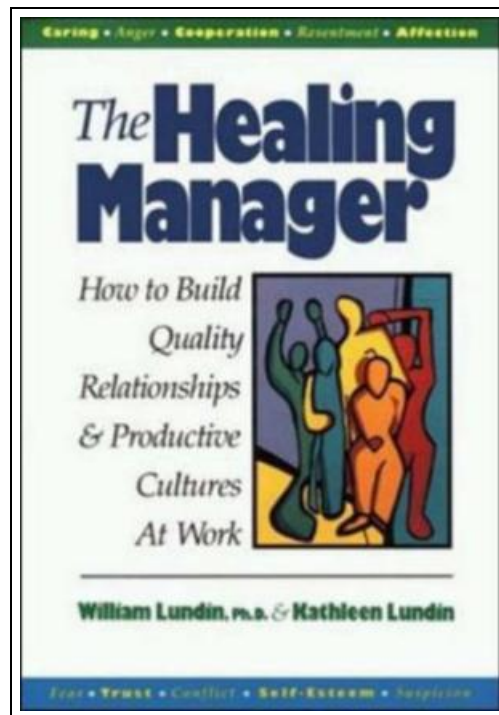


Healing Manager: How to Build Quality Relationships and Productive Cultures at Work



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Reviews

Absolutely one of the best pdf I actually have possibly read. Better than ever, though I am quite late in starting to read this one. I realized this book from my dad and I encouraged this ebook to discover.
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HEALING MANAGER: HOW TO BUILD QUALITY RELATIONSHIPS AND PRODUCTIVE CULTURES AT WORK



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Berrett-Koehler Publishers. Hardcover. Condition: New. 248 pages. Dimensions: 9.6in. x 6.4in. x 0.9in. This book aims to fill the gap between Total Quality Management theory and practice by tackling the real issues relationships and emotions in the workplace. Here is a ground breaking - and long overdue - examination of the importance of emotions at work and how they affect a companys productivity. This is the ignored factor, say the authors, that explains why so many quality management programmes fail to produce results. This book describes the efforts of the healing manager, the leader - whether CEO, first-line supervisor, or hourly employee - who helps others grow emotionally and intellectually, and who cultivates trusting relationships on the job. While caring about an employees emotional well-being may not be part of a managers job description, The Healing Manager demonstrates how it is the real secret to creating quality products and services. In companies where managers try to get things done through yelling, anger, and manipulation, employees carry around their hurt for years, but when managers learn to manage through concern, trust, and caring, the results show up on the bottom line in more productivity and better quality. To help managers implement their far-reaching prescriptions for a healthy workplace, the authors provide separate chapters and exercises on the basic emotional issues managers face: mastering anger, expressing affection, developing trust, helping people grow, resolving conflict, and reinforcing new values. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Hardcover.



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