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The Problem Solving Memory Jogger 2nd Edition

In this new paperback edition of the classic bestseller, you'll be taken on a hilarious, fast-paced ride through the history of ideas. Author Scott Berkun will show you how to transcend the false stories that many business experts, scientists, and much of pop culture foolishly use to guide their thinking about how ideas change the world. With

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four new chapters on putting the ideas in the book to work, updated references and over 50 corrections and improvements, now is the time to get past the myths, and change the world. You'll have fun while you learn: Where ideas come from The true history of history Why most people don't like ideas How great managers make ideas thrive The importance of problem finding The simple plan (new for paperback) Since its initial publication, this classic bestseller has been discussed on NPR, MSNBC, CNBC, and at Yale University, MIT,

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Carnegie Mellon University, Microsoft, Apple, Intel, Google, Amazon.com, and other major media, corporations, and universities around the world. It has changed the way thousands of leaders and creators understand the world. Now in an updated and expanded paperback edition, it's a fantastic time to explore or rediscover this powerful view of the world of ideas. "Sets us free to try and change the world."--Guy Kawasaki, Author of Art of The Start "Small, simple, powerful: an innovative book about innovation."--Don

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Norman, author of Design of Everyday Things "Insightful, inspiring, evocative, and just plain fun to read. It's totally great."--John Seely Brown, Former Director, Xerox Palo Alto Research Center (PARC) "Methodically and entertainingly dismantling the cliches that surround the process of innovation."--Scott Rosenberg, author of Dreaming in Code; cofounder of Salon.com "Will inspire you to come up with breakthrough ideas of your own."--Alan Cooper, Father of Visual Basic and author of The Inmates are Running the

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Asylum "Brimming with insights and historical examples, Berkun's book not only debunks widely held myths about innovation, it also points the ways toward making your new ideas stick."--Tom Kelley, GM, IDEO; author of The Ten Faces of Innovation

Based on the original Memory Jogger, this pocket guide provides basic tools for problem solving and continuous improvement. Team techniques and collaborative decision-making tools, including the seven management and

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planning tools, are also included. Read it cover to cover and refer to it often.

This best-seller can help anyone whose role is to try to find specific causes for failures. It provides detailed steps for solving problems, focusing more heavily on the analytical process involved in finding the actual causes of problems. It does this using figures, diagrams, and tools useful for helping to make our thinking visible. This increases our ability to see what is truly significant and to better identify errors in our thinking. In the

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sections on finding root causes, this second edition now includes: more examples on the use of multi-vari charts; how thought experiments can help guide data interpretation; how to enhance the value of the data collection process; cautions for analyzing data; and what to do if one can't find the causes. In its guidance on solution identification, biomimicry and TRIZ have been added as potential solution identification techniques. In addition, the appendices have been revised to include: an expanded breakdown of the 7

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M's, which includes more than 50 specific possible causes; forms for tracking causes and solutions, which can help maintain alignment of actions; techniques for how to enhance the interview process; and example responses to problem situations that the reader can analyze for appropriateness.

Millions of readers remember The Goal, the landmark business novel that sets forth by way of story the essential principles of Eliyahu Goldratt's innovative methods of production. Now, from the AGI-Goldratt

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Institute and Jeff Cox, the same creative writer who co-authored The Goal, comes VELOCITY, the book that reveals how to achieve outstanding bottom-line results by integrating the world's three most powerful continuous improvement disciplines: Lean, Six Sigma, and Goldratt's Theory of Constraints. Used by the United States Navy and United States Marine Corps to dramatically improve some of the most complex, logistically vast supply chains in the world, the VELOCITY APPROACH draws on the strengths of all

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three disciplines to deliver breakthrough performance gains. In physics, speed with direction is velocity; in business, the application of VELOCITY means your organization can achieve operational speed with strategic direction to outmaneuver competitors, gain loyalty with customers, and rapidly build sustainable earnings growth -- in as little as one or two business quarters. Dee Jacob and Suzan Bergland, two princi-pals of AGI, have been teaching the concepts, techniques, and tools of VELOCITY to major

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corporations, including Procter & Gamble, ITT, and Northrop Grumman, for years. Now they unlock the door for you to see how to apply their insights and methods to your organization -- be it business, not-for-profit, manufacturing, or service based -- in order to shorten lead times, slash inventories, reduce production variability, and increase sales. Writer Jeff Cox returns with the vivid, realistic style that made The Goal so readable yet so edifying. Thrust into the presidency of the subsidiary company where she has

