

Negotiating Skills For Managers Briefcase Books Series

Proven Techniques for Designing and Delivering a Powerful Presentation Every Time Great presentations have the power to impact people, boost careers, and generate interest in both the speaker and the topic. Presentation Skills for Managers, Second Edition equips you with the tools and confidence needs to create compelling, persuasive presentations. This fully revised edition of the popular guide shows you how to utilize both modern technology and time-tested methods to engage any audience. Drawing from her unique background in both the business and acting worlds, author Kerri Garbis explains how to best engage audiences and present prepared content. You'll learn how to address groups of all sizes in any setting. Presentation Skills for Managers, Second Edition provides brand new insights on:

- Planning and rehearsing your presentation
- Using storytelling to engage your audience
- Using acting techniques to deliver a memorable presentation
- Knowing what your audience needs and giving it to them
- Managing Q&A to deliver effective responses

The tips and techniques in this book will guide you in how to make your presentation one that always leaves a lasting and positive impression on your audience. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page:

- Clear, concise definitions of presentation terms and jargon
- Tips for being smart when planning and delivering your presentation
- How-to hints of the pros for smooth, successful presentations
- Practical advice to avoid mistakes during the entire process
- Warning signs for where things could go wrong
- Actual examples of principles and practices described in the book
- Specific procedures and techniques for creating a great presentation

Unlock new levels of quality, performance, customer service, and profits Written specifically for managers with little or no experience on the subject, Six Sigma for Managers, Second Edition, provides step-by-step guidance and examples for implementing a Six Sigma initiative. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Updated with the latest in implementation strategies and tactics, tips from insiders in the field, and new stories and insights from the Six Sigma experiences of others Clear definitions of key management terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures, tactics, and hands-on techniques Greg Brue is CEO of Six Sigma Consultants and is a master six sigma black belt.

The four new guides in this best-selling series are ideal for managers at every level. These compact references -- the most accessible single-subject business guides on the market -- demonstrate techniques and skills useful in any work environment.

Now translated into 11 languages! This reader-friendly, icon-rich series is must reading for all managers at every level All managers, whether brand new to their positions or well established in the corporate heirarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. A workplace environment should be upbeat and inspire superior employee commitment, morale, and performance. Building a High Morale Workplace provides dozens of techniques and examples for making any workplace a community, instead of a corporation. It shows managers how to help employees foster a genuine bond with an employer, turn around a negative workplace, create and sustain a positive attitude, and more.

NLADA Briefcase

Finance for Nonfinancial Managers, Second Edition (Briefcase Books Series)

Manager's Guide to Virtual Teams

Essentials of International Human Resource Management

The Manager's Guide to Strategy

The practical e-guide that gives you the skills to succeed at negotiating. DK's Essential Managers series contains the know-how you need to be a more effective manager and hone your management style. Discover how to improve your negotiating skills by defining your style, preparing properly, and designing your meeting structure. Essential Managers: Negotiating teaches you the tools you need to build relationships, develop trust, and negotiate fairly, with handy tips on different negotiating styles and how to react to various scenarios. Essential Managers gives you a practical "how-to" approach with step-by-step instructions, tips, checklists, and "ask yourself" features showing you how to focus your energy, manage change, and make an impact. Whether you're new to negotiating, or keen to enhance your existing skills, this is the e-guide for you.

Essential management guidance for real-world applied research projects Managing Applied Social Research equips you with the skills, strategies, and knowledge you need to effectively manage research projects. Written by a team of nationally-known researchers, this book covers the systematic management of applied social research studies from 'soup to nuts,' providing researchers with an easy-to-follow process and the tools and templates for improving the quality, ethical conduct, and usefulness of the final products. The authors merge expertise adapted from the field of project management with their decades of experience in using established research methodologies and practices to offer readers; practical

examples and insights gleaned from major research houses such as Rand, Urban Institute, Mathematica, American Institutes for Research, and others. Key concepts and methodologies are systematically unpacked, with detailed discussion of both theoretical bases and practical applications in the field. Written in plain English, the case studies and vignettes illustrate typical approaches to different scenarios, and the checklists, templates, and other tools provide guides for action. Starting from basic social research strategies, you'll build an understanding of applied research issues and how projects are best managed in a messy, imperfect world. From conceptualization and proposal through implementation, analysis, and reporting, this book helps you lead your projects to success. Learn the skills and concepts necessary to effectively manage applied research projects for the social science disciplines Anticipate and prepare for common challenges and obstacles Understand the various roles and their requisite tasks and responsibilities Learn strategies for making effective decisions about a study's scope, work, schedule, people, budget, and risks during each phase of the research study Social science research is an essential well of information upon which society is run. Proper management is the key to any research project's success, and success becomes more critical in the field given the potential ramifications in terms of policy and its effects on real, everyday people. Managing Applied Social Research provides sound guidance and expert insight with an essential real-world focus.

