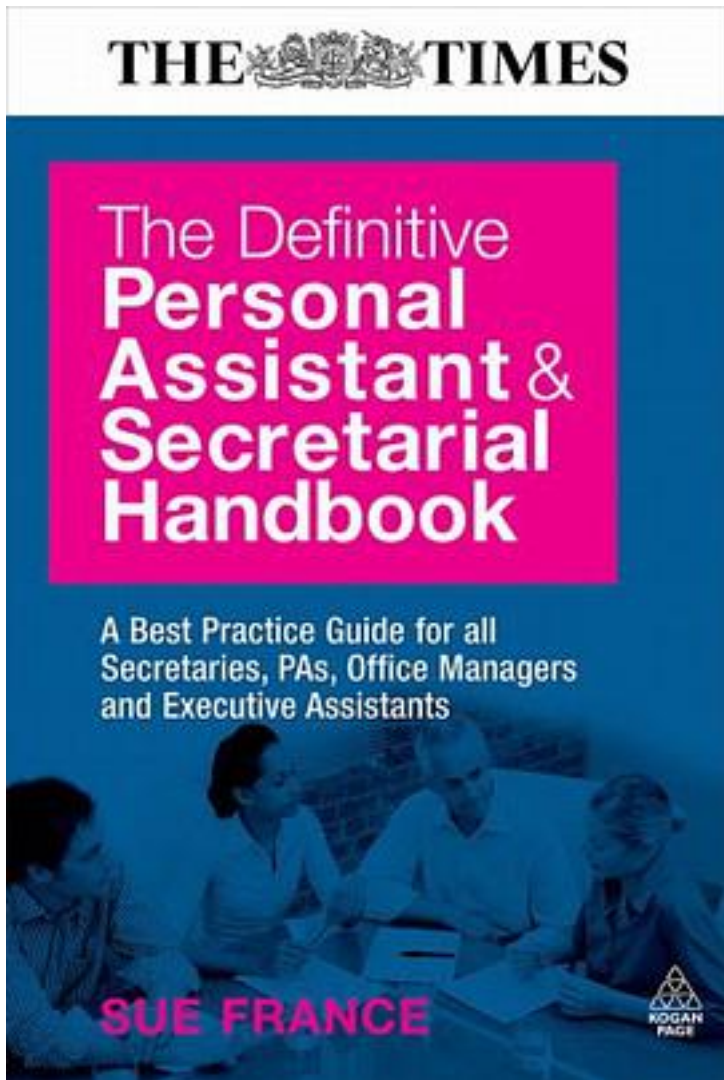


The Definitive Personal Assistant and Secretarial Handbook



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著者:Sue France

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The Definitive Personal Assistant and Secretarial Handbook is the ultimate guide for all administrative professionals, PAs, secretaries and executive assistants. Written by an award-winning personal assistant, it deals with various aspects of these administrative roles and the skills required by them, including: relationship management, communication, confidence, the secrets of body language, listening and questioning skills, coping with pressure and stress, dealing with difficult people, time management and personal organization.

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