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## *Stress and Quality of Working Life*

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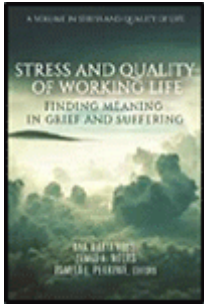
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## Stress and Quality of Working Life Finding Meaning in Grief and Suffering

Ana Maria Rossi, International Stress Management Association; James A. Meurs, Kennesaw State University; Pamela L. Perrewé, Florida State University

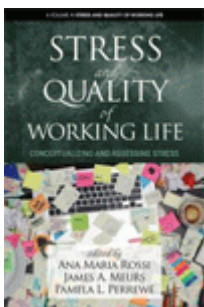
2020. Paperback 978-1-64802-157-2 \$45.99. Hardcover 978-1-64802-158-9 \$85.99. eBook 978-1-64802-159-6 \$74.

According to the American Institute of Stress (AIS), job stress is far and away the primary source of stress for American adults. The relationship between job stress and heart attacks, hypertension, and other disorders is well understood. Further, the cost of job stress in the United States is estimated to be over \$300 billion due to outcomes such as accidents, turnover, and lost productivity. Perhaps the most consistent findings connecting job stress to health outcomes confirm that employees who perceive a high level of job demands without the appropriate control over job demands are at an increased risk for cardiovascular disease.

In Brazil, the loss is estimated at 3.5% of the gross domestic product per year. Occupational diseases are related to the activities performed by workers and to working conditions and can trigger new or worsen already existing symptoms. Proper diagnosis and relevant information are essential for managers and workers to become aware of stressors and to take efficient measures to manage stress. Although quality of life is the responsibility of every individual, companies will definitely be able to benefit from the implementation of preventive actions, thus avoiding to pay a high price as a result of absenteeism, sick leaves, and drops in productivity and low work quality.

This book is designed to be an additional tool to provide information and to suggest ways to deal with pressures and work demands, because stress levels are still on the rise. We believe that through information – and here you will be able to find the experience and opinions of recognized professionals in this area – workers will be able to live better and more balanced lives.

**CONTENTS:** Foreword. Preface. **SECTION I: GRIEF AND DEATH IN THE WORKPLACE.** Acknowledging Employees' Grief: The Role of Organizational Support, *Hadar Freidin, Sharon Toker, and Keren Turgeman-Lupo*. Invisible Grief: An Examination of Miscarriage in the Workplace, *Kaylee J. Hackney, Cindy Wu, and Joyce E. Nuner*. "Heroes" Need Some Help Too, *Jucimara Zacarias Martins, Cristian Zanon, João Paulo Araújo Lessa, and Walkíria Santana Garcia Cristaldo*. Mortality Salience in the Workplace: An Integrative Review and Implications for Supervising Jobs With High Exposure to Death, *Alexandra Jacobsen and Terry A. Beehr*. **SECTION II: SURGICAL AND NEUROLOGICAL STRESS.** Stress and Surgery, *Adamastor Humberto Pereira*. The Impact of the Environment on the Brain, *Priscilla Bencke*. **SECTION III: STRESS AND SUFFERING OF EMPLOYEES.** Do That One More Time and I'll Scream: Self-Regulation and Abusive Supervision in the Workplace, *Charn P. McAllister and Jeremy D. Mackey*. Manifestations of Occupational Stress in Brazilian Teachers, *Luciano Zille Pereira and Flávia Amélia Lopes Nogueira*. Bank Jobs and Psychological Suffering in the Flexible Accumulation Paradigm, *Odete Cristina Pereira Reis, Anderson de Souza Sant' Anna, and Jaqueline Ferreira*. **SECTION IV: EMERGING TOPICS IN WORK WELL-BEING.** Mind Wandering at Work: When Employees' Thoughts Drift Away, *Einat Yaor and Sharon Toker*. Well-Being at Work: The Perception of Public Employees, *Luciana Arder S. Medeiros*. Illegitimate Tasks as Offense to the Self, *Marcus J. Fila, Norbert K. Semmer, and Erin M. Eatough*. Author Bio. Sketches.



