Record Nr.	UNINA9910679883403321
Autore	Lewthwaite Julie
Titolo	Everything you need for an NVQ in management / / Julie Lewthwaite
Pubbl/distr/stampa	London : , : Thorogood, , [2004] ©2000
ISBN	1-280-23297-8 9786610232970 1-85418-520-9
Descrizione fisica	1 online resource (738 p.)
Disciplina	658
Soggetti	Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Contents; Acknowledgements; The author; Introduction; About the book; Business management training; Icons; National Vocational Qualifications; Part 1: Managing your own performance; chapter one: Planning your personal development; chapter two: Making the most of your time; chapter three: Getting the message; Part 2: The right people; chapter four: Recruiting and selecting staff; chapter five: Keeping within the law; chapter six: Developing your people; Part3: Managing others; chapter seven: Leading and motivating staff; chapter eight: Delegating and appraising staff chapter nine: Conflict, disciplinary and grievance proceduresPart 4: Hitting the mark; chapter ten: Reviewing the current position; chapter eleven: Caring for your customers; chapter twelve: Implementing quality; chapter thirteen: Managing quality; Part 5: Getting things done; chapter fourteen: Planning and managing your projects; chapter fifteen: Managing and participating in meetings; chapter sixteen: You and your team; chapter seventeen: Supplier management; chapter eighteen: Resource management; chapter nineteen: Successful negotiation; Part 6: Keeping things moving chapter twenty: Problem solving and decision makingchapter twenty one: Managing information; chapter twenty two: Managing change; chapter twenty three: Business planning; Part 7: Financial matters;

1.

	chapter twenty four: Understanding financial statements; chapter twenty five: Financial planning and forecasting; chapter twenty six: Budgets; chapter twenty seven: Financial control; Glossary
Sommario/riassunto	Provides everything you need to compile a portfolio of evidence and achieve any level of management NVQ or SVQ. This text provides an introduction to NVQs and explains all the relevant management techniques and principles in a clear, practical style, structured around the national standards.