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managed sales and marketing, Amy Cieolara is mandated by her corporate superiors to implement Lean Six Sigma (LSS) in order to appease a key customer. Assigned to help her is LSS Master Black Belt Wayne Reese, installed as her operations manager. But as time goes on and corporate pressure mounts, Amy finds she has to start thinking for herself -- and learning from everyone around her -- and she arrives at the series of steps that form the core of the VELOCITY APPROACH. VELOCITY offers keen insight into the human and

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organizational factors that so often derail growth while teaching you proven, practical techniques for restarting and revving up the internal engines of your company to reach new levels of success. Colorful characters, believable situations, and everything from dice games to AGI's "reality tree" techniques make this business novel a vital resource for everyone seeking to deliver business improvement in these challenging economic times -- and far into the future.

Root Cause Analysis

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ECG Interpretation

A Pocket Guide of Tools and Techniques for Effective Meeting Facilitation

A Pocket Guide of Tools for Six Sigma Improvement Teams

Tools for Continuous Improvement and Effective Planning

Discover to Deliver

Get Better Results with high quality content, exercise sets, and step-by-step pedagogy! Tyler Wallace continues to offer an enlightened approach grounded in the fundamentals of

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classroom experience in Beginning and Intermediate Algebra. The text reflects the compassion and insight of its experienced author with features developed to address the specific needs of developmental level students. Throughout the text, the author communicates to students the very points their instructors are likely to make during lecture, and this helps to reinforce the concepts and provide instruction that leads students to mastery and success. The exercises, along with the number of practice problems and group activities available, permit instructors to choose from a wealth of problems, allowing ample opportunity

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for students to practice what they learn in lecture to hone their skills. In this way, the book perfectly complements any learning platform, whether traditional lecture or distance-learning; its instruction is so reflective of what comes from lecture, that students will feel as comfortable outside of class as they do inside class with their instructor.

This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you

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make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market. The layout of the book has been designed to help speed your learning. Throughout, the authors have split the pages into two halves: the top half presents key concepts using brief language—almost keywords—and the bottom half uses examples to help explain those concepts. A roadmap in the margin of every page simplifies navigating the book and searching for specific topics. The book is suited for employees and managers at

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any organizational level in any type of industry, including service, manufacturing, and the public sector.

Feedback from users suggest this resource book is more comprehensive and more practical than many others in the market. One of its strengths is that it was written by trainees in internal medicine who understand the need for rapid access to accurate and concise clinical information, with a practical approach to clinical problem solving.

**"For undergraduate/graduate Principles of Management and Management Skills courses."
Whetten/Cameron teaches students the ten**

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essential skills all managers should possess in order to be successful. "Developing Management Skills", 7/e, " begin each chapter, starting with the PAMS assessment in the introduction, allowing students to see which skills they need to focus on more. It shows students with little work experience that most managers struggle with one or more skills presented in the book.

Concepts, Principles, and Practices

The Memory Jogger II

System Engineering Analysis, Design, and Development

A Pocket Guide of Tools for Continuous

Improvement

**A Simplified Approach to Identifying,
Correcting, and Reporting Workplace Errors**

A Resource Book for Clinical Practice

**PISA Take the Test Sample Questions from
OECD's PISA Assessments**

Goes beyond the systems of familiar methodologies to explain how companies can turn process performance into a competitive advantage while sustaining excellence, outlining philosophical strategies to such topics as recognizing what is valuable to

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customers, promoting cross-functional cooperation and aligning IT systems with processes.

The Problem Solving Memory Jogger™ Second Edition is designed for you to use on the job or in the classroom. This book uses a problem-solving model based upon a variety of data and knowledge-based tools. The emphasis of this model is on root cause analysis and innovative solutions. Use this book as part of a self-study program or as a

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reference before, during, and after training to learn the concepts, methods, and basic tools for effective problem solving. Each step in The Problem Solving Memory Jogger™ details the key concepts and the practical skills that you should master. The book also highlights a case example that demonstrates how the tools are used in each step in the process. You'll also find page references to supporting books that include step-by-step details

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on tool construction and the team process.

