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Nota di contenuto	Introduction -- "L" is for listen and learn -- "E" is for emotional intelligence -- "A" is for accessibility -- "D" is for determination -- "E" is for effective communication -- "R" is for resilience -- "S" is for servant attitude -- "H" is for hands-off delegation -- "I" is for integrity -- "P" is for the power of humility.
Sommario/riassunto	"This follow-up to the international bestseller The Top Ten Mistakes Leaders Make focuses on the ten essential skills every new leader must master."--publisher.