxford University Press

In this original text, Simon Western deconstructs and reconstructs leadership to challenge the popular notion of the individual or hero leader, instead using his own framework to present leadership as a distributed process. New to the third edition: A new chapter on leadership symptoms that offers a novel approach to researching and conceptualizing leadership. An expanded chapter on "Leadership and Diversity" with Pooja Sachdev. Updated material on "The Eco-Leadership Discourse", with the chapter now differentiating between ethical eco-leadership and commercial eco-leaders (e.g Facebook, Google, Amazon). Analysis of contemporary leadership trends, including leadership in the gig economy, algorithmic management, and the rise in messiah and authoritarian leadership in populist parties. Updated case studies with references to current politicians and organizations.

University can be a psychologically distressing place for students. Empirical studies in Australia and the USA highlight that a large number of law students suffer from psychological distress, when compared to students from other disciplines and members of the general population. This book explores the significant role that legal education can play in the promotion of mental health and well-being in law students, and consequently in the profession. The volume considers the ways in which the problems of psychological distress amongst law students are connected to the way law and legal culture are taught, and articulates curricula and extra-curricula strategies for promoting wellbeing for law students. With contributions from legal academics, legal practitioners and psychologists, the authors discuss the possible causes of psychological distress in the legal community, and potential interventions that may increase psychological well-being. This important book will be of interest to legal academics, law students, members of the legal profession, post-graduate researchers as well as non-law researchers interested in this area.

HRM is central to management teaching and research, and has emerged in the last decade as a significant field from its earlier roots in Personnel Management, Industrial HRM Relations, and Industrial Psychology. People Management and High Performance teams have become key functions and goals for manager at all levels in organizations. The Oxford Handbook brings together leading scholars from around the world - and from a range of disciplines - to provide an authoritative account of current trends and developments. The Handbook is divided into four parts: * Foundations and Frameworks, * Core Processes and Functions, * Patterns and Dynamics, * Measurement and Outcomes. Overall it will provide an essential resource for anybody who wants to get to grips with current thinking, research, and development on HRM.

You've taken your introduction to evaluation course and are about to do your first evaluation project. Where do you begin? Interactive Evaluation Practice: Managing the Interpersonal Dynamics of Program Evaluation helps bridge the gap between the theory of evaluation and its practice, giving students the specific skills they need to use in different evaluation settings. Jean A. King and Laurie Stevahn present readers with three organizing frameworks (derived from social interdependence theory from social psychology, evaluation use research, and the evaluation capacity building literature) for thinking about evaluation practice. These frameworks help readers track the various skills or strategies to use for distinctive evaluation situations. In addition, the authors provide explicit advice about how to solve specific evaluation problems. Numerous examples throughout the text bring interactive practice to life in a variety of settings.

Table of contents

Providing a practical and step-by-step guide to collecting and and managing qualitative data, this book focuses on the three most often used forms of qualitative methods: participant observation, in-depth interviews, and focus groups. Designed to be very applied, this textbook includes many checklists and tips for how to use each technique while doing research. It also includes numerous real-life examples and cases so that the reader will benefit from seeing the broader picture. Collecting Qualitative Data: A Field Manual is intended both for beginning researchers and the more experienced research collector.

Comprehensive Behavior Management: Schoolwide, Classroom, and Individualized Approaches supports teachers in preventing management problems and responding to unwanted behavior when it occurs in classrooms. The text offers a comprehensive presentation of three levels of behavior management strategies: individual, classroom, and schoolwide, all three of which contribute to a positive learning environment. A social learning emphasis in which human behavior is viewed within an ecological framework is integrated throughout the text. Application of this information is supported by a range of pedagogical devices such as vignettes, examples, strategies, and activities to show teachers how to manage behavior effectively. The analysis and applications in this text cover both general education and special education strategies.

