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Autore	Chapman Elwood N
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Altri autori (Persone)	MadduxRobert B
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Nota di contenuto	TITLE -- COPYRIGHT -- ABOUT THE AUTHORS -- In Memoriam -- CONTENTS -- TO THE EMPLOYER -- TO THE NEW EMPLOYEE -- PART I PREPARATION GETTING READY FOR YOUR FIRST DAY ON THE JOB -- START WITH A POSITIVE MIND SET -- LEARNING ATTITUDE SCALE -- THE CHALLENGE! -- WHAT TO EXPECT -- LEARNING THE ROPES -- BE A TEAM PLAYER -- UNDERSTANDING PRODUCTIVITY -- GETTING READY CHECKLIST -- SUGGESTION -- PART II WEEK ONE GETTING THE LAY OF THE LAND -- THE FIRST DAY -- WARDROBE AND GROOMING ADJUSTMENTS -- BE A COMFORTABLE PERSON TO MEET -- REMEMBERING NAMES -- TELEPHONE TIPS -- HOW MUCH PRODUCTIVITY IN WEEK ONE? -- PACING IS EVERYTHING* -- QUALITY STARTS DAY ONE -- QUALITY AWARENESS EXERCISE -- YOU CAN'T LEARN UNLESS YOU LISTEN! -- YOU AND YOUR SUPERVISOR -- COWORKER RELATIONSHIPS -- CASE #1: RESCUE -- FIRST-WEEK ASSESSMENT SCALE -- WHAT DO I NEED TO LEARN NEXT WEEK? -- PART III WEEK TWO MOVING AHEAD WITH CONFIDENCE -- SECOND-WEEK PRODUCTIVITY -- IMPROVING WORK HABITS -- COPING WITH SKILL DEFICIENCIES -- CASE #2: UNPREPARED -- IMPROVING YOUR JOB SKILLS -- HOW TO HANDLE EMBARRASSING MOMENTS -- PROTOCOL -- YOUR COMMUNICATION STYLE -- TEASING AND TESTING -- SECOND-WEEK ASSESSMENT SCALE -- WHAT DO I NEED TO LEARN NEXT WEEK? -- PART IV WEEK THREE STRENGTHENING RELATIONSHIPS -- THIRD-WEEK PRODUCTIVITY -- CASE #3: ABSENTEEISM -- REINFORCING

RELATIONSHIPS -- THE THREE C'S OF OFFICE POLITICS -- WHAT IF YOU
DRAW A DIFFICULT SUPERVISOR? -- CASE #4: CHOICE -- AVOIDING
PERSONAL JOB STRESS -- THIRD-WEEK ASSESSMENT SCALE -- WHAT
DO I NEED TO LEARN NEXT WEEK? -- PART V WEEK FOUR IMPROVING
YOUR PROFESSIONALISM -- BALANCING PRODUCTIVITY AND HUMAN
RELATIONS -- CASE #5: PREMATURE -- CAREER COUNTDOWN --
THINKING AGAIN -- FOURTH-WEEK ASSESSMENT -- DEMONSTRATE
YOUR PROGRESS -- PART VI FINAL REVIEW -- CONSOLIDATING YOUR
GAINS -- CASE #6: STYLE -- CREATE A PLAN FOR THE FUTURE.
THIRTY-DAY EVALUATION -- VALIDATE THE CONTENT OF YOUR NEW
JOB -- JOB SPECIFICATION WORKSHEET -- ANSWERS TO CASES.
