

Training in Interpersonal Skills: Tips for Managing People at Work, Fifth Edition



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(Favian O'Kon)

TRAINING IN INTERPERSONAL SKILLS: TIPS FOR MANAGING PEOPLE AT WORK, FIFTH EDITION



PHI Learning, 2010. Softcover. Book Condition: New. 5th or later edition. This book is designed to help readers develop and practice the key interpersonal skills necessary for success in today's organizations. Mastery of the concepts and skills contained in this book will help readers. Enhance self-awareness of interpersonal strengths and skills to improve themselves Effectively manage themselves and their relationships Become effective team process facilitators and team builders Improve communication and problem-solving skills Lead and motivate others through coaching, counseling, mentoring, and delegating Apply emotional intelligence to enhance relationships and careers Productively resolve conflicts through ethical decision-making and negotiation Enhance interpersonal influence through politicking, persuasion, and valuing diversity New to the Fifth Edition : Two new chapters : Chapter 4: Applying Emotional Intelligence, and Chapter 7: Communicating Across Cultures Updated research, examples, conceptual material and references Modified exercises in several chapters based on reviewers' recommendations CONTENTS: Preface. Part I: Self-Awareness? Chapter 1 Skills: An Introduction. Chapter 2 Self-Awareness: A Point of Departure. Chapter 3 Self-Management: Clarifying Values, Setting Goals, and Planning. Chapter 4 Applying Emotional Intelligence. Part II: Communicating? Chapter 5 Sending Interpersonal Messages. Chapter 6 Listening and Reading Nonverbal Messages. Chapter 7 Providing Feedback. Chapter 8 Communicating Across Cultures. Part III: Motivating? Chapter 9 Goal Setting. Chapter 10 Coaching, Counseling, and Mentoring. Chapter 11 Empowering People Through Delegation. Part IV: Leading? Chapter 12 Politicking. Chapter 13 Persuading. Chapter 14 Applying Leadership Style. Chapter 15 Managing Change. Part V: Teaming? Chapter 16 Working with Teams. Chapter 17 Valuing Diversity. Part VI: Problem Solving? Chapter 18 Ethical Decision Making. Chapter 19 Creative Problem Solving. Chapter 20 Resolving Conflicts. Chapter 21 Negotiating. Part VII: Integrating Exercises? Appendix: Exercise Guidelines and Materials. Index. Printed Pages: 428.



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