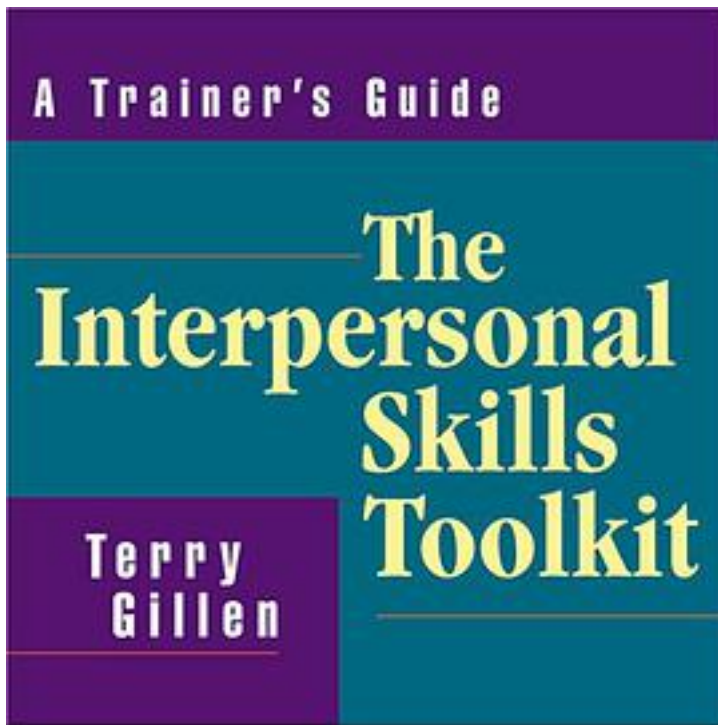


The Interpersonal Skills Tool Kit



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著者:Gillen, Terry

出版者:AMACOM

出版时间:2001-11

装帧:

isbn:9780814471241

Some form of interpersonal contact makes up a large portion of every employee's workday. Without the skills needed to work well with others in a face-to-face situation, no one would get any work done! This book contains 36 exercises designed to give trainers an edge in instructing employees in the art of effective communication. It provides lessons on: resisting subtle manipulation; resolving big differences of opinion on matters such as policy or strategy; and defusing other people's anger.

作者介绍:

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