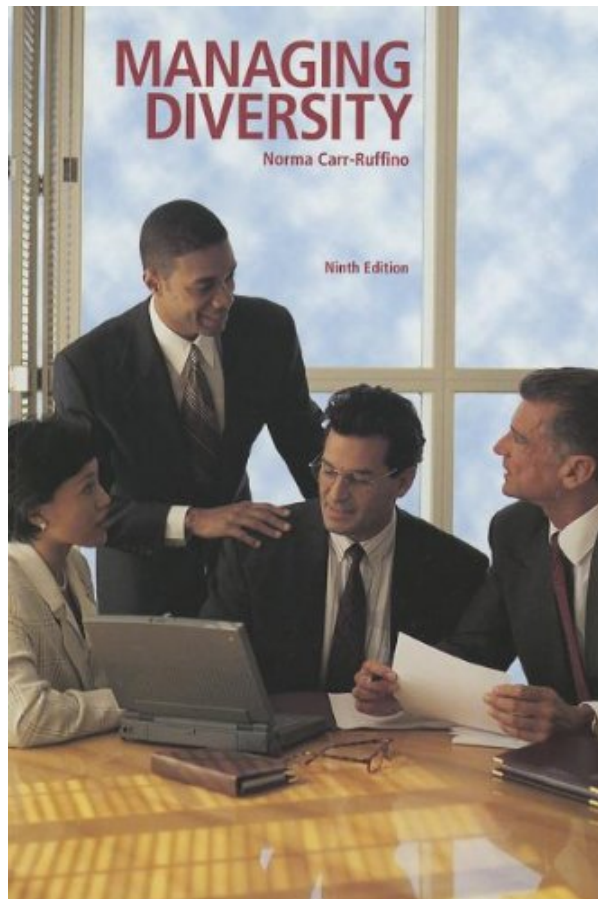
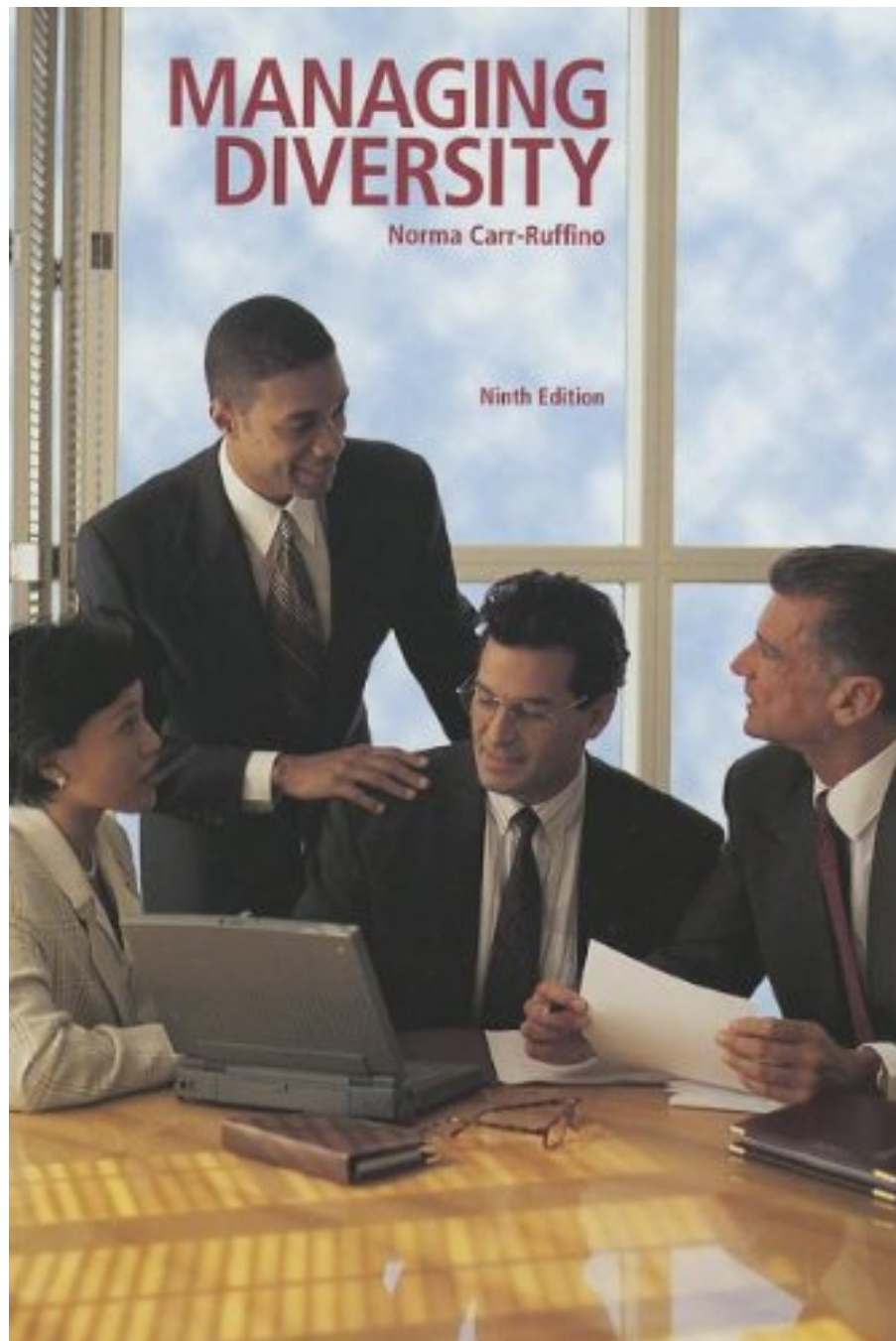


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Norma Carr-Ruffino is Professor of Management in the College of Business at San Francisco State University. The author of numerous textbooks as well as the bestselling book, *The Promotable Woman*, and a well-known lecturer, she has made presentations throughout the United States, Europe, and Asia. She has facilitated seminars and courses in managing cultural and gender diversity since the 1970s. As an entrepreneur, she helped to found and expand a chain of food stores. Her research has focused on helping organizations successfully compete in local and global markets by utilizing the talents of a diverse range of people.

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Today's American workplace is more multicultural than ever, but it can be hard for managers to keep up with all the rapid changes. Fortunately, *Managing Diversity: People Skills for a Multicultural Workplace* can help. This book is for people who see themselves as workplace leaders, either now or in the future, and for people who are ready to develop the skills needed to manage diversity. With thorough analysis and real-life examples, this book provides practical advice on how to open up your worldview and thus transform it.

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- Sales Rank: #172607 in Books
- Brand: Pearson Learning Solutions
- Published on: 2012-09-02
- Ingredients: Example Ingredients
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x 1.10" w x 7.00" l, 2.35 pounds
- Binding: Paperback
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About the Author

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