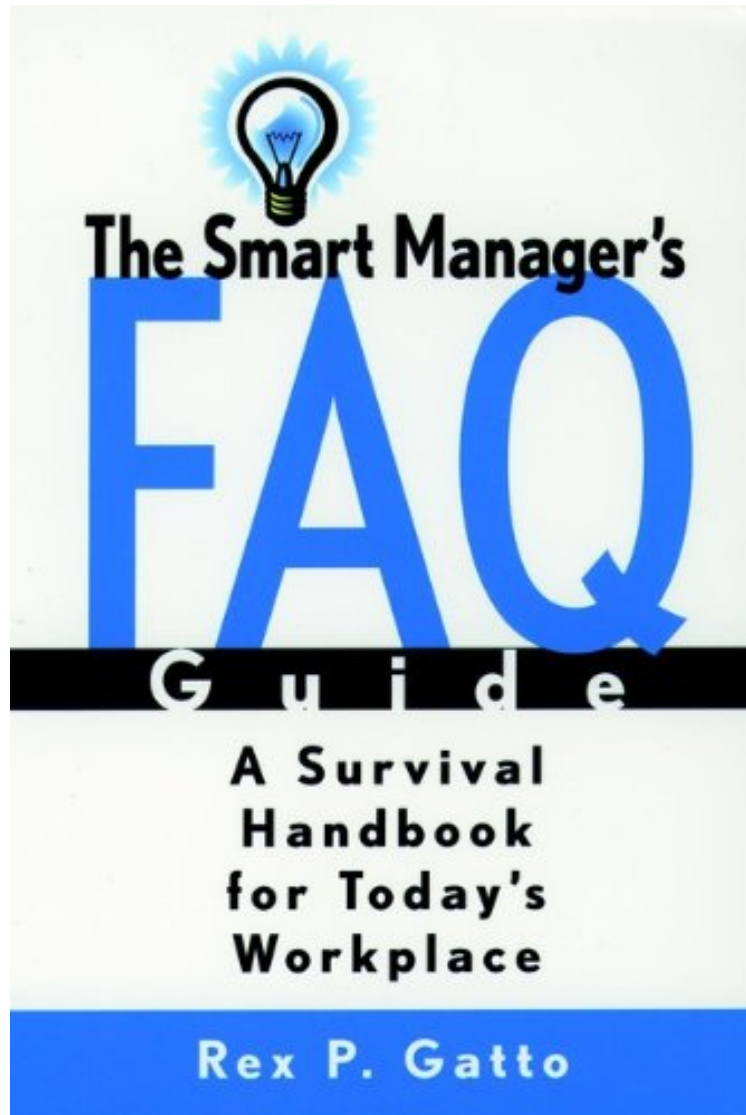


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The Smart Manager's F.A.Q. Guide: A Survival Handbook for Today's Workplace

Rex P. Gatto

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a book which will be most valuable to those who are about to begin or have only recently begun a business career. It covers all of the basics. It is not for "dummies" nor for "idiots" because, first, they won't understand it and, two, because they will be unable to make effective use of whatever they do understand. I strongly encourage supervisors to purchase copies of this book for all who report to them. Or at least for the fast-trackers. Gatto refers to his book as a "toolbox" and that is accurate. Less-experienced employees with ambitions to become managers should review the Contents and then focus on whichever subject is most immediately relevant. Then cherry-pick and implement those ideas, suggestions, strategies, and tactics which are most appropriate. To them I also suggest a periodic review of the Contents. This is a time when change is the only constant. People change. Their needs and interests change. Their circumstances change. This book's subtitle suggests that this is a "survival handbook for today's workplace." For some, perhaps. For most, certainly, a practical briefing on management basics. Well-done, Mr. Gatto. 0 of 0 people found the following review helpful. Great Tool By Jeff Cermak This book is an excellent reference tool with a 'how to' approach to dealing with day-to-day management issues. I keep it on my desk and refer to it often.

Get immediate answers to your toughest workplace questions! In our information-flooded workplace, smart managers, supervisors, administrators, and executives need to get the right answers to their questions--in a hurry! The Smart Manager's F.A.Q. Guide is a handy reference that draws on a wealth of information from workshops, training sessions, and consulting interventions that have a proven track record. You'll get practical solutions to your toughest workplace questions such as: * How can I guarantee customer satisfaction? * What questions should I ask in an interview? * How do I deal with an angry employee? * What can I do to overcome resistance to change? * How can I get people to listen to me? * What are the best ways to praise or reprimand employees? * How can I produce an effective presentation? The Smart Manager's F.A.Q. Guide is specially designed to save you time and money. Don't wait for instructor-led training to answer your questions--just turn to this comprehensive, easy-to-follow guide. More than mere questions and answers, this book offers you concrete models that can be used in almost any management situation. "An excellent reference tool with a 'how to' approach to dealing with day-to-day management issues." --Rudolf Beilfuss, chief executive, Polaris International, an International Association of Accounting Firms

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About the Author REX P. GATTO is founder and president of Gatto Training Associates. A sought after speaker at national conferences, he is the author of several books including Controlling Stress in the Workplace (Pfeiffer).