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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."