Briefcase Books: Manager's Guide to Motivating Employees More than 700,000 Briefcase Books sold! A manager's guide to inspiring employees to work at peak performance—to improve organizational culture and help meet the bottom-line About the Book Manager's Guide to Motivating Employees is the perfect primer for managers looking to jumpstart the work ethic, excitement, and company synergy by engaging and motivating their employees. This new edition provides entertaining case studies and examples of how readers can create an environment in which employees feel passionate about their jobs and put the best of them in everything they do. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Key Selling Features Proven tactics for creating relationships and ensuring effective communication to get the optimal performance from employees Clear definitions of key terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures, tactics, and hands-on techniques Market / Audience Managers of all levels About the Author Anne Bruce (Sacramento, CA) is a nationally recognized speaker, workshop leader, and author. Her books include the Briefcase Books Be Your Own Mentor and Building A High Morale Workplace and Perfect Phrases for Documenting Employee Performance Problems.

Create new solutions to old problems with the power of mentoring! Mentoring is an extraordinarily powerful way of getting top performance from every employee. It's one of the hottest management techniques used in business today, and every manager serious about developing talented employees and implementing change in his or her organization needs to master it. Manager's Guide to Mentoring is a detailed overview covering Types of mentors, from professional to corporate to informal Mentoring across traditional cultural and gender boundaries Developing a mentoring program within your organization Manager's Guide to Mentoring provides all the skills for using one of today's most innovative management techniques to drive positive change in your company. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms, concepts, and jargon Tactics and strategies for mentoring Insider tips for creating a mentoring program Practical advice for mentors Warning signs when preparing for and undertaking a mentoring initiative Stories and insights from the experiences of others Specific mentoring procedures, tactics, and hands-on techniques

The Manager's Guide to Fostering Innovation and Creativity in Teams

Be Your Own Mentor

Conflict Resolution

Negotiating

The Manager's Guide To Business Writing

Lead your Organization through any business crisis—and emerge stronger than ever Manager's Guide to Crisis Management provides the basic skills and knowledge you need to deal with the crises that inevitably occur in any business or organization. Covering every aspect of the topic—from defining crisis management and policies to training for and responding to crises—it helps you fully grasp any situation that threatens business, careers, and even lives. Lead through any crisis smoothly and with minimal ramifications by mastering the most effective tactics, including: Planning for and training staff in crisis management Anticipating and preventing crises before they occur Managing the company's online reputation Addressing crises that affect multicultural stakeholders Creating effective crisis-related messaging Knowing when to bring in a specialist About the Briefcase Books series: Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Key Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing crises Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful crisis management Tools: Specific planning procedures, tactics, and hands-on techniques

Now translated into 12 languages! This reader-friendly, icon-rich series is must reading for managers at every level All managers, whether brand-new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. State-of-the-art techniques and technologies are fine, but only those companies that recognize and hold on to their top-performing employees will thrive in a tough competitive environment. Retaining Top Employees focuses on specific actions to make retention a top priority. From innovative recruitment and compensation policies to making effective use of exit interviews, it outlines a complete program for becoming the employer of choice and is today's most in-depth exploration of this increasingly essential topic.