Marketing, while essential to organisational success, is arguably one of the most controversial aspects of business management. Criticisms of marketing's impact range from fostering materialism and unsustainable consumption patterns through to the use of deception, stifling of innovation and lowering of quality, to name but a few. Taking a holistic and international perspective, this book critically examines the ethical challenges marketing faces and explores strategies marketers can use to respond to those challenges. The book examines specific aspects of marketing activities, such as ethical considerations in relation to young consumers, potentially harmful products and criticism of the societal

impact of medical, arts and tourism marketing activities. It then combines these with wider discussions of frameworks that enable marketers to respond to ethical challenges, supplemented by discussions of cross-cultural and international perspectives, consumer responses and ethical consumption movements as well as shifting historical perceptions of marketing ethics. The book is accompanied by a companion website including: PowerPoint slides and teaching notes per chapter, links to free SAGE journal articles and online videos selected per chapter by the authors, quizzes per chapter and links to further reading online. Visit: https://study.sagepub.com/eagle

Illuminating Social Life has enjoyed increasing popularity with each edition. It is the only book designed for undergraduate teaching that shows today's students how classical and contemporary social theories can be used to shed new light on such topics as the internet, the world of work, fast food restaurants, shopping malls, alcohol use, body building, sales and service, and new religious movements.A perfect complement for the sociological theory course, it offers 13 original essays by leading scholars in the field who are also experienced undergraduate theory teachers. Substantial introductions by the editor link the applied essays to a complete review of the classical and modern social theories used in the book.

At the heart of all successful survey research is asking the right questions. Constructing Effective Questionnaires is intended for all who commission, conduct, and evaluate research based on asking questions. This book offers Robert Peterson's pragmatic perspective on questionnaire construction - one based on a balance of personal experience plus in-depth knowledge of the conceptual and methodological literature of the behavioral sciences. From specific question wording to overall questionnaire design, the book is a comprehensive guide to this critical element of survey research. Throughout the book, Peterson repeatedly stresses the importance of empirically testing and evaluating questions, not only to identify whether they work, but also "why" they work.

A brand new collection of high-value HR techniques, skills, strategies, and metrics… now in a convenient e-format, at a great price! HR management for a new generation: 6 breakthrough eBooks help you help your people deliver more value on every metric that matters This unique 6 eBook package presents all the tools you need to tightly link HR strategy with business goals, systematically optimize the value of all your HR investments, and take your seat at the table where enterprise decisions are made. In The Definitive Guide to HR Communication: Engaging Employees in Benefits, Pay, and Performance, Alison Davis and Jane Shannon help you improve the effectiveness of every HR message you deliver. Learn how to treat employees as customers… clarify their needs and motivations … leverage the same strategies and tools your company uses to sell products and services… package information for faster, better decision-making… clearly explain benefits, pay, and policies… improve recruiting, orientation, outplacement, and much more. In Investing in People, Second Edition, Wayne Cascio and John W. Boudreau help you use metrics to improve HR decision-making, optimize organizational effectiveness, and increase the value of strategic investments. You'll master powerful solutions for integrating HR with enterprise strategy and budgeting -- and for gaining commitment from business leaders outside HR. In Financial Analysis for HR Managers, Dr. Steven Director teaches the financial analysis skills you need to become a true strategic business partner, and get boardroom and CFO buy-in for your high-priority initiatives. Director covers everything HR pros need to formulate, model, and evaluate HR initiatives from a financial perspective. He walks through crucial financial issues associated with strategic talent management, offering cost-benefit analyses of HR and strategic financial initiatives, and even addressing issues related to total rewards programs. In Applying Advanced Analytics to HR Management Decisions , pioneering HR technology expert James C. Sesil shows how to use advanced analytics and "Big Data" to optimize decisions about performance management, strategy alignment, collaboration, workforce/succession planning, talent acquisition, career development, corporate learning, and more. You'll learn how to integrate business intelligence, ERP, Strategy Maps, Talent Management Suites, and advanced analytics -- and use them together to make far more robust choices. In Compensation and Benefit Design , world-renowned compensation expert Bashker D. Biswas helps you bring financial rigor to compensation and benefit program development. He introduces a powerful Human Resource Life Cycle Model for considering compensation and benefit programs… fully addresses issues related to acquisition, general compensation, equity compensation, and pension accounting… assesses the full financial impact of executive compensation and employee benefit programs… and discusses the unique issues associated with international HR programs. Finally, in People Analytics, Ben Waber helps you discover powerful hidden social "levers" and networks within your company, and tweak them to dramatically improve business performance and employee fulfillment. Drawing on his cutting-edge work at MIT and Harvard, Waber shows how sensors and analytics can give you an unprecedented understanding of how your people work and collaborate, and actionable insights for building a more effective, productive, and positive organization. Whatever your HR role, these 6 eBooks will help you apply today's most advanced innovations and best practices to optimize workplace performance -- and drive unprecedented business value. From world-renowned human resources experts Alison Davis, Jane Shannon, Wayne Cascio, John W. Boudreau, Steven Director, James C. Sesil, Bashker D. Biswas, and Ben Waber .