"I spend much time helping organizations capture requirements and even more time helping them recover from not capturing requirements. Many of them have gone through some motions regarding requirements as if they were sleepworking. It's time to wake up and do it right—and this book is going to be their alarm clock." -Jerry Weinberg, author of numerous books on

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productivity enhancement "In today's complex, fast-paced software development environment, collaboration—the intense peer-to-peer conversations that result in products, decisions, and knowledge sharing—is absolutely essential to success. But all too often, attempts to collaborate degenerate into agonizing meetings or ineffectual bull sessions. Ellen's wonderful book will help you bridge the gap—turning the agony of meetings into

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the ecstasy of effective collaboration." -Jim Highsmith, a pioneer in adaptive software development methods "Requirements by Collaboration presents a wealth of practical tools and techniques for facilitating requirements development workshops. It is suitable-no, essential reading-for requirements workshop facilitators. It will help both technical people and customer representatives participate in these

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critical contributions to software success." -Karl Wiegers, Principal Consultant, Process Impact, author of Software Requirements "The need for this particular book, at this particular time, is crystal clear. We have entered a new age where software development must be viewed as a form of business problem solving. That means direct user participation in developing 'requirements,' or more accurately, in jointly working the business

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problem. That, in turn, means facilitated sessions. In this book, Ellen Gottesdiener provides a wealth of practical ideas for ensuring that you have exactly the right stuff for this all-important area of professional art." -Ronald G. Ross, Principal, Business Rule Solutions, LLC, Executive Editor, www.BRCommunity.com

"Gottesdiener's years of software development experience coupled with her straight-forward writing style make her

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book a perfect choice for either a senior developer or a midlevel project manager. In addition to her technical experience, her knowledge of group dynamics balance the book by educating the reader on how to manage conflict and personality differences within a requirements team—something that is missing from most requirements textbooks...It is a required 'handbook' that will be referred to again and again." -Kay Christian,

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ebusiness Consultant, Conifer, Colorado
"Requirements by Collaboration is a
' 'must read' ' for any system
stakeholder. End users and system
analysts will learn the significant
value they can add to the systems
development process. Management will
learn the tremendous return they may
receive from making a modest
time/people investment in facilitated
sessions. Facilitators will discover
ways to glean an amazing amount of high-

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quality information in a relatively brief time." -Russ Schwartz, Computer System Quality Consultant, Global Biotechnology Firm "In addition to showing how requirements are identified, evaluated, and confirmed, Ellen provides important guidance based on her own real-world experience for creating and managing the workshop environment in which requirements are generated. This book is an engaging and invaluable resource for project teams

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and sponsors, both business and IT, who are committed to achieving results in the most productive manner possible."

-Hal Thilmony, Senior Manager, Business Process Improvement (Finance),

CiscoSystems, Inc. "Project managers should read this book for assistance with planning the requirements process.

Experienced facilitators will enrich their knowledge. New facilitators can use this book to get them up to speed and become more effective in less

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time." -Rob Stroober, Competence Development Manager and Project Manager, Deloitte & Touche Consultdata, The Netherlands "While many books discuss the details of software requirement artifacts (for example, use cases), Ellen's new book zeros in on effective workshop techniques and tools used to gather the content of these artifacts. As a pioneer in requirements workshops, she shares her real-life experiences in a comprehensive and easy-

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to-read book with many helpful examples and diagrams." -Bill Bird, Aera Energy LLC "Requirements by Collaboration is absolutely full of guidance on the most effective ways to use workshops in requirements capture. This book will help workshop owners and facilitators to determine and gain agreement on a sound set of requirements, which will form a solid foundation for the development work that is to follow." -Jennifer Stapleton, Software Process

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Consultant and author of DSDM: The Methodin Practice "This book provides an array of techniques within a clear, structured process, along with excellent examples of how and when to use them. It''s an excellent, practical, and really useful handbook written by a very experienced author!"

-Jean-Anne Kirk, Director DSDM

Consortium and IAF Professional

Development "Ellen has written a

detailed, comprehensive, and practical

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handbook for facilitating groups in gathering requirements. The processes she outlines give the facilitator tools to bring together very different perspectives from stakeholders elegantly and with practical, useable results." -Jo Nelson, Principal, ICA Associates, Inc., Chair, IAF (2001-2002) Requirements by Collaboration: Workshops for Defining Needs focuses on the human side of software development--how well we work

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with our customers and teammates. Experience shows that the quality and degree of participation, communication, respect, and trust among all the stakeholders in a project can strongly influence its success or failure. Ellen Gottesdiener points out that such qualities are especially important when defining user requirements and she shows in this book exactly what to do about that fact. Gottesdiener shows specifically how to plan and conduct

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requirements workshops. These carefully organized and facilitated meetings bring business managers, technical staff, customers, and users into a setting where, together, they can discover, evolve, validate, verify, and agree upon their product needs. Not only are their requirements more effectively defined through this collaboration, but the foundation is laid for good teamwork throughout the entire project. Other books focus on

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how to build the product right.

