

1. Record Nr.	UNINA9910789447103321
Autore	Stokes Gale <1933->
Titolo	The walls came tumbling down : the collapse of communism in Eastern Europe // Gale Stokes
Pubbl/distr/stampa	New York : , : Oxford University Press, , 1993
ISBN	0-19-987919-2 1-283-13039-4 9786613130396 0-19-987433-6
Descrizione fisica	1 online resource (viii, 319 pages)
Disciplina	940/.09717
Soggetti	Europe, Eastern History 1945-
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 and index.
Nota di contenuto	The new opposition : antipolitics and solidarity The gang of four and their nemesis The momentum of change in Hungary Solidarity : the return of the repressed in Poland The glorious revolutions of 19891990 and 1991 : the first two years of a long time The devil's finger : the disintegration of Yugoslavia Epilogue and prologue : the new pluralism
Sommario/riassunto	The rapid and unexpected collapse of the Communist systems of the Soviet Union and Eastern Europe continues to mystify scholars and citizens alike. The recent flood of books on this topic (many of them excellent) poses special problems for librarians, who will need to choose carefully not only as to quality but also coverage. Stokes's work, which covers Poland, Germany, Czechoslovakia, Hungary, Bulgaria, and Romania, can be recommended as a coherent, well-written history that defines its time frame well, provides sound coverage, makes prudent judgments, and wears its analysis lightly. The book

2. Record Nr.	UNINA9910821578303321
Autore	St. John Walter
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
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2017
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."

---