



The Manager's Toolkit: 61 Building Blocks for Success

Marc Clark

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This workbook contains tips, checklist, worksheets and personal development tools to help you understand, practice, and apply the skills you need to become and remain a successful supervisor/manager or products, resources and people in the industry you have chosen for a career. The book was designed for those who are the backbone of the workforce. To support those who carry a winning attitude and have a sincere desire to succeed in reaching their personal goals and dreams. The 150 page workbook is user friendly and the content within is easily understood. The strategies listed can be applied in all industries: service, retail, medical, travel, hospitality, wholesale, etc. Manager's Toolkit can be used in a number of ways. You may consider working through this text on your own, as an independent study tool or with other supervisors, managers, or fellow employees in a group setting. It is an excellent reference tool or addition to a business library. The greatest gain that one will receive from The Manager's Toolkit is personal. It will help you become more self-motivated, have greater self-worth and personal assurance, strengthen your ability to make decisions and solve problems, be resourceful and proficient in any position that you hold and be recognized as a valuable individual and contributor to your workplace. Content covers such topics as: Behaviors of Successful Managers, Customer Service Evaluations, Delegation: Hallmark of Good Management, Dealing with Difficult People, Importance of Workplace Values, Self-Esteem and Good Manners, Reward, Recognition and Praise, Maintaining Workplace Integrity, How to become an Effective Listener, Giving Feedback, Working through disagreements, Diversity: Part of the Normal Workplace, Attitude Snapshot Coaching Tips, Stress Strategies and Professional Image.

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