Record Nr. UNISA996213077003316 Autore Lewthwaite Julie Titolo Everything you need for an NVQ in management / / Julie Lewthwaite Pubbl/distr/stampa London:,:Thorogood,,[2004] ©2000 **ISBN** 1-280-23297-8 9786610232970 1-85418-520-9 Descrizione fisica 1 online resource (738 p.) Disciplina 658 Soggetti Management Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di contenuto Contents; Acknowledgements; The author; Introduction; About the book; Business management training; Icons; National Vocational Qualifications; Part 1: Managing your own performance; chapter one: Planning your personal development; chapter two: Making the most of your time; chapter three: Getting the message; Part 2: The right people; chapter four: Recruiting and selecting staff; chapter five: Keeping within the law; chapter six: Developing your people; Part3: Managing others; chapter seven: Leading and motivating staff; chapter eight: Delegating and appraising staff chapter nine: Conflict, disciplinary and grievance proceduresPart 4: Hitting the mark; chapter ten: Reviewing the current position; chapter eleven: Caring for your customers; chapter twelve: Implementing quality; chapter thirteen: Managing quality; Part 5: Getting things done; chapter fourteen: Planning and managing your projects; chapter fifteen: Managing and participating in meetings; chapter sixteen: You and your team; chapter seventeen: Supplier management; chapter eighteen: Resource management; chapter nineteen: Successful negotiation; Part

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chapter twenty four: Understanding financial statements; chapter twenty five: Financial planning and forecasting; chapter twenty six: Budgets; chapter twenty seven: Financial control; Glossary

Provides everything you need to compile a portfolio of evidence and achieve any level of management NVQ or SVQ. This text provides an introduction to NVQs and explains all the relevant management techniques and principles in a clear, practical style, structured around the national standards.