Now in its second edition, this book focuses on practical algorithms for mining data from even the largest datasets.

The U.S. Department of Defense accounts for over half of federal government discretionary spending and over 3% of GDP. Half of all federal employees work for the Department. The annual budget for the military not only provides for those salaries, it covers the baseline and wartime operating expenses of the force, and hundreds of billions of dollars of investment in new capabilities and technologies. Given the materiality of the defense function and amount of resources it consumes, the processes for budgeting for defense and managing the funds is important to understand. This text provides a fully integrated view of defense budgeting. It takes the position that defense budgeting is a specific instance of public budgeting, and public budgeting is a specific instance of public policy. In order to fully understand how the nation budgets for defense, it first lays a

theoretical and conceptual foundation for public policy and public budgeting. That is followed by an assessment of the political and policy context for defense, including the overarching federal budget process and role of Congress in setting defense policy. Only then does the text explore the specifics of defense budgeting: how, by whom, and why the budget is crafted. Beyond the topic of budgeting – formulating, requesting, and legitimating the request for funds – the book tackles financial management topics. Included are discussions of federal appropriations law, funds management, accounting requirements, intragovernmental business transactions, and contemporary topics of defense policy such as funding overseas contingency operations in an era of deficit control legislation. This book is an appropriate reference for both students and practitioners of defense budgeting and financial management. It would also be appropriate in a general public budgeting course. Most public budgeting texts focus on state and municipal governments and there are few that address the federal system. This book fills that gap and provides a specific example of federal budgeting.

Electronic Inspection Copy available here Increasingly used by behavioural and social scientists, implicit measures afford investigating core psychological constructs in ways that bypass people's willingness and ability to report their feelings and beliefs. Focused on two primary assessment tools, evaluative priming and the Implicit Association Test, the Implicit Measures volume is designed for serious practitioners and beginning researchers alike. It provides an overview of each measure, describing its theoretical underpinnings and construct validity. Each chapter then lays out "best practices" for successfully designing each method and analyzing results, revealing how to avoid common pitfalls. The Implicit Measures volume will enable students of implicit measures to decide when and how to use them in their own research, and educate consumers of research about the accomplishments and challenges of using these state-of-the art assessment techniques. The SAGE Library in Social and Personality Psychology Methods provides students and researchers with an understanding of the methods and techniques essential to conducting cutting-edge research. Each volume within the Library explains a specific topic and has been written by an active scholar (or scholars) with expertise in that particular methodological domain. Assuming no prior knowledge of the topic, the volumes are clear and accessible for all readers. In each volume, a topic is introduced, applications are discussed, and readers are led step by step through worked examples. In addition, advice about how to interpret and prepare results for publication are presented.

Electronic inspection copies are available for instructors What and who is business for? What exactly is work and how can we distinguish it from other activity? Do businesses operate along different ethical lines from individuals? This clear and accessible text introduces key philosophical concepts and ideas and applies them to fundamental issues in management and organizations. Written for business and management students with no previous knowledge of philosophy, this text will lead readers to question the basic assumptions widely made about business and management. An Introduction to the Philosophy of Management is packed with case studies and examples which provoke thought and discussion. Coverage includes crucial topics such as business ethics, culture and leadership. Key features: - Boxed definitions of key concepts - Real life case studies and examples - Questions for Reflection - Further reading This text is essential reading for any business and management student wanting to think creatively.

