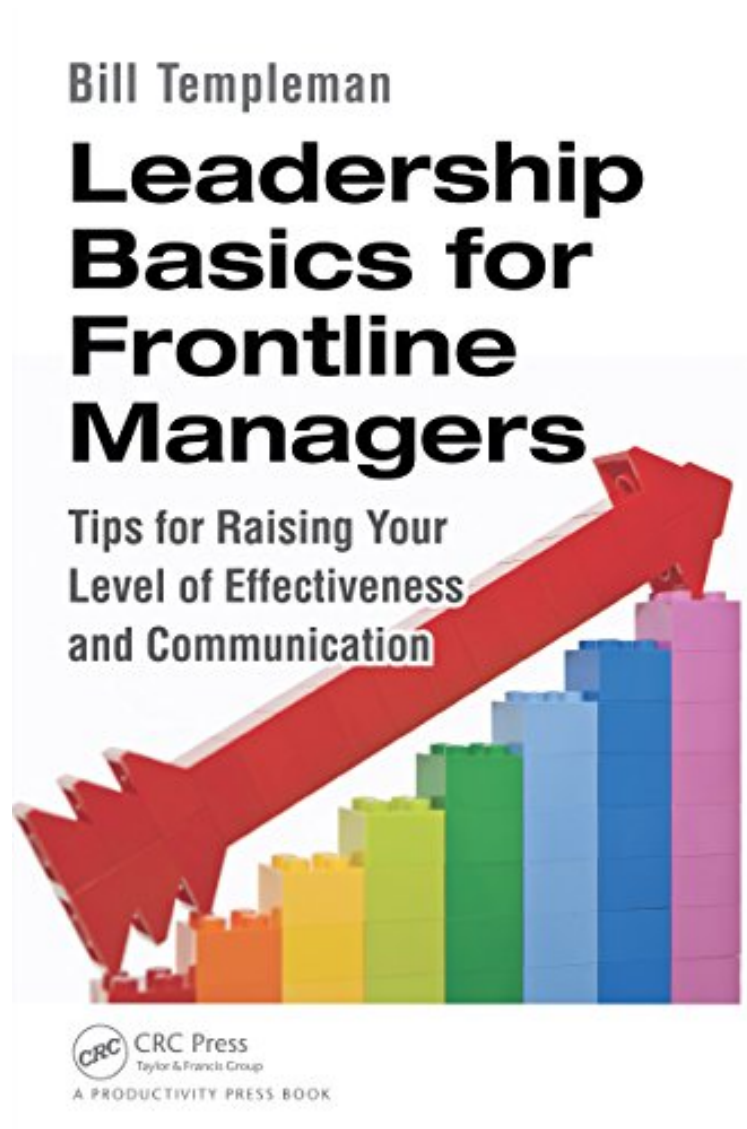


(Library ebook) Leadership Basics for Frontline Managers: Tips for Raising Your Level of Effectiveness and Communication

Leadership Basics for Frontline Managers: Tips for Raising Your Level of Effectiveness and Communication

Bill Templeman

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Training for frontline managers and supervisors is being ignored as a business improvement tactic at the worst possible time. As management jobs become increasingly complex, we continue to be inundated with the latest methods for improving job performance, along with less time to sort through all this information. Focused on interpersonal management skills, *Leadership Basics for Frontline Managers: Tips for Raising Your Level of Effectiveness and Communication* explains what it takes to improve how you communicate and relate to your employees, customers, and bosses. It presents 25 chapters grouped into four categories: Personal Effectiveness, Leadership, Communication, and Your Career. After reading this book, you will better understand: How to deal with information overload The best ways to manage during tough times How to handle difficult co-workers How to run more effective meetings The basics of giving and receiving feedback How to manage your career more effectively Each chapter dissects a different management skill and concludes with a list of bullet points to help you take action immediately. By illustrating key concepts with scenarios drawn from a range of work situations, this book is an ideal reference for: Anyone new to a management position Experienced managers who want to sharpen their leadership skills Managers who find themselves managing a diverse group of employees Because the chapters were written to stand on their own, this book supplies guidance you can easily read in short chunks, a few minutes at a time. While the book draws on contemporary management theory, the bulk of the writing stems from the author's real-world experience as a facilitator, trainer, writer, coach, and program designer in both the private and public sectors.

About the Author William G. (Bill) Templeman is a writer, instructor, designer, and coach with 20 years of experience working with corporate, public sector and nonprofit clients. He has a strong background in experiential education (action learning), training program design, and process facilitation. He holds a B.A. in psychology from Concordia University in Montreal and an M.A. in English from the University of Toronto. Templeman has worked with clients across Canada and the United States. He has written, designed, and delivered a wide range of training programs to employee and management groups including: Team effectiveness Leadership development; Managing change Career transition; Sales/client service Coaching Prior to starting his own business in 1993, Templeman worked for five years as an internal management development consultant at Royal Trust in Toronto. He currently runs his own consulting practice in training, coaching, and business communication. In addition to his consulting and writing, Templeman also delivers communications and career search courses at Fleming College in Peterborough, Ontario. He also works with clients as a career counselor for Lee Hecht Harrison throughout eastern Ontario. Templeman is also a former wilderness program course director and has an extensive background in experiential team building and leadership development with both employee and management teams. His writing on business, politics, and education has appeared in national magazines, journals, Web sites, and newspapers. He can be reached at: bill@edgeworkonline.com