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Sommario/riassunto	"How effective are you in dealing with clients, your manager, your colleagues? Do you build rapport with some people easier than others? Are there some people with whom you just can't connect? The Versatility Factor reveals the secret - but very achievable - keys to success in working effectively with anyone. Dozens of research studies have shown that Versatility - the ability to build effective relationships - is what truly separates high performers from average performers. More than intellect, education or job experience, Versatility is the key to high-performing relationships and business success. In The Versatility Factor, organizational performance experts John R. Myers and Henning Pfaffhausen describe practical strategies for achieving personal and organizational excellence. By developing these skills, you will learn why treating others the way you like to be treated results in failure, how to quickly build rapport with anyone, the best way to manage or participate in a team, techniques for building outstanding

customer relationships, how to successfully bridge your personal and professional lives. Based on decades of performance research and filled with practical advice, The Versatility Factor is a must-read for everyone whose success is dependent on working with others."--