This report presents the recommendations of a WHO Expert Committee commissioned to coordinate activities leading to the adoption of international recommendations for the production and control of vaccines and other biological substances, and the establishment of international biological reference materials. Following a brief introduction, the report summarizes a number of general issues brought to the attention of the Committee. The next part of the report, of particular relevance to manufacturers and national regulatory authorities, outlines the discussions held on the development and adoption of new and revised WHO Recommendations, Guidelines, and guidance documents. Following these discussions, WHO Guidelines on the quality, safety and efficacy of Ebola vaccines, and WHO Guidelines on procedures and data requirements for changes to approved biotherapeutic products were adopted on the recommendation of the Committee. In addition, the following two WHO guidance documents on the WHO prequalification of in vitro diagnostic medical devices were also adopted: (a) Technical Specifications Series (TSS) for WHO Prequalification - Diagnostic Assessment: Human immunodeficiency virus (HIV) rapid diagnostic tests for professional use and/or self-testing; and (b) Technical Guidance Series (TGS) for WHO Prequalification - Diagnostic Assessment: Establishing stability of in vitro diagnostic medical devices. Subsequent sections of the report provide information on the current status, proposed development and establishment of international reference materials in the areas of: antibiotics, biotherapeutics other than blood products; blood products and related substances; in vitro diagnostics; and vaccines and related substances. A series of annexes are then presented which include an updated list of all WHO Recommendations, Guidelines, and other documents on biological substances used in medicine (Annex 1). The above four WHO documents adopted on the advice of the Committee are then published as part of this report (Annexes 2-5). Finally, all additions and discontinuations made during the 2017 meeting to the list of International Standards, Reference Reagents and Reference Panels for biological substances maintained by WHO are summarized in Annex 6. The updated full catalog of WHO International Reference Preparations is available at: http://www.who.int/bloodproducts/catalogue/en/.

The text provides a general introduction and overview of legal history and basic legal concepts, with associated, contextualised legal skills.

This radical text presents central management questions that managers and students need to work with and understand. Key debates in management theory are taken out of their academic setting and discussed in relation to management experience. Exercises, examples, illustrations and summaries bring the problems and dilemmas alive for the student. From people management to organizational culture; leadership to learning; institutional power to individual innovation; the multi-faceted territory of management is explored and opened up.

Did you know, NOT EVERY SOCIAL MEDIA PLATFORM IS RIGHT FOR EVERY BUSINESS? As a business owner, you know social media is important and you'd like to get more socially active. However, you may not know where to begin and frankly, may not have much free time to spend hours learning about social media. As a business owner myself, I know how difficult it is to find time to learn something new. That's why I created this short, conversational, and easy-to-understand introductory guide that will help answer some of your questions as well as debunk some common myths and misconceptions surrounding social media. WHAT WILL YOU FIND INSIDE: -Answers to most common social media questions. -Biggest mistakes businesses make

in marketing and social media. -Key to social media success -Difference between social media manager and consultant (No, they are not the same thing).-Details on the 10 MAJOR Social Media platforms so you can choose what's best for you (did you know there were that many?)-Social Media Ads Brick-and-Mortar Business vs. Online StoresAdditionally, you will find lists of questions to consider when deciding which platform is right for you, all broken down in easy-to-read text and graphics. Important Disclaimer: I wrote this guide from my personal experience and perspective. It is based on my opinions and does not necessarily reflect the views of other marketing consultants.

This book analyses state-of-the-art techniques in business process management as drivers of advanced entrepreneurship, financial management, supply chain management, and sustainability management. The role of management in a rapidly-changing environment and the use of innovative methods and techniques to address and solve key management problems are also explored.

Four articles cover collections care; historical research methods; historical markers, signage, and public programming online; and digital repository. Books reviews cover museums and innovation, collections and collecting practices, special collections, constructions of knowledge, and digital rights management and digital repositories.

Written by an international team of experts in the field, the second edition of this popular text considers both the theoretical underpinnings and practical applications of narrative research. The authors take the reader from initial decisions about forms of narrative research, through more complex issues of reflexivity, interpretation and the research context. Existing chapters have been updated to reflect changes in the literature and new chapters from eminent narrative scholars in Europe, Australia and the United States have been added on a variety of topics including narratives and embodiment, visual narratives, narratives and storyworlds, new media narratives and Deleuzian perspectives in narrative research. This book will be invaluable for all students, researchers and academics looking to use narrative methods in their own social research.