Requirements by Collaboration focuses instead on what must come first--the right product to build.

ECG Interpretation: An Incredibly Easy! Pocket Guide provides time-starved nurses with the essentials of electrocardiography in a streamlined, bulleted, and highly visual format. The book fits into a pocket for quick reference anytime and anywhere and uses charts, illustrations, logos, and other

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Incredibly Easy! features to help nurses spot key points at a glance. Topics include ECG basics, such as obtaining and interpreting rhythm strips; arrhythmia interpretation; pacemakers and ICDs; and 12-lead ECGs. For each arrhythmia, causes, signs and symptoms, and pharmacologic and nonpharmacologic treatment are presented. Test Zone questions and answers evaluate the reader's mastery of the subject.

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Silver Bullets

A Simple Guide to Super Effective ISO Audits

7 Steps to Improved Processes

5 Whys

The Memory Jogger

A Revised Guide to Initiative Problems, Adventure Games, Stunts, and Trust Activities

Requirements by Collaboration

Outlines a systematic process for improving the value of a project

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through the analysis of its functions while explaining how to reduce costs and maximize quality in products, processes and services in manufacturing, construction and management.

The food industry has been introduced to the concept of third-party certification to help manage and control their food safety programs. Food manufacturers benefit from a food safety quality system that is based on

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GFSI (Global Food Safety Initiative) principles. It is evident that a food manufacturer's food safety program must encourage continual improvement to their existing program in order to be successful. Current GFSI benchmarking initiatives have introduced the concept of implementing root cause analysis as a tool for problem solving when a site is found not to be in conformance with their food safety standard. A necessary tool for determining the root cause and

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action plan when a non-conformance is sited at a certification audit.

Implement this 7-Step Model will and not only assist in identifying the cause and action plan of a non-conformance, but apply it to many day-to-day problems that are difficult to solve.

Do you have recurring problems that are costing you time and money? Unresolved problems do more than aggravate. They can increase costs, lower quality, and

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drive customers away. Plus, quality management processes, such as ISO 9001, require organizations to have a corrective and preventive action process in place. Root cause analysis is integral to the success of any corrective action or problem-solving process. Unfortunately, root cause analysis is an often maligned, misunderstood, and misapplied process. Instead of viewing root cause analysis as an opportunity for improvement, many

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see it only as an admission that things have gone wrong. Root cause analysis should be seen as an opportunity, not a chore. This practical guide offers proven techniques for using root cause analysis in your organization. Inside you'll find:

- What root cause analysis is
- When (and when not) to use root cause analysis
- Who should participate in the root cause analysis process
- How to construct a root cause analysis checklist
- Examples of how a well-run

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root cause analysis process works And much more!

The answer is root cause analysis, a process that allows you to find the cause of single events/problems in the workplace. The Root Cause Analysis Handbook presents a walkthrough example that illustrates the method and shows how to implement it. Because poor initial problem definition can (and often does) undermine the problem-solving process, Ammerman places

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special emphasis on this area to build a solid foundation for effective analysis. He also provides guidance on preparing the final report. The need for clear documentation on dealing with problems makes this book especially valuable for quality managers, engineers, safety managers, and teams implementing the ISO or QS standards. Written in a simple, user-friendly style, you will grasp the core concepts quickly and begin applying them to your

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work.

Internal Auditing in Plain English
The Ideal Job-aid for Applying the
Problem Solving Methods of the Memory
Jogger II : a Unique "discovery"
Product

A Pocket Guide for Building Cross-
Functional Excellence

The Root Cause Analysis Handbook

Mrs. Keppel and Her Daughter

Root Cause Analysis, Second Edition

The Six Sigma Memory Jogger II

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Shares an overview and introduction to Six Sigma concepts, terminology and methods, outlining 41 Six Sigma tools including the "Critical To Quality" tree, the "Failure Mode and Effects Analysis" and the VOC Data-Collection System, detailing step-by-step approaches for specific needs from strengthening a market position to increasing profits.