USE THE POWER OF EMPLOYEE ENGAGEMENT TO IGNITE PASSION, PURPOSE, AND PRODUCTIVITY IN EVERY MEMBER OF YOUR STAFF Successful managers understand that their job is to help employees do their best work, not simply give orders. The Manager's Guide to Employee Engagement shows leaders at all levels how to build relationships that support collaboration and drive meaningful performance improvement. Learn how to: Foster loyalty, trust, and commitment in all your employees Create a culture of positive thinking Empower employees

to act as internal entrepreneurs Align employee and organizational values and goals Become "the best boss ever"--without losing sight of business goals Learn how to make your employees engaged and successful--and facilitate your own success at the same time. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for engaging employees Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful engagement tactics Specific planning procedures, tactics, and hands-on techniques

Get solid collaboration from team members in remote locations Globalization and new technologies have made team collaboration from distant geographical locations—on the road, from home or client sites, even on the other side of the globe—a routine part of business. Managing these teams requires new skills and sensitivities to maximize team and organizational performance. Emphasizing pragmatism over theory and offering helpful tips instead of vague observations, *Manager's Guide to Virtual Teams* helps you bridge the communication gaps created by geographical separation and get peak performance from employees you rarely see. You will learn how to: Keep team members in remote locations motivated and involved Coach for peak performance via e-mail, telephone, teleconference, and videoconference Help widely scattered team members understand their contribution to the business Build consensus for decisions among virtual team members Learn effective communication and feedback techniques for enhancing team performance Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Look for these innovative features to help you navigate each page: Clear definitions of key terms and concepts Tactics and strategies for managing virtual teams Tricks of the trade for executing effective management techniques Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful virtual managing Specific planning procedures, tactics, and hands-on techniques

International Business Negotiations

Tools, Strategies, and Insights

Negotiating Skills for Managers

Retaining Top Employees

Project and Program Management

Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more.

*Get the business results you want by creating and executing a solid plan! One simple thing usually makes the difference between business success and failure: a well-laid plan. Whether you want to enact a long-term strategic initiative or set short-term revenue targets, *Manager's Guide to Business Planning* provides the tools and techniques for developing a workable plan everyone will support. You'll learn how to: Measure success Prioritize initiatives Run business reviews Create a budget Engage employees There's no reason to experience false starts, waste money, or dissatisfy customers in your business endeavors. *Manager's Guide to Business Planning* has tried-and-true methods that can be applied to any situation.*

Negotiating Skills For Managers (Mcgraw-Hill Briefcase Books Series) Negotiating Skills for Managers McGraw Hill Professional

Provides an understanding about the impact of culture and communication on international business negotiations. This work explores the problems faced by Western managers while doing business abroad and offers guidelines for international business negotiations. It also focuses on an important aspect of international business: negotiations.

Six Sigma For Managers

Interviewing Techniques for Managers

Manager's Guide to Operations Management

Six Sigma for Managers, Second Edition (Briefcase Books Series)

Negotiating Skills For Managers (Mcgraw-Hill Briefcase Books Series)

Proven strategies that make sure your marketing message stands out from the rest The average American is exposed to as many as 5,000 marketing messages per day, so it's more important than ever to create the most effective marketing and advertising campaigns as possible. *Manager's Guide to Marketing, Advertising, and Publicity* explains The 14 principles of marketing communications strategy Common marketing mistakes to avoid Techniques for creating powerful marketing messages The many choices for delivering your marketing message How to take full advantage of digital platforms Today, you must come up with a bigger, better, brighter marketing campaign, or you're guaranteed to be lost in the noise. This primer is ideal for anyone looking to position his or her organization as a powerful competitor in the twenty-first century. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms, concepts, and jargon Tactics and strategies for overseeing marketing initiatives Insider tips for getting the most out of marketing, advertising, and publicity Practical advice for creating effective campaigns Warning signs when preparing for and undertaking marketing initiatives Stories and insights from the experiences of others Specific marketing procedures, tactics, and hands-on techniques

The *Manager's Guide to Strategy* shows managers how to analyze a firm's position in the marketplace, formulate and execute a profitable strategy, then evaluate and revise that strategy over time.

PROVEN TIPS TO HANDLE EVERYDAY MANAGEMENT SITUATIONS --ALL IN A FAST-MOVING, EASY-TO-REFERENCE FORMAT Managing people is one of the most demanding yet career-enhancing and rewarding skills you can have. *Skills for New Managers, Second Edition*, provides everything you need to excel as a manager from day

one. From hiring productive employees to developing mentoring, leadership, and coaching skills, this fast-paced, easy-to-understand guide is your blueprint for managing your staff to success. Getting results by knowing when to speak up--and when to listen Motivating your staff to exceed expectations Delegating tasks and dealing with crises Running meetings that are organized and focused Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Clear definitions of key terms and concepts Tactics and strategies for managing your staff Tips for executing the tactics in the book Practical advice for minimizing the possibility of error Warning signs for when things are about to go wrong Examples of successful management tactics Specific planning procedures, tactics, and hands-on techniques

