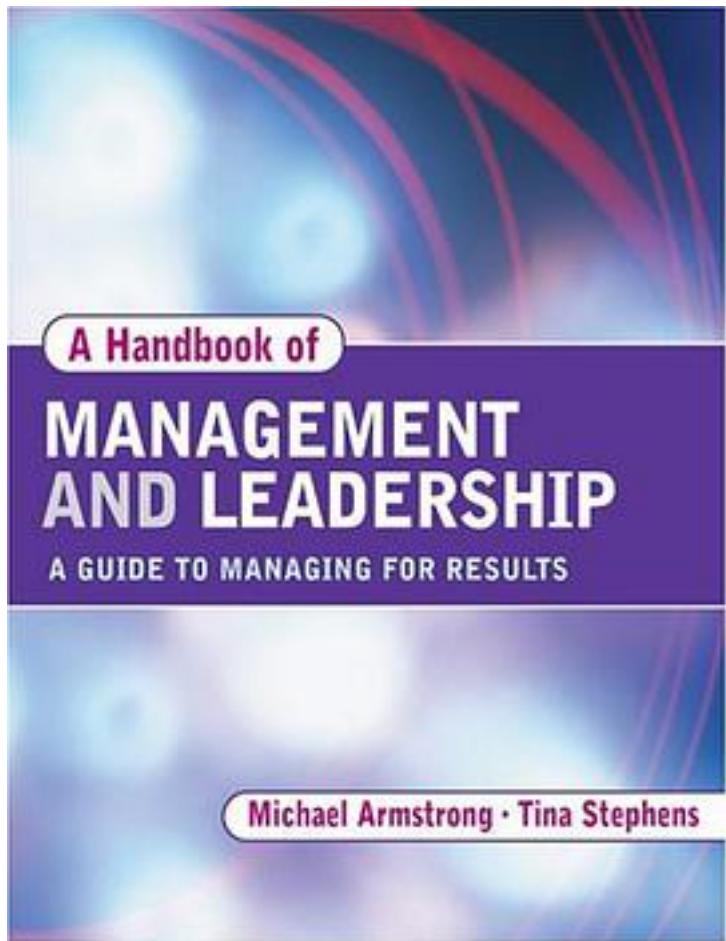


A Handbook Of Management And Leadership



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著者:Armstrong, Michael/ Stephens, Tina

出版者:Kogan Page Ltd

出版时间:2004-7

装帧:Pap

isbn:9780749443443

"The Handbook of Management and Leadership" provides guidance on the processes of management and leadership with particular reference to what managers and aspiring managers need to know about the skills of management and approaches to

effective leadership. The book also deals with three other important areas of management: change management, continuous improvement and the achievement of high levels of customer service. The book is aligned to the professional standards of the Chartered Institute of Personnel and Development (CIPD) for Managing for Results which is one of the main sections of the Leadership and Management set of standards. It therefore provides a complete presentation of all that students need to know to pass that examination, which is an essential portal to chartered membership of the CIPD. It also deals with the subject areas covered by the Management Standards Centre.

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