## Stress and Quality of Working Life Conceptualizing and Assessing Stress

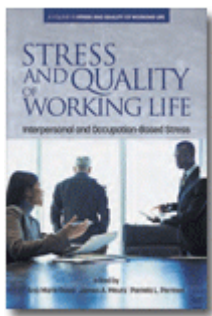
Ana Maria Rossi, International Stress Management Association; James A. Meurs, University of Calgary; Pamela L. Perrewé, Florida State University

2017. Paperback 9781681239231 \$45.99. Hardcover 9781681239248 \$85.99. eBook 9781681239255 \$74.

Work-related stress is costly not only to employees, but also to organizations and society. For example, it is estimated that work-related stress, depression, and anxiety costs British employers £1,035 per employee and that workplace stress costs the US economy up to \$300 billion annually. However, elevated levels of stress often cannot be changed, and, if demands were not placed on employees, employee learning, organizational innovation, and societal economic growth would be hindered. Consequently, it is vital that occupational health practitioners, employees, employers and researchers strive to better understand and manage workplace stress, such that employee health and well-being can be improved.

This book can assist organizations and individuals as they encounter workplace stress. This edition highlights research done by 25 authors across 12 chapters that challenges how work stress is viewed and assessed. Additionally, a number of social and psychological influences on the stress experience are examined. Our beliefs and expectations of stress and its results, whether helpful or hurtful, can have a profound influence on our stress experiences. Also, the way that we approach our work (e.g., job crafting) or the treatment we receive from others (e.g., with dignity) can either mitigate or exacerbate any harmful or beneficial effects of stress. Moreover, how we assess the psychological (e.g., burnout and well-being) or physiological (e.g., cortisol) outcomes of stress are meaningful, and the proper diagnosis of stress (e.g., stress surveys) underlies our understanding. We hope that the findings reported in these chapters and the insights of these scholars will provide ways for you and/or your organization to improve the health and well-being of employees.

**CONTENTS:** Foreword. Preface. **SECTION I: CONCEPTUALIZATIONS OF STRESS AND WELLBEING.** Every Light Casts a Shadow: Toward a Balanced Perspective on Positive Psychology at Work, *Arla Day, E. Kevin Kelloway, and Stephanie Gilbert*. Being Stressed About Stress: Do People's Beliefs About Stress Matter? *Nili Ben-Avi and Sharon Tokar*. The Cognitive Activation Theory of Stress (CATS) in Occupational Health, *Hege R. Eriksen*. Psychological Well-Being at Work: Where Are We and Where Do We Go From Here? *Véronique Dagenais-Desmarais, Helenides Mendonça, Maria Cristina Ferreira, and André Savoie*. **SECTION II: SOCIAL AND PSYCHOLOGICAL WORKPLACE FACTORS IN STRESS AND HEALTH.** Job Crafting: A New Job Redesign Approach, *Evangelia Demerouti*. The Dignity of Labor: Dignity as a Core Resource, *E. Kevin Kelloway*. Presenteeism: Social Impact on Workers' Health, *Beatriz Machado de Campos Corrêa Silva, Sérgio Roberto de Lucca, and Aline Bedin Zanatta*. Impact of Information and Communication Technologies on Interpersonal Relationships, *Carolina Saraiva de Macedo Lisboa, André Verzoni, and Daniel Capelli Fulginiti*. **SECTION III: STRESS ASSESSMENT.** Burnout and Its Impact on Mental Health, *Roberta Rossi Grudtner*. Stress and Sleep Disorders in Medical Practitioners, *Elisabeth Araujo and Mônica Aida Menon Miyake*. Cortisol Rhythmicity and Levels in Brazilians Under Different Stressful Conditions, *Dora Maria Grassi Kassinse*. Assessing Workplace Stress: Diagnosing the Problem, *Dorothy A. Simpson, Kimberly E. O'Brien, and Terry A. Beehr*. About the Editors. About the Contributors.



## Stress and Quality of Working Life Interpersonal and Occupation-Based Stress

Ana Maria Rossi, International Stress Management Association; James A. Meurs, University of Calgary; Pamela L. Perrewé, Florida State University

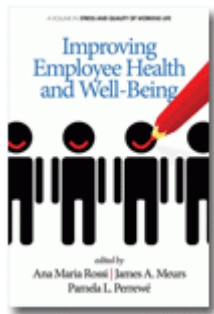
2015. Paperback 9781681233390 \$45.99. Hardcover 9781681233406 \$85.99. eBook 9781681233413 \$74.