Boost productivity by making the switch from "boss" to COACH! Effective managers know their job is to help employees succeed, not to give them orders. They create relationships that build collaboration and meaningful performance improvement. These managers know that when they facilitate the success of their team members, they facilitate their own success. Effective Coaching teaches you practices you can use immediately to engender employee commitment and help employees gain the skills necessary to sustain and grow any type of organization. You'll learn: The attributes of a successful coach How to set up an effective coaching session How to use coaching to correct unproductive behavior How to use coaching to be a better trainer Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: -Clear definitions of key terms and concepts -Tactics and strategies for coaching employees -Tricks of the trade for executing effective coaching techniques -Practical advice for minimizing the possibility of error -Warning signs for when things are about to go wrong -Examples of successful workplace coaching -Specific planning procedures, tactics, and hands-on techniques

Manager's Guide to Effective Coaching, Second Edition

Negotiating Skills

Manager's Guide to Motivating Employees 2/E

Business Negotiating Basics

Presentation Skills For Managers, 2E

AN INTRODUCTION TO FINANCIAL REPORTS--WITH NEW TACTICS FOR BUDGETING AND PINPOINTING KEY FINANCIAL AREAS Financial decisions impact

virtually every area of your company. As a manager, it's up to you to understand how and why. Finance for Nonfinancial Managers helps you understand the information in financial reports and then shows you how to use that understanding to make informed, intelligent decisions. It provides a solid working knowledge of: Basic Financial Accounting--Methods to assess which products or services are most profitable to your company Planning and Budgeting--Ways to use financial knowledge to strengthen your company Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing change Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful management tactics Tools: Specific planning procedures, tactics, and hands-on techniques

Unleash your employees' hidden talent for innovation and creativity--the key to organizational success! For any organization competing today, nothing is more important than building teams of creative thinkers and problem solvers. With practical, simple-to-implement leadership techniques, Manager's Guide to Fostering Innovation and Creativity in Teams shows you how you can Create an environment that gets people thinking creatively Align teams to work toward creative, original solutions Lead the charge toward a newly innovative organization Build a self-sustaining culture of innovation Use Manager's Guide to Fostering Innovation and Creativity in Teams to generate better business ideas, create a more compelling workplace, and lead your company well into the twenty-first century. Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Definitions of key terms, concepts, and jargon Tactics and strategies for driving innovation and creativity within teams and organizations Insider tips for getting the most innovative ideas from your teams Practical advice for building creative teams Warning signs when creating teams focused on innovation and creativity Stories and insights from the experiences of others Specific creative-thinking procedures, tactics, and hands-on techniques

A proven, do-it-yourself formula for greater professional and personal success Successful career and life coach Anne Bruce knows how you can find happiness, fulfillment, and success at work and in life--and it's not by hiring a coach! Be Your Own Mentor delivers a unique, do-it-yourself process for identifying your hidden talents, abilities, and passions and developing them on your own. Bruce's four-part approach empowers you to get where you want in life by adopting a free-agent mindset, taking intelligent risks and building self-esteem, setting a course for balance in work and life, and discovering and developing your personal strengths.

Now translated into 11 languages! This reader-friendly, icon-rich series is must reading for all managers at every level All managers, whether brand new to their position or well-established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help m

more capable, efficient, effective, and valuable to their corporations. Managers in all types of organizations and environments must be able to prepare, or at least understand, and results-oriented budget. Budgeting for Managers rich in practical techniques and examples walks the reader through the entire budgeting process, from basic financial statements to their use in creating a budget to methods for tracking actual spending.

