

1. Record Nr.	UNINA9910457683603321
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Titolo	People skills at work // Evan Berman and Dira Berman
Pubbl/distr/stampa	Boca Raton, Fla. : , : CRC Press, , 2012
ISBN	0-429-25050-9 1-283-34988-4 9786613349880 1-4665-1295-4 1-4200-9386-X
Descrizione fisica	1 online resource (597 p.)
Altri autori (Persone)	BermanDira
Disciplina	650.1/3
Soggetti	Interpersonal communication Interpersonal relations Psychology, Industrial Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Title Page; Copyright; Contents; Preface; Biographies; Section 1: Setting the Stage; Chapter 1: Common Sense Is Not Enough: An Introduction;; Section II: Social Skills in a Modern World; Chapter 2: "Welcome"; Chapter 3: Communication; Chapter 4: Getting Along;; Chapter 5: Connecting; Chapter 6: We Need to Talk; Chapter 7: Assessment; Section III: The Professional Self; Chapter 8: What's Your Commitment?; Chapter 9: Interviewing and Networks; Chapter 10: Expectations; Chapter 11: Ethics; Chapter 12: Leading; Chapter 13: Mentoring and Development Section IV: The Human Condition ExploredChapter 14: Getting to Know Us; Chapter 15: A Gesture of Balance; Chapter 16: The Search for Happiness and Fulfillment; Chapter 17: Mental Health; Chapter 18: The Little Tyrant ... and Other Problems; Chapter 19: Transitions; Section V: Epilogue; Chapter 20: Knowledge Is Power?; Appendix A: A Short Primer on Emotions; Appendix B: Essential Social Manners for the Workplace; Appendix C: Sample Professional Commitment Statements; Appendix D: Sample Psychological Contract; Appendix E: Further Readings; Notes;

Sommario/riassunto

An exploration of the ways in which people skills can be acquired and developed, this book discusses new career development tools, the role of professional commitment statements, psychological contracts, and how to work with difficult people. Each chapter elucidates the development of a specific skill and includes examples, sets benchmarks, and examines how the particular skill's relationship to the other skills presented in the book. The author covers how to improve interpersonal relationships, communications, job performance, and dealing with people of different ages, gender, and backgrounds
