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Titolo	20 reproducible assessment instruments for the new work culture // Philip R. Harris
Pubbl/distr/stampa	Amherst, Mass., : HRD Press, c1995
ISBN	1-59996-501-1
Descrizione fisica	1 online resource (186 p.)
Disciplina	658.4
Soggetti	Organizational effectiveness - Measurement Personnel management Teams in the workplace Management
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.
Nota di contenuto	Table of Contents; Prologue; Introduction; Part 1 Personal Assessment; 1 Human Resources Inventory; 2 Leadership Motivation Inventory; 3 Values Imprint Survey; 4 Quality of Life Index; 5 Relocation Preparation Index; 6 Change Inventory for Leaders; 7 Force Field Analysis Inventory; Part 2 Team Assessment; 8 Group Maturity Analysis; 9 Individual Behavior Analysis; 10 Team Performance Survey; 11 Team Synergy Analysis Inventory; Part 3 New Management Concepts for Supervisors; 12 High Performance Management Inventory (HPMI); 13 Management Communications Inventory 14 Managing People Skills Inventory 15 Intercultural Relations Inventory (IRI); 16 Inventory of Transformational Management Skills; Part 4 Organizational Assessment; 17 Organizational Culture Survey; 18 Organization Communication Analysis; 19 Organizational Roles and Relationships Inventory; 20 Organizational Meeting Management Planning Inventory; Epilogue
Sommario/riassunto	Areas covered include: the customer's first impression; customer paradigms; listening to the customer; finding out who the customer really is; how rumors get started and spread; the importance of telephone greeting messages; dealing with telephone tag; telephone communications; understanding what the customer really wants;

characteristics of successful customer service; customer service  
diseases; developing your personal improvement plan; personalities of  
potential buyers; types of customers; customer complaints; tips for  
selling your product or service; positive and negative words; winning an

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