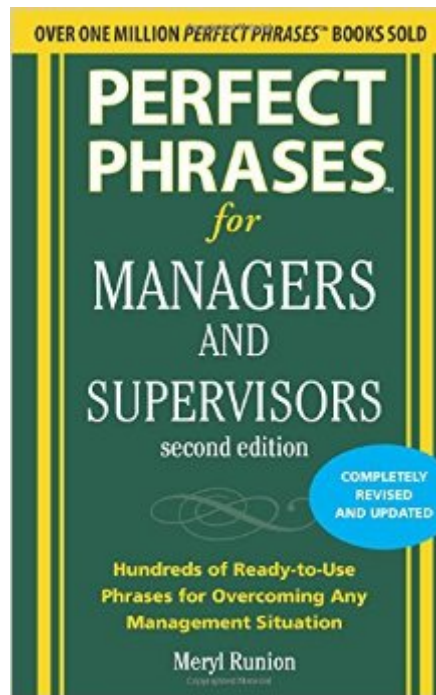


The book was found

Perfect Phrases For Managers And Supervisors, Second Edition (Perfect Phrases Series)



Synopsis

The Right Phrase for Every Situation . . . Every Time Communication is the single most important skill for excelling as a manager. What you say and how you say it sets the tone for your department and your entire organization. Perfect Phrases for Managers and Supervisors, second edition, has been completely revised to help you communicate in today's workplace, where collaboration, cooperation, and personalization are critical to building an efficient, productive work environment. Learn the most effective language for: Setting a tone of mutual trust and respect Dealing with difficult employees and delicate problems Conducting interviews and performance reviews Empowering your people Disciplining workers or terminating employment

Book Information

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Average Customer Review: 4.4 out of 5 stars See all reviews (64 customer reviews)

Best Sellers Rank: #10,020 in Books (See Top 100 in Books) #11 in Books > Business & Money > Skills > Business Writing #24 in Books > Business & Money > Human Resources > Human Resources & Personnel Management #76 in Books > Business & Money > Skills > Communications

Customer Reviews

I bought this and Perfect Phrases for motivating - one would have been enough. Good stuff in both - just lots of repetition or repeated ideas in both books.

Great book this has really helped me with monthly and yearly employee appraisals and chronological reports. I constantly refer back to it.

This is a great book if you're writing evaluations on supervisors. There are hundreds of phrases under each rating category from Exceeds to Unsatisfactory. The only downfall is that it doesn't cover

any Educational positions, but you can find generic phrases under each of the rating categories. I wish I could find a book like this for just an employee, like a teacher. One more thing -- if you have the first edition to this book, there's no reason to buy this one. The differences are not worth the price of the book.

Great book for any manager, seasoned or unexperienced. It has very good advice for different type of situations or events that really apply to any field. It has absolutely helped me and I'm sure you can find it useful too.

Good read. After reading it I realized that I was using all the wrong phrases before! The hard part is to actually remember them and break the habits of speaking the way I used to speak for many years.. It has a lot of phrases that would sound weird coming from me, but that's very person-specific.

I bought this book for doing my annual staff reviews. The wording is perfect and it made the reviews more substantial! I would highly suggest this book to anyone that does employee annual reviews!!

Some things were kind of basic common sense. I did learn a few new approaches and they did work on my staff so I am pleased with this purchase.

The book says that if you are a new manager, in your first staff meeting, say "If you were the new manager, how would you start?" Maybe it's just me, but that comes off as extremely unprepared and doesn't project credibility. How about, "good morning."

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