



Action Tools for Effective Managers: A Guide for Solving Day-to-Day Problems on the Job

Margaret Mary Gootnick, David Gootnick

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All day long, managers deal with one challenge or another: complaints from staff, delegating work no one wants to do, jealousy and hurt feelings, performance reviews, even ""small"" problems like telephone abuse. It's exhausting! This book gives time-pressed managers succinct, pragmatic ""tools"" for taking action instantly on more than 65 common problems. For each problem, the book presents: 1. A brief case study that demonstrates the on-the-job problem in clear, human terms that anyone can relate to 2. Insightful analysis of the case study, explaining the issues that need to be addressed 3. Specific tools that help solve the situation, including step-by-step guidelines, checklists, standard procedures...and lots of practical advice.



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