It is an unfortunate reality that many employees experience elevated levels of stress at work. Feeling stressed has impacts beyond mere emotions. For example, a survey of European Union member states found that 28% of employees reported stress-related illness or health issues, and studies in the USA have found that over 25% of employees reported that they are often or very often burned out by their work. Also, not all stress should be or can be eliminated, as many industries and jobs are highly demanding in their nature. Therefore, it is important that employees, employers, clinicians, and researchers endeavor to develop a better understanding of workplace stressors and how employee health and well-being can be improved.

This book can help individuals and organizations better appreciate stressors faced by employees. It showcases research by over two dozen authors in twelve chapters, focusing on the interpersonal and occupation-based sources of workplace stress, as well as how to alleviate work stress. Coworkers, supervisors, and others with whom a person works can have a dramatic influence on the degree of stress a worker experiences, and it is often the interpersonal conflict that is unrelated to one's job that is the most difficult to manage. In addition, the context of a person's work also influences the degree and type of stressors they encounter at work, and this book examines several occupations and their associated stress. We hope that these findings provide ways for individuals and organizations to enhance the well-being of employees.

**CONTENTS:** Foreword. Preface. **Part I The Role of Interpersonal Interactions in the Stress Process.** Lessons From Incivility Research, *Michael P. Leiter*. Social Aspects of Work: Direct and Indirect Social Messages Conveying Respect or Disrespect, *Norbert K. Semmer, Laurenz L. Meier, and Terry A. Beehr*. Stress in Online Interview Settings: A Multi-Study Investigation, *Gabriel Giordano, Jason Stoner, Paul M. Di Gangi, and Carmen C. Lewis*. Group Atmosphere for Soccer Players in the Junior Team of a Club in Porto Alegre, Brazil, *Marcio Geller Marques*. **Part II Occupation-Based Stress.** Stress and Quality of Life of Medical Doctors: How to Improve This Relation at the Workplace, *Rosa Amélia Andrade Dantas*. The Relationship between Work Factors and the Frequency of Pain in Administrative/Managerial Professionals, *Ilana Calic Bcheche and Zélia Miranda Kilimnik*. Work-Related Stress, Psychological Well-Being, and Work Engagement: Effects and Relation to Quality of Working Life, *Ana Alice Vilas Boas and Estelle M. Morin*. Burnout Syndrome and Professional Practice in Psychology, *Christian Haag Kristensen, Valquíria Coutinho Tavares, Júlia Candia Donat, and*

Gustavo Ramos Silva. **Part III Managing Stress in the Workplace.** Stressful Work and Voluntary Turnover, *Marcus J. Fila, Erin Eatough, and Rodger W. Griffeth.* Stress Prevention and Management Program for Public Security Professionals, *Darlim Saratt Mezomo and Tatiana Saldanha de Oliveira.* Managing Employees' Occupational Stress, *Kimberly E. O'Brien and Terry A. Beehr.* The Psychologically Healthy Workplace: Fostering Employee Well-Being and Healthy Businesses, *Arla Day, Nikola Hartling, and Blaine Mackie.* About the Editors. About the Contributors.



## Improving Employee Health and Well Being

Ana Maria Rossi, International Stress Management Association; James A. Meurs, University of Mississippi; Pamela L. Perrewé, Florida State University

2013. Paperback 9781623965174 \$45.99. Hardcover 9781623965181 \$85.99. eBook 9781623965198 \$74.

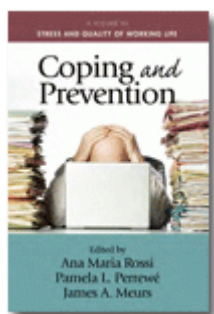
It is widely recognized that healthy employees are happier and more productive at work. Experiencing stress at work decreases employee's health and affects their well-being. The American Institute of Stress (AIS) estimated that US\$ 300 billion/year are spent on conditions related elevated stress levels. Stress is an everyday part of life for most people in any society. However, when people experience too much stress, serious psychological and physical health problems can result. This book provides an in-depth examination of how to improve employee health and well-being. It features the research, knowledge, and experience presented by over two dozen stress scholars who author twelve chapters.

