



## The Smart Manager's FAQ Guide: A Survival Handbook for Today's Workplace

By Rex P. Gatto

John Wiley & Sons Inc. Paperback. Book Condition: new. BRAND NEW, The Smart Manager's FAQ Guide: A Survival Handbook for Today's Workplace, Rex P. Gatto, Get immediate answers to your toughest workplace questions! In our information-flooded workplace, smart managers, supervisors, administrators, and executives need to get the right answers to their questions--in a hurry! The Smart Manager's F.A.Q. Guide is a handy reference that draws on a wealth of information from workshops, training sessions, and consulting interventions that have a proven track record. You'll get practical solutions to your toughest workplace questions such as: How can I guarantee customer satisfaction? What questions should I ask in an interview? How do I deal with an angry employee? What can I do to overcome resistance to change? How can I get people to listen to me? What are the best ways to praise or reprimand employees? How can I produce an effective presentation? The Smart Manager's F.A.Q. Guide is specially designed to save you time and money. Don't wait for instructor-led training to answer your questions-just turn to this comprehensive, easy-to-follow guide. More than mere questions and answers, this book offers you concrete models that can be used in almost any management...



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