Are you trying to improve performance, but find that the same problems keep getting in the way? Safety, health, environmental quality, reliability, production, and security are at stake. You need the long-term planning that will keep the same issues from recurring. Root Cause Analysis Handbook: A Guide to Effective Incident Investigation is a powerful tool that gives you a detailed

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step-by-step process for learning from experience. Reach for this handbook any time you need field-tested advice for investigating, categorizing, reporting and trending, and ultimately eliminating the root causes of incidents. It includes step-by-step instructions, checklists, and forms for performing an analysis and enables users to effectively incorporate the methodology and apply it to a variety of situations. Using the structured techniques in the Root Cause Analysis Handbook, you will: Understand why root causes are important. Identify and define inherent problems. Collect data for problem-solving. Analyze data for root causes. Generate practical recommendations. The third edition of this global classic is the most comprehensive, all-in-one package of book,

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downloadable resources, color-coded RCA map, and licensed access to online resources currently available for Root Cause Analysis (RCA). Called by users "the best resource on the subject" and "in a league of its own." Based on globally successful, proprietary methodology developed by ABS Consulting, an international firm with 50 years' experience in 35 countries. Root Cause Analysis Handbook is widely used in corporate training programs and college courses all over the world. If you are responsible for quality, reliability, safety, and/or risk management, you'll want this comprehensive and practical resource at your fingertips. The book has also been selected by the American Society for Quality (ASQ) and the Risk and Insurance Society (RIMS) as a "must

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have" for their members.

A conveniently sized, top-selling reference for every level of an organization shares strategic guidelines for improving quality performance in daily procedures and systems while bolstering productivity and minimizing costs, in a guide that outlines specific problem-solving tools.

This book is a comprehensive resource book that provides everything you need to know to create high performing teams.

Combining Lean, Six Sigma and the Theory of Constraints to Achieve Breakthrough Performance - A Business Novel

Seven Steps to Improved Processes

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ISO 9001:2015 in Plain English

Memory Improvement

PMP Project Management Professional Study Guide, Fifth Edition

Beginning and Intermediate Algebra

Value Methodology

An updated edition of a best-selling pocket guide to developing a collaborative management process is comprised of facilitation strategies and techniques for promoting leadership at all levels of an organization, providing coverage of topics ranging from prioritizing goals and establishing responsibilities to recognizing

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achievements and running effective meetings. ISO 9001 hasn't changed much in the last 15 years... until now! ISO 9001:2015 is a MAJOR revision. A LOT has changed. Requirements have been added and removed. Content has shifted to different sections and clauses. ISO 9001:2015 is built upon a completely different structure with the adoption of Annex SL. This may seem like a lot to take in, and it is. Fortunately, bestselling author Craig Cochran has translated ISO 9001:2015 into plain English that anyone can understand. Just as he did with the bestselling ISO 9001 in Plain English Cochran

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has written a comprehensive yet easily understandable guide to ISO 9001:2015. ISO 9001:2015 in Plain English was written so that anyone at any level of the organization can get to the heart of the standard's requirements and how they apply to the organization quickly and simply. Plus, Cochran shows what has changed between the 2008 and 2015 version. This straightforward book is ideal for people who are new to ISO 9001:2015, experienced ISO coordinators who want to get more out of an established system as they transition to the new standard, and for employees who just need a basic

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understanding of what ISO 9001:2015 is and how it applies to them. Cochran explains each of ISO 9001:2015's sections and clauses using real-world examples and frequently asked questions.

This fully integrated study resource is completely updated for the PMBOK, Sixth Edition This highly effective self-study guide contains all of the information you need to prepare for the latest version of the challenging Project Management Professional exam. Electronic content includes the Total Tester customizable exam engine, worksheets, reference PDFs, and more than an hour of

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video training from the author. Fully updated for the Sixth Edition of the PMI Project Management Body of Knowledge (PMBOK® Guide), PMP Project Management Professional Study Guide, Fifth Edition contains more than 900 accurate practice exam questions. Each chapter includes a list of objectives covered, a chapter review, key terms, a two-minute drill, and a self-test with detailed explanations for both the correct and incorrect answer choices. • Offers 100% coverage of all official objectives for the PMP exam • Downloadable full-color, memory card for studying anywhere • Written by a

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project management consultant and bestselling author

Updated to correspond with A Guide to the Project Management Body of Knowledge, a second edition outlines proven tips and techniques for effective project management and is augmented by new coverage of such topics as project communications, organizational change management and project contingencies.

