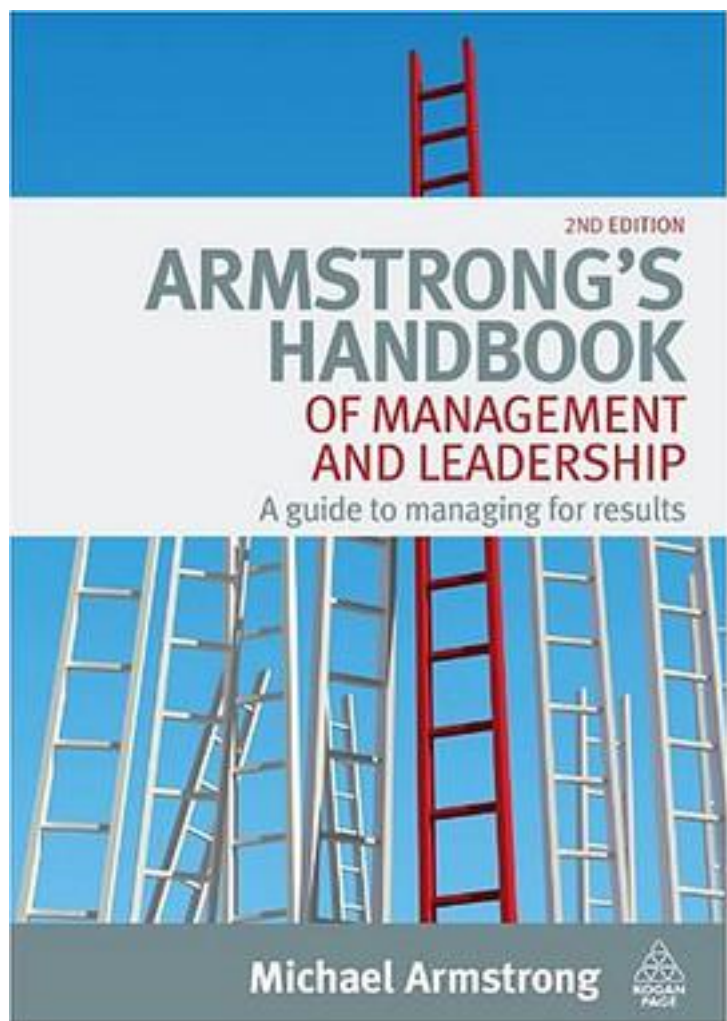


Armstrong's Handbook of Management and Leadership



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"Armstrong's 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 and do to make a difference. As well as presenting the key skills required for effective management it also deals with three important areas of management: change management, continuous improvement and the achievement of high levels of customer service. The book is aligned to the Managing for Results module which is part of the Chartered Institute of Personnel and Development's Leadership and Management Standards. This new edition has been updated to bring it inline with changes made to this module, as well as updates to reflect new thinking and ideas in this area. The text also serves as an ideal resource for those studying introductory management modules on business and HR programmes. The book is accompanied by additional online material for use by instructors as well as an exhaustive set of questions and answers to help students test their learning.

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