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Titolo	Essential communications skills for managers . Volume I A practical guide for communicating effectively with all people in all situations // Walter St. John, Ben Haskell
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ISBN	1-63157-655-0
Edizione	[First edition.]
Descrizione fisica	1 online resource (x, 237 pages)
Collana	Corporate communication collection, , 2156-8170
Disciplina	658.45
Soggetti	Communication in management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Section 1. Topic 1. Overview of the book -- Section 2. Topic 2. Fundamentals of communicating -- Topic 3. Important principles for sending and receiving communications -- Topic 4. Communications rights of employees -- Topic 5. Communications responsibilities of employees -- Topic 6. Communications responsibilities of managers -- Topic 7. Suggested communications training for managers -- Section 3. Topic 8. Communicating competencies required by managers -- Topic 9. The manager's availability for communicating -- Topic 10. Sizing up coworkers accurately -- Topic 11. Gaining mutual understanding -- Topic 12. Giving and getting feedback -- Topic 13. The benefits of obtaining and responding to employees' ideas and suggestions -- Topic 14. Dealing compassionately with employee's feelings -- Topic 15. Strategies of being noncommittal -- Topic 16. Protecting confidential information -- Topic 17. Creating a healthy communications climate -- Topic 18. Communicating attitudes and techniques that motivate employees -- Topic 19. Breaking down manager-employee barriers with small talk -- Topic 20. Offering employees credit for their achievements -- Topic 21. Giving and receiving praise comfortably -- Topic 22. Thinking before speaking to say what you mean -- Section 4. Topic 23. Personal qualities managers need to communicate effectively -- Topic 24. Realistic expectations -- Topic 25. Ethical standards -- Topic 26. Winning style of

communicating -- Section 5. Topic 27. Communicating and relating strategies for safeguarding the manager's job -- Section 6. Topic 28. Communicating effectively in stressful situations -- Topic 29. Responding to complaints by angry employees -- Topic 30. Sharing bad news compassionately with employees -- Topic 31. Giving and receiving criticism effectively -- Topic 32. Giving and receiving apologies gracefully -- Topic 33. Communicating calmly during a crisis -- Topic 34. Disagreeing diplomatically with your boss -- Topic 35. Persuading employees who oppose your ideas -- Topic 36. Communication required to implement change -- Topic 37. Warning employees about tardiness and absenteeism -- Topic 38. Disciplining employees fairly -- Topic 39. Terminating employees the right way -- Topic 40. Resolving interpersonal conflict between employees -- Topic 41. Conducting a successful news conference -- Topic 42. Testifying competently in public hearings -- Topic 43. Speaking before a hostile group -- Topic 44. Preventing and controlling malicious rumors -- Index.

Sommario/riassunto

The purpose of this book is to provide practicing and aspiring managers and students of management a practical and comprehensive reference source for communicating on the job with all people in all situations. This "how-to" book provides readers with the essential knowledge, attitudes, and skills to perform the communicating aspects of their routine and special duties. The information is presented in two volumes. Each topic is divided into "Things to Know" and "Things to Do."

2. Record Nr.	UNINA9910484649303321
Titolo	Construction and Analysis of Safe, Secure, and Interoperable Smart Devices : International Workshop, CASSIS 2004, Marseille, France, March 10-14, 2004, Revised Selected Papers // edited by Gilles Barthe, Lilian Burdy, Marieke Huisman, Jean-Louis Lanet, Traian Muntean
Pubbl/distr/stampa	Berlin, Heidelberg : , : Springer Berlin Heidelberg : , : Imprint : Springer, , 2005
ISBN	3-540-30569-6
Edizione	[1st ed. 2005.]
Descrizione fisica	1 online resource (IX, 258 p.)
Collana	Security and Cryptology, , 2946-1863 ; ; 3362
Altri autori (Persone)	BartheGilles <1967->
Disciplina	332.1/78
Soggetti	Cryptography Data encryption (Computer science) Software engineering Computers, Special purpose Computer programming Compilers (Computer programs) Operating systems (Computers) Cryptology Software Engineering Special Purpose and Application-Based Systems Programming Techniques Compilers and Interpreters Operating Systems
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Bibliographic Level Mode of Issuance: Monograph
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Mobile Resource Guarantees for Smart Devices -- History-Based Access Control and Secure Information Flow -- The Spec# Programming System: An Overview -- Mastering Test Generation from Smart Card Software Formal Models -- A Mechanism for Secure, Fine-Grained Dynamic Provisioning of Applications on Small Devices -- ESC/Java2: Uniting ESC/Java and JML -- A Type System for Checking Applet Isolation in Java Card -- Verification of Safety Properties in the Presence

of Transactions -- Modelling Mobility Aspects of Security Policies -- Smart Devices for Next Generation Mobile Services -- A Flexible Framework for the Estimation of Coverage Metrics in Explicit State Software Model Checking -- Combining Several Paradigms for Circuit Validation and Verification -- Smart Card Research Perspectives.

Sommario/riassunto

This volume contains a selection of refereed papers from participants of the workshop "Construction and Analysis of Safe, Secure and Interoperable Smart Devices" (CASSIS), held from the 10th to the 13th March 2004 in Marseille, France: <http://www-sop.inria.fr/everest/events/cassis04/>

The workshop was organized by INRIA (Institut National de Recherche en Informatique et en Automatique), France and the University of the Mediterranean, Marseille, France. The workshop was attended by nearly 100 participants, who were invited for their contributions to relevant areas of computer science.

The aim of the workshop was to bring together experts from the smart devices industry and academic researchers, with a view to stimulate research on formal methods and security, and to encourage the smart device industry to adopt innovative solutions drawn from academic research.

The next generation of smart devices holds the promise of providing the required infrastructure for the secure provision of multiple and personalized services. In order to deliver their promise, the smart device technology must however pursue the radical evolution that was initiated with the adoption of multi-application smartcards. Typical needs include:

- The possibility for smart devices to feature extensible computational infrastructures that may be enhanced to support increasingly complex applications that may be installed post-issuance, and may require operating system functionalities that were not pre-installed. Such additional flexibility must however not compromise security.
- The possibility for smart devices to achieve a better integration with larger computer systems, through improved connectivity, genericity, as well as interoperability.
