Record Nr. UNINA9910780179703321 Autore Clarke-Epstein Chris **Titolo** 78 important questions every leader should ask and answer [[electronic resource] /] / Chris Clarke-Epstein New York, N.Y., : AMACOM, c2002 Pubbl/distr/stampa **ISBN** 0-8144-2676-X Descrizione fisica 1 online resource (237 p.) Disciplina 658.4/092 Soggetti Leadership Communication in organizations Corporate culture Public relations Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references (p. 212-214) and index. Nota di contenuto Preliminaries; contents; preface; acknowledgments; 1 QUESTIONS LEADERS NEED TO ASK THEMSELVES: 2 QUESTIONS LEADERS NEED TO ASK CUSTOMERS: 3 QUESTIONS LEADERS NEED TO ASK EMPLOYEES ABOUT THE BUSINESS; 4 DEEPER QUESTIONS LEADERS NEED TO ASK EMPLOYEES: 5 QUESTIONS TO ASK IN SPECIAL SITUATIONS: 6 QUESTIONS LEADERS NEED TO ANSWER: 7 ANSWERS FOR SPECIAL SITUATIONS: 8 DELIVERING TOUGH ANSWERS: CONCLUSION: SOME FINAL QUESTIONS; APPENDIX: GOOD QUESTIONS FROM OTHER LEADERS; SUGGESTED READING LIST; INDEX Sommario/riassunto Q: What's the one skill that every great leader needs to have? A: The

ability to ask and answer the right questions