

Contents

	<i>Page number</i>
Preface	ix
Acknowledgements	xi
Chapter 1 The Senses And Memory	1
Chapter 2 Witness Memory	21
Chapter 3 Summing Up Or Assessing People	43
Chapter 4 Settings And Situations; The Influence Of Others On Individual Behaviour	55
Chapter 5 Dealing With The Psychologically Disturbed	78
Chapter 6 Aggression And Violence	94
Chapter 7 Stress	112
Chapter 8 Management 1—The Manager’s Role; Communication	138
Chapter 9 Management 2—Leadership; Motivation	159
Chapter 10 Management 3—Performance Evaluation	187
Index	223