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TRAINING IN INTERPERSONAL SKILLS TIPS For Managing People at Work Stephen P. Robbins San Diego State University Phillip L. Hunsaker University of San Diego PEARSON Prentice Hall PEARSON EDUCATION INTERNATIONAL. Contents Preface xxv PARTI: SELF-AWARENESS 1 CHAPTER 1 Skills: An Introduction 1

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An applied approach to developing and practicing interpersonal skills. By developing and practicing the material in Training in Interpersonal Skills, readers can learn how to build productive relationships for any situation. This text also helps readers master the skills necessary for personal and organizational effectiveness such as self-management, communication, teaming, and problem solving. The sixth edition includes several new pedagogical tools—such as self-assessment quizzes, exercises, cases, etc.—and information on the importance and usage of social networking.

The only book available devoted exclusively to the development of interpersonal skills, this completely self-contained program provides an action-oriented approach in which readers actually practice skills behavior. Centered around twelve key interpersonal skills and discussion of the concepts underlying each skill. Contains skills modules on coaching, team building, negotiation, interviewing, and empowering people. Organizes chapters around the ten-step TIPS learning model based on social-learning theory.

Interpersonal Skills in Organisations by de Janasz, Dowd, and Schneider takes a fresh, thoughtful look at the key skills necessary for personal and managerial success in organisations today. Exploding with exercises, cases, and group activities, the book employs an experiential approach suitable for all student audiences. The book is organised into 4 distinct sections (Understanding Yourself, Understanding Others, Understanding Teams, and Leading) that can be used collectively or modularly depending on the instructors' preferences and students' needs. The emphasis in this edition focuses on making the text more current along with making the text pedagogically effective for students and instructors.

Previous editions ('Social Skills in Interpersonal Communication') have established this work as the standard textbook on communication. Directly relevant to a multiplicity of research areas and professions, this thoroughly revised and updated edition has been expanded to include the latest research as well as a new chapter on negotiating. Key examples and summaries have been augmented to help contextualise the theory of skilled interpersonal communication in terms of its practical applications. Combining both clarity and a deep understanding of the subject matter, the authors have succeeded in creating a new edition which will be essential to anyone studying or working in the field of interpersonal communication.

This text is appropriate for college courses in Management Skills. Management is an applied topic. Conceptual frameworks can provide business school graduates with needed information and ideas to understand management situations, but to become effective managers they need practice in behaving as a manager and they need to receive feedback on their performance. This text focuses on how to develop the skills one needs to manage, rather than what managers do. It is organized around the four functions of management (planning, organizing, leading and controlling).

\*\*\*A WALL STREET JOURNAL BESTSELLER\*\*\* From the organizational experts at FranklinCovey, an essential guide to becoming the great manager every team deserves. A practical must-read, FranklinCovey's Everyone Deserves a Great Manager is the essential guide for the millions of people all over the world making the challenging and rewarding leap to manager. Based on nearly a decade of research on what makes managers successful—and includes new ways of thinking, tips and techniques—this volume has been field-tested with hundreds of thousands of managers all over the world. Organized under four main roles every manager is expected to fill, Everyone Deserves a Great Manager focuses on how to lead yourself, people, teams, and change. Readers can start anywhere and go everywhere with this guide—depending on their current problem or time constraint. They can pick up a helpful tip in ten minutes or glean an entire skillset with deeper reading. The goal is for the busy manager to know what to do and how to do it without interrupting their regular workflow. Each role highlights the current, authentic problems managers face and briefly explores the limiting mindsets or common mistakes that led to those problems. With skill-based chapters that cover managerial skills like one-on-ones, giving feedback, delegating, hiring, building team culture, and leading remote teams, the book also includes more than thirty unique tools, such as a prep worksheets and a list of behavioral questions for your next interview. An approachable, engaging style using real-world stories, Everyone Deserves a Great Manager provides the blueprint for becoming the great manager every team deserves.

Strongly focused on the therapist-client relationship, INTERPERSONAL PROCESS IN THERAPY: AN INTEGRATIVE MODEL integrates cognitive-behavioral, family systems, and psychodynamic theories. Newly revised and edited, this highly engaging and readable text features an increased emphasis on the integrative approach to counseling, in which the counselor brings together the interpersonal/relational elements from various theoretical approaches, and provides clear guidelines for using the therapeutic relationship to effect change. The author helps alleviate beginning therapists' concerns about making mistakes, teaches therapists how to work with their own countertransference issues, and empowers new therapists to be themselves in their counseling relationships. Featuring new case examples and dialogues, updated references and research, clinical vignettes, and sample therapist-client dialogues, this contemporary text helps bring the reader in the room with the therapist, and illustrates the interpersonal process in a clinically authentic and compelling manner. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The most successful new interpersonal communication textbook in over a decade, Reflect & Relate broke new ground with its emphasis on critical self-reflection, practical skills, and relationships in context. Reflect & Relate fosters self-awareness by having students examine their own experiences, practice ongoing critical self-reflection, and apply the lessons in the text to their own communication. In the second edition, distinguished teacher and scholar Steven McCornack continues to arm students with the best research in the hottest areas, from the dark side of interpersonal relationships and gender and culture issues to the prevalence of technology in our daily communication.

By developing a comprehensive topic coverage emphasizing the importance of business presentations, DiSanza's Business and Professional Communication gives readers a grounded framework with real business examples and fundamental skill-building. Centered on the notion that business communication can influence the interpretation of issues and events, this text provides students with practical tips, contemporary applications, and a survey of the relevant theories.

An update of a college-level text, first published in 1996, addressing concepts and methods for improving communication through study of the self, language, nonverbal communication, conflict management, and communication with family, friends, lovers, and colleagues. Annotation c. by Book News, Inc.,

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