The Managers Survival Guide

Manager's Guide to Business Planning

Manager's Guide to Crisis Management

Manager's Guide to Navigating Change

A Competency-based Approach

Managing Teams will dramatically increase your chances for a smooth transition to a highly productive team. This handy guide includes methods and checklists to determine how to assemble the best team, tips on improvements you should expect - and not expect - from teams, and strategies for recognizing and avoiding major roadblocks in creating a team environment. Managing Teams will provide the support and confidence you need to initiate and manage workplace teams, evaluate the success of those teams, and get your employees working in a coordinated, disciplined manner. There's an Inner Negotiator in Everyone; The Practical Negotiator Helps You Find It. Everyone needs to reach agreement with others, but many people are overly fearful of what they think is a complex process. In The Practical Negotiator, Cohen demystifies negotiation, offering common-sense approaches anyone can use no matter what the issue. The Practical Negotiator provides a broad range of real-life negotiating problems faced by people in dozens of countries from every continent (except Antarctica). Each question was submitted by a real person looking for advice. The book's down-to-earth approach will empower you to: Assess your interests and strengths and find ways to build on them. Understand the situation and the possibilities at hand. Increase your confidence in dealing with others. Develop and implement simple, practical strategies to further your interests. Essentials of International Human Resource Management: Managing People Globally, by David C. Thomas and Mila B. Lazarova, provides concise coverage of key HRM concepts, balancing comparative approaches and US and non-US schools of thought. Not limited to the multinational firm, this book reflects the most current knowledge in the field and considers all types of organizations embedded in the global context. Chapter-opening vignettes (short cases) exemplify the chapter's core topics and show readers how chapter content can be applied. Extensive references make it easy for readers to explore concepts in more depth.

Lead your team through today's rapid changes The only guarantee in business is change. All managers need to understand that they will either be buffeted by change or help shape it. Knowing how to do that is the real test of leadership in today's organizational environments. Manager's Guide to Navigating Change provides methods for managing risks and ensuring the organization continues to move forward through turbulence created by both internal and external events. Learn how to: Define what the future looks like and communicate your vision to your staff Make large-scale change sustainable by aligning your efforts and resources Align organizational and employee values, missions, and goals Leverage your resources to facilitate stakeholder buy-in Enact your plan and measure results as you go Briefcase Books, written specifically for today's busy manager, feature eye-catching icons, checklists, and sidebars to guide managers step-by-step through everyday workplace situations. Look for these innovative design features to help you navigate through each page: Key Terms: Clear definitions of key terms and concepts Smart Managing: Tactics and strategies for managing change Tricks of the Trade: Tips for executing the tactics in the book Mistake Proofing: Practical advice for minimizing the possibility of error Caution: Warning signs for when things are about to go wrong For Example: Examples of successful change-management tactics Tools: Specific planning procedures, tactics, and hands-on techniques

Managing People Globally

Manager's Guide to Mobile Learning

Finance for Non-Financial Managers

Managing Applied Social Research

Financial reports speak their own language, and managers without a strong finance background often find themselves bewildered by what is being said. Finance for NonFinancial Managers helps managers become familiar with essential financial information, showing them how to "speak the language of numbers" and implement financial data in their daily business decisions. In addition, it clarifies how and why financial decisions impact business and operational objectives.

The ultimate guide to spearheading a mobile learning program! Covers everything from the basics to working with developers and gaining stakeholder support Manager's Guide to Mobile Learning offers managers an overview of how to create, implement, and successfully use mobile learning platforms. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Proven tactics for creating, implementing, and successfully using mobile

learning platforms Clear definitions of key management terms and concepts Practical advice for minimizing the possibility of error Examples of successful management Specific planning procedures, tactics, and hands-on techniques Brenda J. Enders is a consultant, trainer, public speaker, and author in the field of mobile learning. She is the President and Chief Learning Strategist of Enders Consulting, LLC, a St. Louis, Missouri based company.

On the people side, it sheds new light on how to mold different personality types into a team, how to motivate the team's members, and how to produce extraordinary results. After exploring the concept of competencies and showing how people must be at the heart of any organizational decision, Springer focuses on the essential qualities of leadership, the dynamics of teams, and the relationship between a team and the individuals that compose the team. He shows how an inclusive approach is essential to effective decision making. Using these insights, he then details the essential parts of the program management approach, describing the best way to define, organize, and schedule the work to be done, identifying risks and controlling costs during the whole process. This is a uniquely insightful and practical text that will be invaluable reading for all professionals involved in the dynamic field of project and program management.

THE BRIEFCASE BOOKS SERIES Now translated into nine languages! This reader-friendly, icon-rich series is must reading for all managers at every level. All managers, whether brand new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. Six Sigma one of the hottest topics in today's manufacturing circles is a statistical concept that characterizes nearly zero defects in any process. But its successful implementation involves a whole new set of management practices. Six Sigma for Managers will help managers better understand this concept and how to facilitate the learning, cooperation, skills improvement, and commitment required to make Six Sigma processes a reality in any organization.