Not all stress can be prevented, and many jobs are highly demanding in multiple ways. Thus, if you cannot prevent stress, effort should be put into understanding occupational stressors and improving employee health. This book on employee health and well-being is aimed at assisting occupational health professionals and academics find ways to help employees managing stress and improve their health. But, it also can be helpful for employees to learn to how they can improve their occupational health. The research findings and knowledge offered by these well-respected leaders in stress scholarship give both employers and employees an awareness of the implications of workplace stress on employee health, and provides avenues for both organizations and individuals to improve worker well-being.

### **CONTENTS:** Foreword. Preface. **Section I: The Role of the Individual in Organizational Stress and Well-Being.**

Workplace Politics and Well-Being: An Allostatic Load Perspective, *Christopher C. Rosen and Daniel C. Ganster.* Occupational Demands, Environmental Resources, and Personal Resources Effects on Presenteeism and Health, *Lois E. Tetrick and Clifford R. Haimann.* Quality of Working Life: Meaning and Sense for Companies and Employees, *Raphael Henrique C. Di Lascio.* Evaluation of Stress in Nursing Students: Analysis Standardization, *Rodrigo Marques da Silva, Carolina Tonini Goulart, Luis Felipe Dias Lopes, Ana Lucia Siqueira Costa, and Laura de Azevedo Guido.* Building Resilience to Improve Employee Well-Being, *Matthew R. Leon and Jonathon R. B. Halbesleben.* The "Right" Tools: Stress Response Lessons from the Opposite Sex, *Faye K. Cocchiara, David J. Gavin, Joanne H. Gavin, and James Campbell Quick.*

**Section II: Examining the Social Aspects of Occupational Stress.** When Dealing with Quality of Working Life, It Is Impossible to Forget: Regrettably, Taylor Is Still Alive and Kicking! *José Vieira Leite.* Socio-Environmental Responsibility in Public Administration, *Marcos Weiss Bliacheris.* **Section III: The Role of Prevention and Intervention in the Quality of Working Life.** SAV-T First: A Risk Management Approach to Workplace Violence, *E. Kevin Kelloway, Kate Calnan, Jane Mullen, and Mike Teed.* How to Encourage Changes in Behavior through Interventions Integrated into Quality of Life Programs within Companies, *Alberto José N. Ogata and Sâmia Aguiar Brandão Simurro.* Quality of Life and Self-Care in Civil Servants: Prevention and Intervention, *Dulce Helena C. Hatzenberger and Mary Sandra Carlotto.* Job Stress Prevention: An Overview of Approaches, *Joseph J. Hurrell, Jr. and Steven L. Sauter.* About the Editors. About the Contributors.



## Coping and Prevention

Ana Maria Rossi, International Stress Management Association; Pamela L. Perrewé, Florida State University; James A. Meurs, University of Mississippi

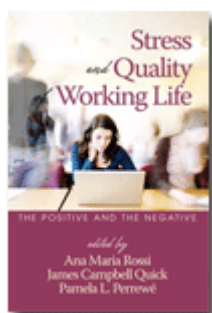
2012. Paperback 978-1-61735-701-5 \$45.99. Hardcover 978-1-61735-702-2 \$85.99. eBook 978-1-61735-703-9 \$74.

Continuous activity and high job demands surround corporate environments. These demands are considered to be key triggers for workers' stress-related symptoms and poor health. It has been estimated by the American Institute of Stress (AIS) that US\$ 300 billion/year are spent on conditions related to excessive stress levels. Of course, occupational stressors are an unavoidable part of working life. Experienced stress has helped us to survive for thousands of years and keeps us vigilant under critical situations. Of course, too much experienced stress can lead to serious psychological and physical health problems. This book is devoted to examining important issues related to coping with and preventing elevated occupational stress. This book also examines individual differences and organizational cultures that might exacerbate or mitigate experienced stress.

