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Sommario/riassunto	Discover the practical tips to make you an effective, customer-oriented manager! Focusing on the pervading belief that everything a manager does must be customer oriented, The Concise Handbook of Management: A Practitioner's Approach gives you an overview of everything you need to know about managing in one practical, concise book. This plain-talking guide not only explains management theories, but also presents commonsense suggestions on the best ways to effectively manage people and things, no matter what type of business you are in. Taking a practitioner's approach of discussing