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Chapter 48 A Mistake I Could Not FixChapter 49 You Must Also Be Persuasive; Chapter 50 Take Time with People; Chapter 51 Saved by a Tape Recorder; Chapter 52 It's Who Listens That Counts; Chapter 53 It Happened Behind My Back; Chapter 54 He Lied to Me and I Believed Him; Chapter 55 I Was Highly Upset; Chapter 56 Gossip; Chapter 57 Don't Say It; Chapter 58 Delay Makes It Worse; Chapter 59 Talk to the Person in Person; Chapter 60 Target Practice; Chapter 61 Ask for Advice; Chapter 62 A Very Big Difference; Chapter 63 Remember the Positives; Chapter 64 Steady and Strong; Index; About the Author

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Sommario/riassunto

In Steady and Strong: People Skills for Principals, Russ Thompson describes his experiences as the successful principal of three urban high schools. The challenges he faced ranged from gang activity and racial conflicts, to low expectations and ineffective teaching. Thompson takes you behind the scenes to examine the strategies he used to solve problems and make improvements.

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