Artificial intelligence (AI) has grown in presence in asset management and has revolutionized the sector in many ways. It has improved portfolio management, trading, and risk management practices by increasing efficiency, accuracy, and compliance. In particular, AI techniques help construct portfolios based on more accurate risk and return forecasts and more complex constraints. Trading algorithms use AI to devise novel trading signals and execute trades with lower transaction costs. AI also improves risk modeling and forecasting by generating insights from new data sources. Finally, robo-advisors owe a large part of their success to AI techniques. Yet the use of AI can also create new risks and challenges, such as those resulting from model opacity, complexity, and reliance on data integrity.

Relationship management (RM) is an essential part of business, but its success as a business model can be hard to measure, with some firms embracing a model that is truly relationship-orientated, while others claim to be relationship-orientated but in fact prefer transactional short-term gain. This open access book aims to develop a mid-range theory of relationship management, examining truly relationship-orientated firms to discover not only what qualities these firms have that make them successful at the RM model, but also what benefits this model has for the firm. It addresses questions like how RM-mature companies achieve and sustain competitive advantage, and what determines the scale and scope of these firms, illustrating with case studies. This book will be of interest to scholars studying leadership and strategy, especially those interested in relationship management, business ethics and corporate social responsibility. It will also be of interest to professionals looking to develop their understanding of relationship management.

The PMD Guide provides an introductory, independent exploration of Project Management within the context of the development sector. PMD Pro is an essential best practices guide for all non-profit organizations: international NGOs, country level and community based NGOs, humanitarian organizations, foundations, and funding organizations.The purpose of the PMD Guide is to improve development professionals' project management capacity. The Guide provides a contextualized, balanced, comprehensive, and adaptable resource to help increase the efficiency and effectiveness of projects in the development sector. It is intended for an audience that includes:* Project Managers and team members who are new to project management;* Project Managers and team members who are new to the development sector;* Development sector professionals who intend to pursue professional credentials in project management; * Consultants/contract staff operating in the development sector.The PMD Guide is organized into four sections:Section One: Projects in the Development SectorProjects pervade the culture of development organizations. As a result, project management is a critical competency for development professionals. Section One provides an introductory, high-level overview of projects in the sector, answering questions that include: * Why do projects matter? * How to define projects and project management? * How do projects fit in the larger strategic culture of development organizations? * What are the roles/responsibilities of the project manager and the project team? * What competencies are required to be a successful project manager?Section Two: Phases in the Life of a Development ProjectIn project management, as in much of life, a secret to success is balance. Section Two of the Guide explores the importance of balanced project management through the entire life of the project. Following a brief introduction that introduces the concept of the phases in the life of the project, Section Two of the Guide explores each of the six phases in the life of the project, including: * Project Identification and Design* Project Set Up* Project Planning* Project Implementation* Project Monitoring, Evaluation and Control* End of Project TransitionSection Three: Project Management DisciplinesTo succeed, project managers in the development sector need to develop an array of project management disciplines that must be applied through the entire life of the project. Section Three explores six discipline areas of project managers in the development sector, including:* Scope Management* Time Management* Project Resource Management* Risk Management * Project Justification Management* Stakeholder ManagementSection Four: Adapting the PMD ProThe PMD Guide is NOT a template to be applied indiscriminately to all projects and by all organizations. It is important to remember that each development organization is unique. Furthermore, within a single organization, projects will vary considerably in terms of value, complexity and risk. Even in situations where two projects seem to be similar, the environments in which projects are implemented are unpredictable and field realities can vary significantly from the scenarios anticipated in plans made just months

earlier. Recognizing that development organizations and their projects are unique, Section 4 examines approaches project managers can employ to adapt the PMD Pro project management approaches to the context in which their projects work.

Based on the premise that when students do something instead of simply reading about it, they understand it better, this book comprises 29 hands-on, active learning activities for use in research methods courses in the social sciences. The activities were created by instructors throughout the country and demonstrated to be effective in their classrooms. A variety of activities is included: group activities, solo activities, some that take a lot of time and others that take less time. Each one of them is directly related to a concept of research methods and aims to help students become better researchers.

