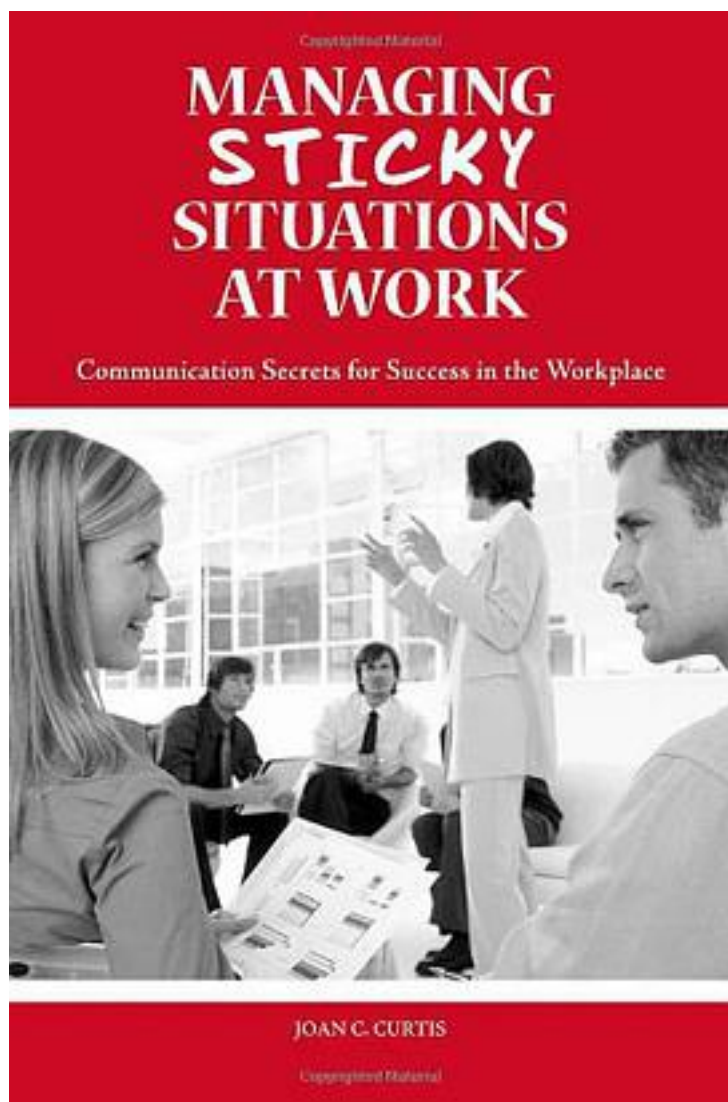


Managing Sticky Situations at Work



[Managing Sticky Situations at Work_下载链接1](#)

著者:Curtis, Joan C.

出版者:

出版时间:2009-6

装帧:

isbn:9780313362781

For anyone responsible for other employees at work, you can't run and you can't hide from the interpersonal problems that inevitably rear their heads at work. Workplace problems don't disappear through wishful thinking, and when they arise, the potential is high for missteps that might make things worse. "Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace" gives employers and employees the tools they need to resolve uncomfortable, unproductive workplace conflicts in a forthright, sensitive, and systematic way. This necessary title gives readers examples of common, real-life workplace situations, followed up with a new and effective way to respond - the Say It Just Right model of communication - applied to each case. "Managing Sticky Situations at Work" ranges a myriad of all-too-familiar problems involving and affecting bosses, co-workers, clients, and subordinates. Examples come from the health care professions, information technology companies, small businesses, retail, and other sources. From back-stabbing and personality clashes, to bullying bosses and awkward office romances, to inappropriate Internet use and nasty emails, it gives readers recognizable scenarios, practical solutions, and the parameters to help them 'say it just right' when it is time to act. It features: 26 entries on common difficult workplace situations; six 'How Straight a Talker Are You?'; quizzes to help readers assess their own abilities to recognize and handle difficult situations; and, reference materials on conflict management.

作者介绍:

目录:

[Managing Sticky Situations at Work_ 下载链接1](#)

标签

评论

[Managing Sticky Situations at Work_ 下载链接1](#)

书评

[Managing Sticky Situations at Work_下载链接1](#)