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Autore	Metz Ruth F
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Coaching overview -- The effective coach -- Coaching individuals -- Coaching teams -- Coaching leaders -- Coaching managers -- Coaching and organizational effectiveness.
Sommario/riassunto	Experienced librarian and coach Ruth Metz outlines a focused and results-oriented plan for achieving the best results from staff members through a coaching style of management.