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Nota di contenuto	Preliminaries; Contents; Acknowledgments; Introduction; Chapter 1. You Are an Accidental Manager; Chapter 2. The All-Time Worst Manager List; Chapter 3. The Key to Success: "Doing Nothing"; Chapter 4. The Platinum Skill of Developing Your Team Members; Chapter 5. The Platinum Skill of Active Listening; Chapter 6. The Platinum Skill of Giving and Receiving Feedback; Chapter 7. The Platinum Skill of Creating a Motivational Climate; Chapter 8. How Organizations Can Turn Accidental Managers Into Successful Ones; Appendix A. Managerial Assessment; Index
Sommario/riassunto	Essential help for individuals who've found themselves where they least expected to be -- in management!