If we consider all choices available, it is better to prevent than to treat. Prevention can be primary, when we prevent the stress-generating situation from occurring; secondary, when we provide alternatives to minimize the damage caused by the problem and tertiary, which involves containing losses that have occurred to prevent them from becoming more serious. This book on stress prevention and coping with stress is intended to assist occupational health professionals and academics to improve their abilities to help employees managing stress, but it also can be helpful for individual workers as they learn to better handle stressors at work. The research findings and views presented by these well-respected leaders in stress research provide tools for those currently experiencing workplace stress and supplies information concerning how stress can be prevented before it occurs.

**CONTENTS:** Foreword. Preface. **SECTION I: THE ROLE OF THE INDIVIDUAL IN OCCUPATIONAL STRESS.**

Interpersonal Conflict and Stress at Work: Implications for Employee Health and Well-Being, *Valentina Bruk-Lee and Paul E. Spector*. Organizational Identity, Social Support Systems, and Occupational Stress: The Development of a Conceptual Model, *Jason Stoner and Pamela L. Perrewé*. The Relationship between Stress, Alcohol Use, and Work, *Edilaine C. Silva Gherardi-Donato, Margarita Antonia Villar Luis, and Clarissa Mendonça Corradi-Webster*. Age-Related Trends in Workers' Subjective Well-Being and Perceived Job Quality, *Jessica M. Streit, Steven L. Sauter, and Dennis J. Hanseman*. **SECTION II: EXAMINING IMBALANCE AND MISMATCH MODELS OF STRESS.** Social Reward and Health: How to Reduce Stress at Work and Beyond, *Johannes Siegrist*. That Wasn't Too Stressful, or Was It: Physiological Stress Responses to Regulatory Focus (Mis)Match, *Chad Ian Peddie, Julie A. Agar, Kate A. LaPort, and Lois E. Tetrick*. **SECTION III: THE ROLE OF THE ORGANIZATION AND QUALITY OF WORK LIFE IN STRESS.** The Relationship between Family-Supportive Culture, Work-Family Conflict, and Emotional Exhaustion: A Multilevel Study, *Kristi Zimmerman, Leslie Hammer, and Tori Crain*. Stress Management and Occupational Quality of Life Programs in Public Security, *Tatiana Severino de Vasconcelos*. Quality of Life and Burnout in Physicians, *Avelino Luiz Rodrigues, Elisa Maria Parahyba Campos, and Guilherme Borges Valente*. Healthy Possibilities to Face a Hypermodern Life: Facets of Constructive Leisure, *Ieda Rhoden*. Women in Modern Times with Quality of Life, *Elizabeth P. Mendes Ribeiro and Sérgio Rocha*. **SECTION IV: EXAMINING THE BIGGER PICTURE OF OCCUPATIONAL HEALTH AND WELL BEING.** "Not So Fast, My Friend!": The Eternal Marital Bliss or Imminent Divorce of Leadership and Neuroscience, *Thomas A. Zeni, M. Ronald Buckley, Anthony C. Klotz, and Milorad M. Novicevic*. People Management: A Psychosomatic View and Commentary, *Artur Zular*. Occupational Stress: Causes, Consequences, Prevention and Intervention, *Joseph J. Hurrell Jr. and Steven L. Sauter*. About the Contributing Authors.



## Stress and Quality of Working Life The Positive and The Negative

Ana Maria Rossi, International Stress Management Association; James Campbell Quick, The University of Texas at Arlington; Pamela L. Perrewé, Florida State University

2009. Paperback 978-1-60752-058-0 \$45.99. Hardcover 978-1-60752-059-7 \$85.99. eBook 9781607522003 \$74.

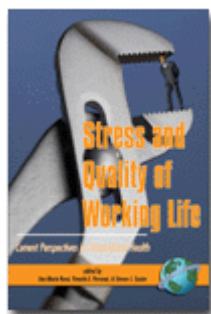
This book offers twelve chapters organized into three major sections that address occupational stress and quality of working life. The authors are an internationally renowned team of scholar-research-practitioners who are grounded in applied science and clinical practice. Section 1 includes five chapters that address the organizational and individual costs of occupational stress. The costs are humanitarian and economic; both human suffering and financial burdens are important. Section 2 includes three chapters that focus on ways to mitigate the negative effects of occupational stress.

