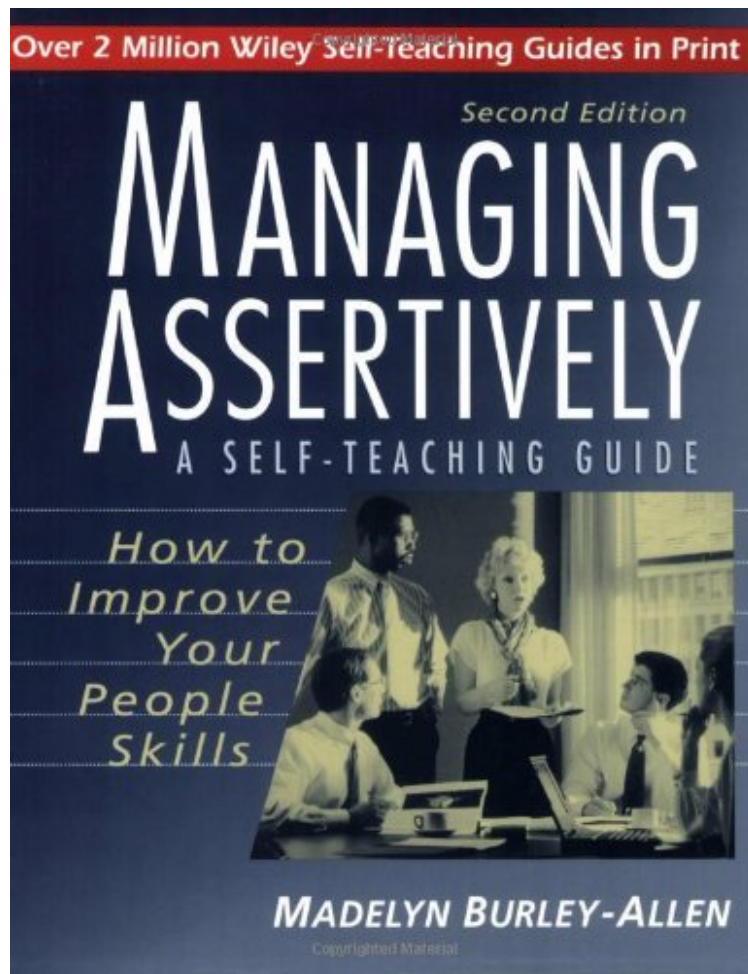


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Managing Assertively: How to Improve Your People Skills: A Self-Teaching Guide (Wiley Self-Teaching Guides)

Madelyn Burley-Allen

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A proven program for increasing your management skills *Managing Assertively* has helped tens of thousands of businesspeople become more effective managers by sharpening their people skills. Leading management trainer Madelyn Burley-Allen shows you how you, too, can learn to resolve conflicts and defuse interpersonal problems that

invariably arise at work. Her step-by-step techniques, clear examples, and competence-building exercises will immediately improve your supervisory skills, sharpen your self-awareness, and make you a more confident, assertive manager. You'll learn how to: * Use eight building blocks to become a more effective manager * Overcome self-defeating behavior * Handle criticism to maintain and enhance self-esteem * State limits and expectations to clarify assignments * Become a more effective listener * Receive and give positive feedback to enhance team building * Handle conflict, stress, personal problems, and a wide range of other difficult on-the-job situations * By following the user-friendly, interactive, self-teaching format, you can work at your own pace as you master management essentials.