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Titolo	How to say the right thing every time : communicating well with students, staff, parents, and the public // Robert D. Ramsey
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ISBN	1-4522-0961-8
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Soggetti	Communication in education Oral communication Interaction analysis in education School administrators Electronic books.
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Contents; Preface; Acknowledgments; About the Author; Chapter 1 - The Twenty Biggest Communication Mistakes School Leaders Make and How to Avoid Them; Chapter 2 - How to Say the Right Thing to Students; Chapter 3 - How to Say the Right Thing to Parents; Chapter 4 - How to Say the Right Thing to Peers and Colleagues; Chapter 5 - How to Say the Right Thing to the General Public and the Media; Chapter 6 - How to Say the Right Thing in Special Situations; Chapter 7 - How to Say the Right Thing in Writing; Chapter 8 - How to Say the Right Thing With Gestures and Body Language Chapter 9 - How to Target Communication to All Stakeholders A Final Word; Resource A: 101 Ways to Be a Better Communicator Starting Tomorrow Morning; Resource B: What Others Say About Communication: Quips, Quotes, and Anecdotes; Resource C: References; Index
Sommario/riassunto	Communicate effectively with all stakeholders through these invaluable tips, including how-to's for dealing with disasters and approaching sensitive topics such as sex, gangs, and substance abuse.