Problem Solving Machine for the Memory Jogger II

***The Process Management Memory Jogger
A Learner's Reference to the Tools from the***

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Memory Jogger II

**Sample Questions from OECD's PISA Assessments
The Problem Solving Memory Jogger for Food
Safety**

**A Pocket Guide of Tools for Continuous
Improvement & Effective Planning**

**A Pocket Guide to Reduce Cost and Improve
Value Through Function Analysis**

“With Silver bullets, second edition, you have a collection of very good, engaging, and fun activities that really work, that have the “magic”. There are many new activities here&... [with] the security of knowing that these activities have been

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tested in many variable settings and curricula&... Karl Rohnke&... is the godfather of the evolution of activities that can be used effectively in a variety of curricula and situations that have social and emotional outcomes as their goal."

This book is intended for anyone who wants to know about the 5 Whys and how to use them. The Five Whys tool is considered as the number one tool in ease of use in recognizing the truth of the problems and revealing its causing secrets, as it is considered a complement to many quality tools and systems. Although, there are few who can

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explain it well, and some even talk about it as if nothing. If you are a student, worker, manager, nurse, teacher, unemployed or anything else and you encounter problems and want to solve them from their roots in an easy and effective way, then this book will help you put your feet on the route of knowledge. As a help, I added templates to help you sort ideas and find causes. When I wrote this work, I tried to keep away from prolonged unhelpful explanation or the use of theorizing. I relied on my accumulated experience over more than 20 years in the field of quality to summarize

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this topic in an easy, smooth and possibly new way. In this book, you will learn about: - Definition of the problem.- How to represent the problem as a tree.- Learn about the Five Whys.- Types of the Five Whys: simple, tree, in an organization.- When to use each type or method.- Detailed usage steps.- When to stop asking questions.- How to know that you have reached the root of the problem.- Attributes that the problem-solving persons should have.- How to benefit you as a leader.- How to benefit you in your job.- Rocket and the fly theory in dealing with problems.- Examples, exercises,

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models, etc

"A comprehensive yet easily understandable guide to internal auditing ... [going] beyond the basics with comprehensive detail about establishing an internal audit program, selecting and training auditors, auditing requirements, interview techniques, planning audits, reporting, audit follow ups, and much more."--Back cover.

This book presents all the publicly available questions from the PISA surveys. Some of these questions were used in the PISA 2000, 2003 and 2006 surveys and others were used in developing

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and trying out the assessment.

A Biography

*A Guide to Efficient and Effective Incident
Investigation*

The Team Handbook

Developing Management Skills

Infusion Therapy Made Incredibly Easy!

Techniques of Value Analysis and Engineering

The Project Management Memory Jogger

*A jargon-free project-management guide
outlines a variety of tools for planning,
process improvement and quality control while*

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providing illustrative examples and sharing recommendations for implementing specific steps.

*Have you ever walked into a room and couldn't remember what you went there for? * Have you ever grasped the hand of a potential client and then when the handshake broke, the name seemed to disappear from your memory? * Or have you ever left a prospect or an important meeting and as you drove away remembered a key point that you should have shared with them? The problem is NOT with your memory. The problem is with the "Filing System" your brain currently uses to store and retrieve*

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*memory items. Change the filing system and you'll double and even triple your memory comprehension. Two-time USA Memory Champion Ron White will teach you the same 2,000-year-old memory method that he has already taught thousands to: * Give presentations and speeches without notes... * Memorize chapters of books word for word... * Retain information from workshops or training classes... * Improve your grades and study skills... * Remember names and faces, even years later... * Routinely memorize 100 digit numbers after hearing them only once... * And lots more! Includes an offer for a FREE video*

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of Easy As 1-2-3 Memory Tricks

Alice Keppel, the married lover of Queen Victoria's eldest son and great-grandmother to Camilla Parker-Bowles, was a key figure in Edwardian society. Hers was the acceptable face of adultery. Discretion was her hallmark. It was her art to be the king's mistress and yet to laud the Royal Family and the institution of marriage. Formidable and manipulative, her attentions to the king brought her wealth, power, and status. Her daughter Violet Trefusis had a long tempestuous affair with the author and aristocrat Vita Sackville-West, during which

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Vita left her husband and two sons to travel abroad with Violet. It was a liaison that threatened the fabric of Violet's social world, and her passion and recalcitrance in pursuit of it pitted her against her mother and society. From memoirs, diaries, and letters, Diana Souhami portrays this fascinating and intense mother/daughter relationship in Mrs. Keppel and Her Daughter. Her story of these women, their lovers, and their lovers' mothers, highlights Edwardian - and contemporary - duplicity and double standards and goes to the heart of questions about sexual freedoms.

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