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Titolo	Training in interpersonal skills : TIPS for managing people at work // Stephen Robbins, Phillip Hunsaker
Pubbl/distr/stampa	Harlow, Essex : , : Pearson, , [2014] Â©2014
ISBN	1-292-23369-9 1-292-03395-9
Edizione	[Sixth edition, Pearson new international edition.]
Descrizione fisica	1 online resource (ii, 376 pages)
Collana	Always learning
Disciplina	658.302
Soggetti	Supervision of employees - Study and teaching Supervisors - Training of
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Cover -- Table of Contents -- 1. Skills: An Introduction -- 2. Self-Awareness: A Point of Departure -- 3. Self-Management: Clarifying Values, Setting Goals, and Planning -- 4. Applying Emotional Intelligence -- 5. Sending Interpersonal Messages -- 6. Listening and Reading Nonverbal Messages -- 7. Providing Feedback -- 8. Communicating Across Cultures -- 9. Setting Goals for Others -- 10. Coaching, Counseling, and Mentoring -- 11. Empowering People Through Delegation -- 12. Politicking -- 13. Applying Leadership Style -- 14. Managing Change -- 15. Facilitating Teamwork -- 16. Valuing Diversity -- 17. Ethical Decision Making -- 18. Creative Problem Solving -- 19. Resolving Conflicts -- 20. Persuading -- 21. Negotiating -- Index.
Sommario/riassunto	For undergraduate and graduate courses in organizational behavior and human resources. An applied approach to developing and practicing interpersonal skills. By developing and practicing the material in Training in Interpersonal Skills, students can learn how to build productive relationships for any situation. This text also helps students 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..

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