



# Managing Assertively: How to Improve Your People Skills: A Self-Teaching Guide

By Madelyn Burley-Allen

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## Managing Assertively: How to Improve Your People Skills: A Self-Teaching Guide By Madelyn Burley-Allen

A proven program for increasing your management skills

Managing Assertively has helped tens of thousands of businesspeople become more effective managers by sharpening their people skills. Leading management trainer Madelyn Burley-Allen shows you how you, too, can learn to resolve conflicts and defuse interpersonal problems that invariably arise at work. Her step-by-step techniques, clear examples, and competence-building exercises will immediately improve your supervisory skills, sharpen your self-awareness, and make you a more confident, assertive manager. You'll learn how to:

- \* Use eight building blocks to become a more effective manager
- \* Overcome self-defeating behavior
- \* Handle criticism to maintain and enhance self-esteem
- \* State limits and expectations to clarify assignments
- \* Become a more effective listener
- \* Receive and give positive feedback to enhance team building
- \* Handle conflict, stress, personal problems, and a wide range of other difficult on-the-job situations
- \* By following the user-friendly, interactive, self-teaching format, you can work at your own pace as you master management essentials.

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### **Editorial Review**

#### **From the Publisher**

A completely revised and expanded update of its highly successful predecessor designed to help managers improve interpersonal skills and become more effective at their jobs. Features the latest management trends including quality, team building, self-managed work teams and developing positive work relationships. Every chapter ends with a self-test to check your progress. Contains numerous charts, worksheets and graphs which reinforce the text.

#### **From the Back Cover**

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#### **About the Author**

Madelyn Burley-Allen, the founder and President of Dynamics of Human Behavior, has conducted over 2,000 seminars on listening and management for organizations around the world. A frequent speaker at state and national conferences, she has consulted for such companies as AT&T, DuPont, IBM, and State Compensation Insurance Funds all over the country. Her work has been covered in numerous magazines and newspapers, including Glamour and Working Woman, and she has appeared on several national television and radio shows. She is the author of Listening: The Forgotten Skill, also available from Wiley.

### **Users Review**

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