



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

By Phillip L. Hunsaker, Stephen P. Robbins

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....



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