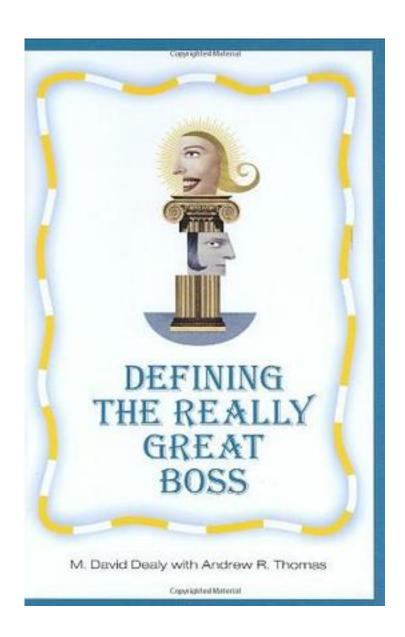
Defining the Really Great Boss



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What makes a great boss? Bosses don't become great because of their title, rank, degree of authority, office size, or benefits package. Great bosses aren't even necessarily great managers. Instead, they possess a set of core competencies that set them apart from mere managers. The skill set of great bosses entails five qualities: they do the right thing for the right reason; they never make the same mistake twice; they set their personal expectations higher than those of their bosses; they go to their bosses with action plans, not problems; and they follow up. If a boss has only one of these characteristics, he or she is probably very successful. But application of all five defines what it means to be a great boss, to be successful in good times and bad, through change and adversity, and to be recognized as such by the people you work for--as well as by the people who work for you.

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目录:
Defining the Really Great Boss_下载链接1_
标签
评论
 Defining the Really Great Boss_下载链接1_
书评
 Defining the Really Great Boss_下载链接1_