Budgeting for Managers

Skills for New Managers

The Manager's Guide to Performance Reviews

How to Argue Your Point, Plead Your Case, and Prevail in Any Situation

Managers Guide to Marketing, Advertising, and Publicity

Offering a quick read on the basics of performance reviews, this guide features short, informally written chapters, bulleted lists, self-examinations, seven types of sidebars, and chapter-ending checklists of important points.

In today's organizations negotiations are not limited solely to buying and selling situations. Almost every business interaction involves some amount of negotiating. Business Negotiating Basics shows you how to identify negotiation situations, and provides a highly effective system for dealing with these everyday challenges. Inside you'll find numerous real-world examples that offer effective ideas you can draw from; the author's unique PREP system that can be used with all negotiating efforts; proven skills that apply to negotiations between manager and staff, and manager and manager, as well as with anyone outside the organization; and jargon-free explanations that are easy to understand and apply. Quick and full of ideas you can use immediately, Business Negotiating Basics provides seven basic techniques that take you step-by-step through the negotiation process. It's all here - from the beginning of the negotiation to closing the deal - in a resource you'll use again and again.

Now translated into 12 languages! This reader-friendly, icon-rich series is must reading for managers at every level All managers, whether brand-new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. In today's fast-changing, uncertain business environment, effective management is more difficult than ever. The Managers Survival Guide is the first hands-on, broad-brush guidebook for handling difficult management situations with skill, diplomacy, and success. Keying on techniques for recognizing and dealing with problems quickly or even before they begin it explains how to set priorities, interface with both upper management and employees, implement process management, and more.

Interview Strategies for Always Getting the Information You Need For managers, interviewing is about gathering useful information in every face-to-face encounter, from project planning meetings to client discussions to speaking with prospective employees. Interviewing Techniques for Managers shows you how to master every aspect of the interview process to ensure that you always get honest, helpful, and results-oriented answers. Look to this important addition to McGraw-Hill's Briefcase Books series for workplace-tested interviewing methods including: When and how to ask the key questions Tips for getting a difficult interview back on track Techniques for telephone, e-mail, and other arms-length interviews Separating fact from fiction when interviewing potential employees ... Solving workplace problems ... Uncovering how best to meet customer needs ... The ability to interview others is among the most valuable skills a manager can have. Interviewing Techniques for Managers will help you end each interview with the information you need, by beginning each interview with a solid, results-oriented plan--and the know-how to execute that plan.

Managing Teams

The Practical Negotiator

Manager's Guide to Employee Engagement

Manager's Guide to Mentoring

Building A High Morale Workplace

In today's fast-action business world, you are often required to write accurate, hard-hitting letters, memos, and reports—all at a moment's notice! The Manager's Guide to Business Writing contains practical guidelines for writing business correspondence and materials with speed, precision, and power. Designed to provide maximum impact to your everyday work performance, this intense short-course in persuasive writing contains examples of concise yet complete letters, memos, and e-mail, strategies to use headings and white space, and more. Use this concise manual to immediately target and improve your business writing, and ensure that it always works to your advantage.

Now translated into nine languages! This reader-friendly, icon-rich series is must reading for all managers at every level. All managers, whether brand new to their positions or well established in the corporate hierarchy, can use a little "brushing up" now and then. The skills-based Briefcase Books series is filled with ideas and strategies to help managers become more capable, efficient, effective, and valuable to their corporations. Virtually everything in business is negotiated, and the ability to negotiate strong agreements and understandings is among today's most valuable talents. Negotiating Skills for Managers explains how to establish a solid pre-negotiation foundation, subtly guide the negotiation, and consistently set and achieve satisfactory targets. From transferring one's existing strengths to the negotiating

table to avoiding common negotiating errors, it reveals battle-proven steps for reaching personal and organizational objectives in every negotiation.

The secrets to improving operations while maintaining the highest quality How do you operate at maximum efficiency with minimum cost? Manager ' s Guide to Operations Management addresses one of the most pressing business issues of our time by offering easy-toimplement advice on creating the most effective, streamlined operations possible. This quick-reference guide explains how to: Improve your production processes Boost quality using the Six Sigma approach Manage supply chains and inventory Forecast, plan, and schedule efficiently With Manager ' s Guide to Operations Management, you have the tools you need to ensure a smooth, steady work flow while producing products and services of the highest quality—the secret to business success.