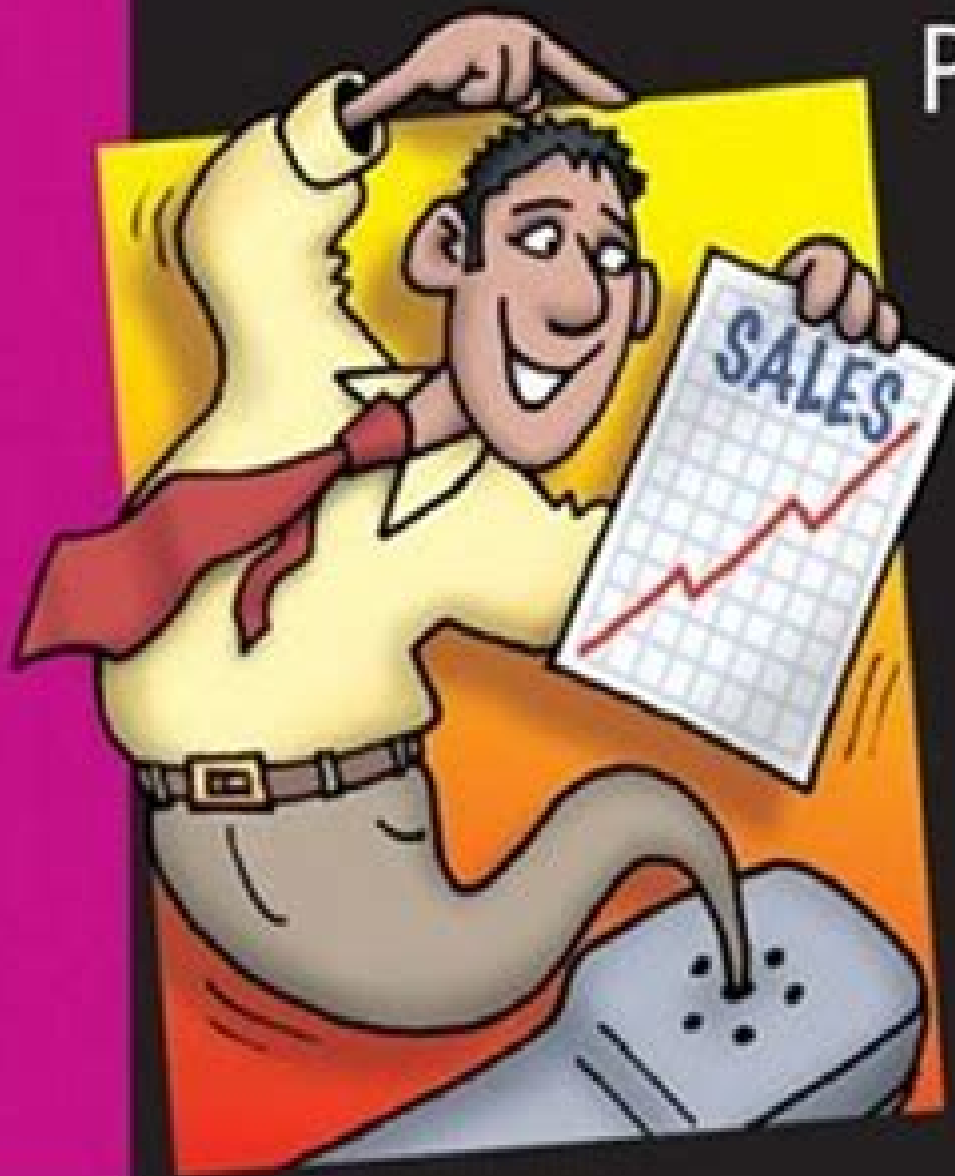


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Interviewer's Pocketbook Sean McManus,2014-01-01 The Interviewer's Pocketbook has had a major overhaul in this new third edition and now focuses exclusively on the recruitment interview The opening chapters look in detail at the necessary skills for conducting an interview questioning techniques listening skills and interpretation of body language Types of question are explored with ways in which to use them as well as questions to avoid asking while a helpful example interview shows the techniques in action Later chapters cover preparing for and conducting the interview including looking at job descriptions and specifications preparing evidence questions and evaluation of candidates

Storytelling Pocketbook Roger E. Jones,2012-01-01 People in business are conditioned to believe they must communicate in a rational objective and logical manner without emotion if their point is to be accepted The reality is however that stories engage both hearts and minds and are the most effective means to engage and persuade The Storytelling Pocketbook shows readers how to use stories to get their ideas across and make a deeper connection with their audience With practical exercises throughout the book shows you how to create your own story frameworks and explores the different settings in which you might use them eg to ignite organisational change to transfer knowledge to build brands to develop people

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Facilitator's Pocketbook John Townsend,2014-09-04 The facilitator's rainbow won't lead you to a pot of gold but it will enable you to decide on the most suitable approach for your next facilitation session This innovative decision making model is central to The Facilitator's Pocketbook a comprehensive guide covering all stages of facilitation from planning through to implementation Interpersonal skills including attitudes and values and session skills including energising and problem solving are dealt with at length This second edition contains significant new material notably the addition of a detailed case study and examples of six typical facilitation sessions John and Paul provide a quick route to a practical understanding of facilitation This book should be compulsory reading for all managers handling change Teresa Kilmartin

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Career Transition Pocketbook Keith Corbin,2015-09-16 A practical easy to use guide for job changers and job seekers The Career Transition Pocketbook details seven key stages to the career transition process self questioning goal setting preparing a career history networking applying for jobs getting ready for interviews and evaluating job offers Each stage is described in a separate chapter

Assertiveness Pocketbook Max A. Eggert,2014-05-07 This handy pocketbook looks at the reasons for non assertive behaviour and the differences between assertive aggressive and passive behaviour It contains advice on how to overcome self defeating beliefs and how to deal with recurring problems Will appeal to anyone in human resources or management training It is successful in keeping jargon to a minimum without loss of precision The concepts are immediately relevant and each page will offer you a new idea a new skill or a new way to look at a situation Louise Campbell Associate Director Human Resources Societe Generale Australia Ltd This pocketbook provides at a glance the skills required for a lifetime Tracey Luscombe Human Resource Manager Manchester Unity Friendly Society in NSW

Performance Management Pocketbook Pam Jones,2014-08-15 Performance Management is about getting results getting the best from people and helping them to achieve their potential Employee engagement has an important role to play in this it is about the emotional commitment to the organisation and its goals In this second edition of the Performance Management Pocketbook readers will find plenty of tips and techniques to enhance their performance in the following areas leading others to achieve results understanding the impact of their own style engaging and motivating others creating high performance teams setting clear objectives managing performance difficulties and coaching and delegating effectively The book contains illustrative case studies and each chapter has a helpful review and actions section The author Pam Jones is a member of the Ashridge Business School open programme management team Her responsibilities cover a suite of programmes encompassing performance management influencing and general management skills In an ever demanding and competitive world OK and average simply aren't enough performance matters If you want to get the best out of your people then this book is packed

with advice and ideas on how to do that Lydia Hatley Leadership Change Manager Argos Very useful a practical and comprehensive guide for all leaders who truly value their team Claire Dobbs Managing Director Havas Life London

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