We must help those who are suffering but we must do more by preventing distress where we can and building on positive, strength factors where possible. Section 3 includes four chapters that examine and expand our understanding of work life quality. Work life quality is so important because of the effects it has on workers and leaders, as well as the spillover impact into families and communities.

These twelve chapters, highlight both core knowledge and new developments within the rapidly growing field of research

on stress and the quality of working life. We believe this information can help to raise awareness of the causes and costs of occupational stress and poor quality of working life. Further, this should provide a challenge, some incentive, and renewed insight for organizations in Brazil and elsewhere to begin thinking about and acting in ways that lead to a less stressful environment for their workforce.

**CONTENTS:** Preface. Foreword. **SECTION 1: THE ORGANIZATIONAL AND INDIVIDUAL COSTS OF OCCUPATIONAL STRESS.** Burnout and Workplace Injuries: A Longitudinal Analysis, *Michael P. Leiter and Christina Maslach*. The Impact of International Business Trips on the Travelers and Their Spouses, *Mina Westman, Dalia Etzion, and Shoshi Chen*. Occupational Stress and Workplace Sleepiness, *Sarah DeArmond and Peter Y. Chen*. The Experience of Work-Related Stress across Occupations, *Sheena Johnson, Cary Cooper, Sue Cartwright, Ian Donald, Paul Taylor, and Clare Cook*. Work-Related Mental Disorders: A Perspective of the Brazilian Occupational Medicine and Psychiatry, *Duílio Antero de Camargo*. **SECTION 2: MITIGATING THE NEGATIVE EFFECTS OF OCCUPATIONAL STRESS.** Leadership from a Positive Health Perspective: A Qualitative Study. *Marilyn Macik-Frey, James Campbell Quick, Phillip Shinoda, David A. Mack, David A. Gray, Nathan Keller, and Cary L. Cooper*. The Role of Political Skill in Neutralizing the Dysfunctional Impact of Negative Affectivity on Psychological and Physiological Strains, *Kelly L. Zellars, Pamela L. Perrewé, Ana Maria Rossi, Charles J. Kacmar, Wayne A. Hochwarter, and Gerald R. Ferris*. Meditation in Health: Definition, Operationalization, and Technique, *Roberto Cardoso, Eduardo de Souza, and Luiz Camano*. **SECTION 3: UNDERSTANDING AND EXAMINING WORK LIFE QUALITY.** Biobehavioral Mediators of Stress and Quality of Life in Occupational Settings, *Robert J. Gatchel and Andrew Baum*. Qualitative and Quantitative Methods in Occupational-Stress Research, *Irvin Sam Schonfeld and Edwin Farrell*. Management of Quality of Life at Work in Healthcare Organizations, *Káthia de Carvalho Cunha*. Health Promotion and Quality of Work Life: The Challenge of Integrated Management, *Ana Cristina Limongi-França*.



## Stress and Quality of Working Life Current Perspectives in Occupational Health

Steven L. Sauter, National Institute for Occupational Safety and Health; Pamela L. Perrewé, Florida State University; Ana Maria Rossi, International Stress Management Association

2006. Paperback 1-59311-485-0 978-1-59311-485-5 \$45.99. Hardcover 1-59311-486-9 978-1-59311-486-2 \$85.99. eBook 9781607527251 \$74.

This book was developed for the 2005 International Stress Management Association Conference in Brazil. The original book was recently published in Portuguese, but because of the popularity of the topics and the world-renowned stress scholars who contributed chapters, we are very pleased to have the opportunity to publish this work in English. A book on the subject is intended to be an additional tool containing information on stress and ways of dealing with pressures and demands, because we know that the level of stress will continue to increase. We believe that only through information—and here you will be able to find the experience and opinion of some of the greatest and best professionals of the world in this field—people will manage to live better and more balanced lives. This is what ISMA-BR wishes and hopes for. Have a good reading. This volume provides a series of comprehensive summaries of what is now a fast-growing literature aimed at understanding the causes, effects, and prevention of stress in the workplace. It begins with three chapters on different sources of stress at work, ranging from organizational factors to attributes of workers themselves.



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