

Interpersonal skills in organizations

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Abstrak

Contents: Journey into self-awareness -- Self-disclosure and trust -- Establishing goals consistent with values and ethics -- Self-management -- Understanding and working with diverse others -- The importance and skill of listening -- Conveying verbal messages -- Persuading individuals and audiences -- Negotiation -- Building teams and work groups -- Managing conflict -- Achieving business results through effective meetings -- Facilitating team success -- Making decisions and solving problems creatively -- Power and politicking -- Networking and mentoring -- Coaching and providing feedback for improved performance -- Leading and empowering self and others -- Project management.