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Autore	Hess Vicki L. <1959->
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Sommario/riassunto

Book is divided into three main sections: hiring, inspiring, and firing. The hiring section uses the "SMARTT" approach to hiring-S = Start With Strengths in Mind, M = Make a List of Behavior-Based Questions, A = Ask Questions and Listen Closely, R = Review Responses and Evaluate Candidate, T = Take Your Time Making the Hiring Decision, and T = Thoughtfully Bring the New Hire On Board. The inspiring section includes the practical Partnership Protocol. The Firing section includes all forms of severing the employer-employee relationship). Content includes ideas from practicing nurse managers and exercises to reinforce key concepts. A survey of nurse managers was used to define key areas of the content. Content is "real world" and writing style makes reading enjoyable.