Leading, Managing and Developing People is critical reading for all those studying the CIPD Level 7 Advanced module in Leading, Managing and Developing People as well as all HR and L&D practitioners. It provides extensive coverage of the aims, objectives and contribution of HRM such as the scope and nature of human resources, HR's role when organisations grow and how to ensure professionalism and ethical behaviour when managing people. This book also includes discussion of major contemporary themes in leading, managing and developing people including leadership development, flexibility, agile working and the psychological contract. This ensures that readers are fully prepared to lead, manage and develop staff in the new world of work. With rigorous academic underpinning and clear theoretical exploration, Leading, Managing and Developing People also includes practical advice on key activities including recruitment, job design, performance management, motivation and reward. Supported by online resources including an instructor's manual, lecture slides, international case studies, example essay questions and annotated web links, this is an indispensable guide for both students and practitioners.

SUCCEEDING IN BUSINESS WITH MICROSOFT OFFICE EXCEL 2013 prepares your students to solve business problems by moving beyond the basic point and click skills to think critically about realistic business situations. When students combine software analysis with their own decision making abilities, they are more likely meet any business challenge with success. The Succeeding in Business Series emphasizes problem-solving, critical thinking, and analysis - challenging students to find efficient and effective solutions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Support in higher education is an emerging area of great interest to professors, researchers and students in academic institutions. Sustainability in Higher Education provides discussions on the exchange of information between different aspects of sustainability in higher education. This book includes chapter contributions from authors who have provided case studies on various areas of education for sustainability. focus on sustainability present studies in aspects related with higher education explores a variety of educational aspects from an sustainable perspective

Community Based Participatory Research by Dr. Karen Hacker presents a practical approach to CBPR by describing how an individual researcher might understand and then actually conduct CBPR research. This how-to book provides a concise overview of CBPR theoretical underpinnings, methods considerations, and ethical issues in an accessible format interspersed with real life case examples that can accompany other methodologic texts in multiple disciplines.

Designed for students and practitioners, Arlene Fink's practical book shows how to do evidence-based research in public health. As a great deal of evidence-based practice occurs online, Evidence Based Public Health Practice focuses on how to find, use and interpret online sources of public health information. It also includes examples of community-based participatory research and shows how to link data with community preferences and needs. Each chapter begins with specific learning objectives and concludes with practice exercises geared to the objectives. Each chapter also contains a list of key terms that are an essential part of an evidence-based public health practitioner's vocabulary. The book includes a comprehensive glossary, and hundreds of online and print references, examples, and charts.

Drawn from best practices, this casebook provides a practical road map and real-life case studies to help students develop the necessary skills to design, negotiate, and manage domestic and international alliances. Editors Jean-Louis Schaan and Micheál J. Kelly have organized this book around the four major phases in the alliance formation and management process—strategic rationale, partner selection, negotiation, and implementation.

Human resources management is essential for any workplace environment and is deemed most effective when a strategic focus is in place to ensure that people can facilitate that achievement of organizational goals. But, effective human resource management also contains an element of risk management for an organization which, as a minimum, ensures legislative compliance. Human Resources Management: Concepts, Methodologies, Tools, and Applications compiles the most sought after case studies, architectures, frameworks, methodologies, and research related to human resources management. Including over 100 chapters from professional, this three-volume collection presents an in-depth analysis on the fundamental aspects, tools and technologies, methods and design, applications, managerial impact, social/behavioral perspectives, critical issues, and emerging trends in the field, touching on effective and ineffective management practices when it comes to human resources. This multi-volume work is vital and highly accessible across the hybrid domain of business and management, essential for any library collection.

The collection brings together the latest work of researchers from Australia, Africa, Asia, and Europe focusing on early childhood leadership matters. It covers different aspects of leadership in early education: professional education and development, identity and leadership strategies as well as governance and leadership under different frame conditions. Assistant Principals' Perceptions of Value Added to School Success Anna Sun and Alan R. Shoho "The click-clack of her heels and the jingle of her keys": Exploring the

Tensions in the Leadership of a Successful Turnaround Principal Ulrich C. Reitzug and Kimberly Kappler Hewitt Central District Office Leadership for Diversity and Equity: Constraints and Opportunities for Policy Intermediaries Allison Mattheis Leadership Performance Model for the Effective School Principal Disraeli M. Hutton Talking About Race: Overcoming Fear in the Process of Change Emily Lilja Palmer and Karen Seashore Louis