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Nota di contenuto	The author; Acknowledgements; Contents; One Setting the scene; Two Learning to learn; Three Communication; Four Negotiation and working with conflict; Five Presentation; Six Stress management; Seven Time management; Eight Recruitment and selection; Nine Developing people; Ten Personal appraisal; Eleven Motivation; Twelve Delegation; Thirteen Team building
Sommario/riassunto	Absolutely everybody in all types of organisation - business, professional, governmental, academic - has to make the critical leap to managing people for the first time. Written from the perspective of the novice, and widely adopted in businesses, in particular the public sector, this book reflects the changes in theory and practice.