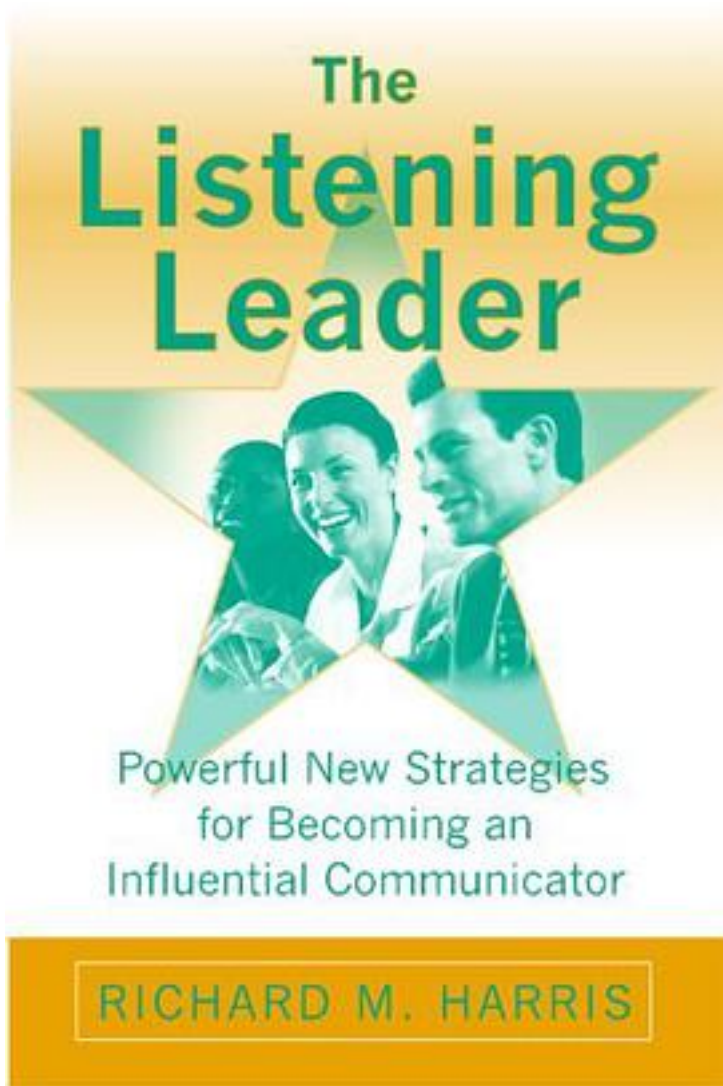


# The Listening Leader



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著者:Harris, Richard M.

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In today's complex, fast-paced, and high-intensity organisations, effective communication is paramount. But all too often, messages are misinterpreted, ignored, or missed altogether - stifling creativity, morale, and even basic achievement of goals. "The Listening Leader" is about improving communication by focusing on listening, and in the process, developing more effective leadership skills throughout the organisation. It explores ways in which managers and front-line employees alike can elevate listening to the level of influence itself - to maximise conversational value and relationships through response and feedback. Richard Harris integrates insights from management and psychology to offer practical techniques for overcoming common barriers to effective listening. With tips for keeping listening sharp and advice for boosting memory and recall, he provides readers with the tools to engage in much more productive dialogue with colleagues, supervisors, employees, customers, even within relationships beyond work. "The Listening Leader" demonstrates that turning listening from a passive, compliant role into an active, influential one contributes to more dynamic, trusting, collaborative, candid - and profitable - relationships through which everyone benefits.

作者介绍:

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