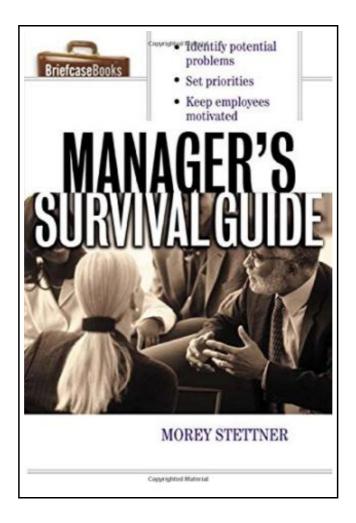
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McGraw-Hill Education - Europe, United States, 2002. Paperback. Book Condition: New. 228 x 157 mm. Language: English . Brand New Book ***** Print on Demand *****.Our Briefcase Books series has proven to be one of McGraw-Hill s most successful series, with 15 titles currently or soon to be in print and tens of thousands of copies sold. In addition, the books have been well received internationally. Rights have also been sold for seven languages: Chinese (both forms), Dutch, German, Korean, Spanish, and Portuguese. Managers are called upon to deal with a wide variety of problems, some of their own making, but many that are not. This book is about helping managers understand problems of all sorts, from problem employees to supplier problems, to dealing with other managers, departments, and customers. The goal is to help managers understand and solve problems quickly, as well as how to reduce the negative effects from problems and how to take actions to prevent them from recurring in the future. In addition, today s uncertain world requires that managers gain a variety of new skills from team building to process management to dealing with continuous and rapid change. As in all Briefcase Books this one will include a variety of techniques and examples. Readers will learn about: How to identify potential problems and minimize their consequences; How to adapt communication techniques to different situations; How to effectively deal with conflicts on the job; How to develop strategies and tactics to meet demanding goals; How to set priorities; How to keep employees motivated in an era of uncertainty; The series will also continue its user-friendly, sidebar-rich format, which is designed to be easily read and digested for managers at all levels of the organizational hierarchy. Books in the series feature short, informally written chapters, bulleted lists,...



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