

# **Boss Talk: People Skills for Managing your Staff in the New Millennium**

by Terry Barker

## **Executive Summary**

**Basic Thesis:** Employees work more productively in a corporate climate where they are respected, listened to, and involved. The responsibility for creating such a climate belongs to management. *Boss Talk* is a How-to book of communications skills for managers, to help them develop the right relationships between themselves and the people who report to them.

### **Some Key Chapters:**

- 1. The New Boss:** How to build bridges right from the start. Don't be a new broom.
- 2. Assertiveness:** Avoiding the twin pitfalls of too much or not enough power.
- 3. Coaching:** The boss is always a teacher. This chapter describes the proven E-D-I-C-C pattern for training.
- 4. Consensus-seeking:** How to get everyone on the same page.
- 5. Delegation:** Don't just assign work & ask members to accept responsibility for tasks.
- 6. The management interview:** Because power intimidates, bosses should make subordinates feel safe and comfortable in their office. This lengthy chapter deals with the physical set-up of the office, the four stages of a successful interview, questioning skills and essential feedback techniques.
- 7. Mediation:** How to get feuding subordinates to settle their issues.
- 8. Positive Discipline:** How to give necessary criticism to an employee in such a way that they will thank you for it and want to get on with fixing their mistakes.
- 9. Personal Counselling:** What to do when they break down in tears because their life is in the toilet.
- 10. Team-building:** Building enthusiasm for shared goals.
- 11. Meetings:** How to run successful and productive sessions.
- 12. Presentations:** How to talk to groups without fear.

**Price List:**

CDROM (No longer in paperback)           \$20.00

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