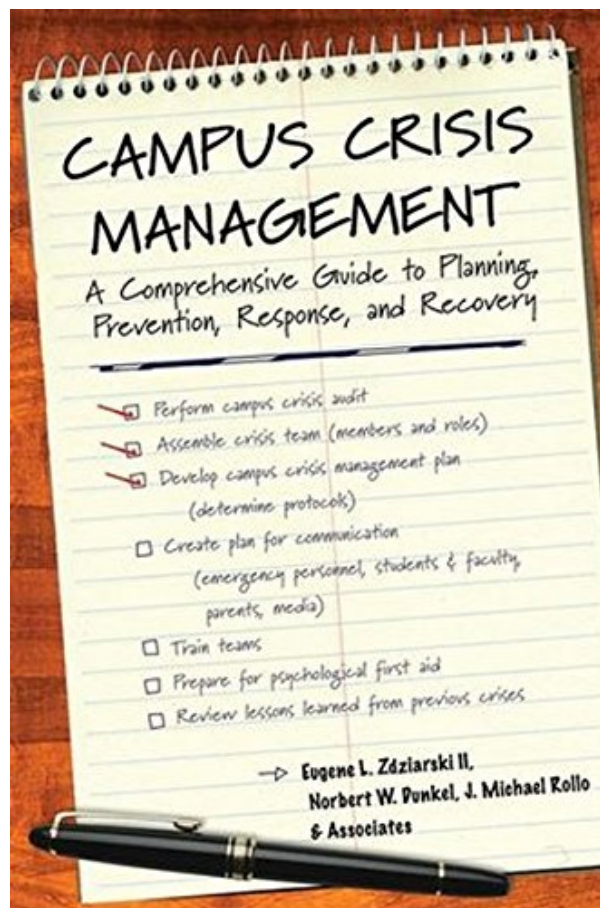
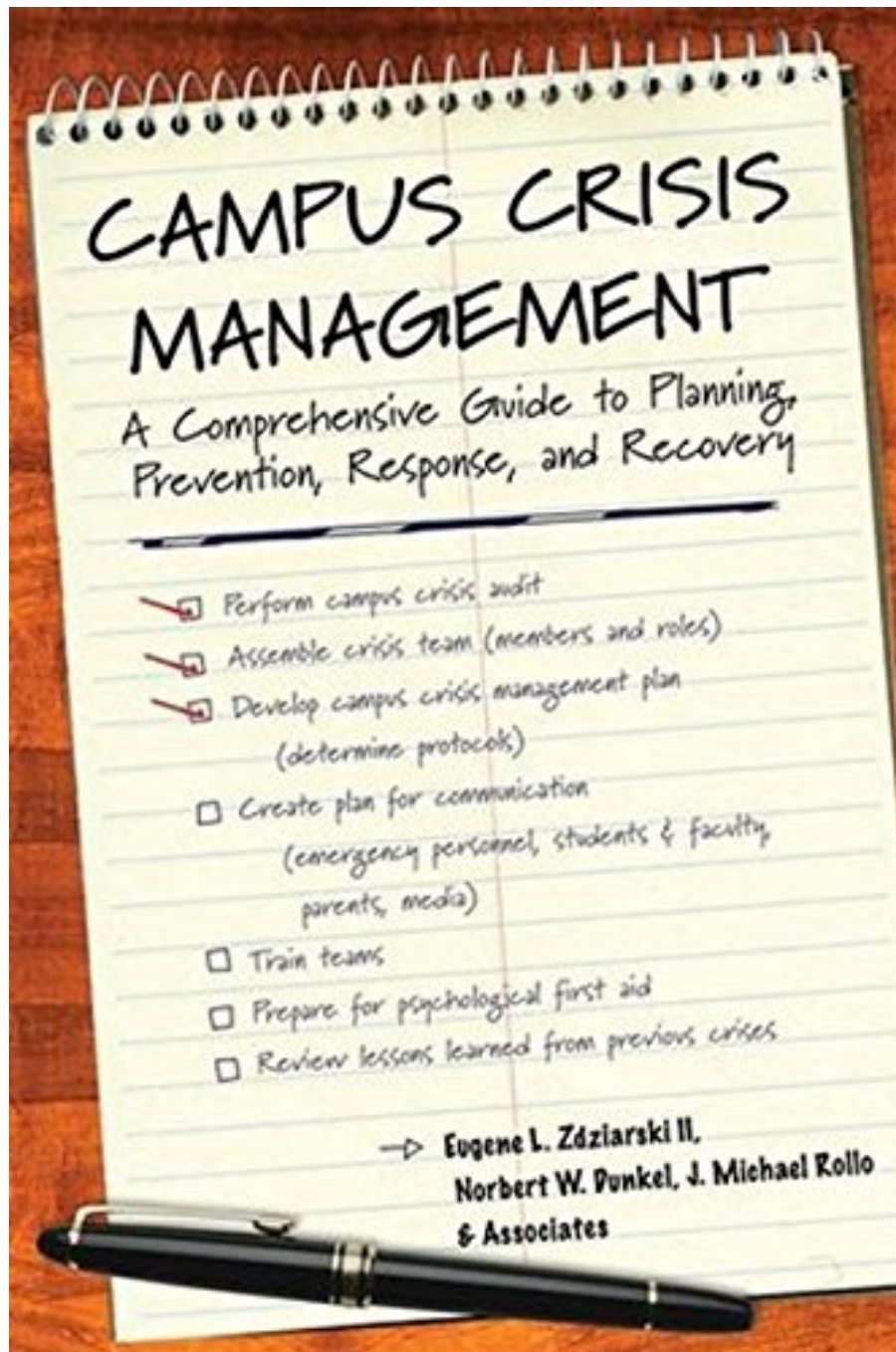


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Review

"This work tells us where to start and how to improve." (NACADA, 03/11/08)

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"Crisis work is a blend of compassion, training, and experience. This book is packed with practical ways to prepare for and manage crisis while never losing site of the human aspect that is at the heart of every crisis."
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From the Inside Flap

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