

## Leadership Pocketbook 2nd Edition Management Pocketbooks

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there are two ways to control the profitability of a business through budgeting and through knowing and understanding internal product costs effective strategic decisions cannot be made without fully comprehending these vital issues the managing budgets

pocketbook explains the link between these two methods of control and how they support each other it covers the difference between revenue and capital budgets the do s and don t s of good practice and the importance and best methods of product costing

all business decisions affect the movement of cash one way or another as the managing cashflow pocketbook clearly demonstrates it stresses the importance of proper cash management by all managers and how this impacts on the running of a business reconciling profit to cash improving cashflow and managing working capital are central issues in this extensively illustrated book

teaching is a challenging and rewarding profession if there s a downside it s the workload not properly managed it can lead to stress and related problems if you feel you could be using time better working less and enjoying life more then this book offers some useful tips tools and strategies for work life balancing sections on stress attitudes and habits time management and looking after yourself lead to a helpful workload evaluation tool at the end of the book drawing on the experiences of real teachers in real schools you sense that will thomas understands the pressures and challenges peculiar to the job and his common sense approach is welcome

how to get the best from your working relationship with your boss and other senior people is the subject of the managing upwards pocketbook it begins by looking at what makes a good boss and what drives the relationship from both the subordinate s and the boss s perspective there is advice on how to build a partnership that is constructive straightforward trusting and mutually beneficial under the heading working to create impact the book deals with such matters as taking a brief objectives and targets using timings and deadlines to advantage and progress reports subsequent chapters detail how to communicate with senior people including listening to each other how to get agreement and how to handle difficulties such as poor information flow broken promises the leave it to me syndrome and more serious issues such as bullying and sexual harassment job appraisals are dealt with too

there is only one opportunity to make a good start and this pocketbook will help new managers do just that central to the starting in management pocketbook are team skills creating staff loyalty and commitment building working relationships that are constructive and creative and forging teams that are successful the author begins by defining management identifying the skills required and highlighting the different styles of management the importance of reconnaissance and preparation prior to taking up the post is then dealt with before spotlighting the key issues facing managers on day one in the new job

recruiting successful candidates leads to improved performance increased customer satisfaction enhanced organisational reputation greater staff morale and a positive reflection on those involved in the recruitment process the managing recruitment pocketbook explains how to plan recruitment attract the right candidates assess cvs and application forms get the most out of the interview use different methods of selection and how to make the job offer under attracting the right candidates the pocketbook looks at advertising methods using the internet employing recruitment agencies and recruiting internally selection methods addressed include psychometric tests personality questionnaires assessment centres presentations and work sample exercises the final chapter covers how to pull all the selection information together references medicals handling unsuccessful candidates and making the eventual offer complementing this new title are two other existing pocketbooks the interviewer's pocketbook and the succeeding at interviews pocketbook

the balance sheet pocketbook begins by constructing a model to show how money works within a business i.e. where funds come from and how they are used the structure of the balance sheet and the profit and loss reports are then examined and explained within the context of this model common misconceptions are frequently highlighted and financial jargon is clearly unravelled

for leaders of customer service teams the managing customer service pocketbook draws on some startling statistics to highlight the benefit of building customer loyalty for example one study shows that a mere 5% increase in customer loyalty increases profitability by up to 85% earning loyalty is about delighting the customer by delivering outstanding service and as the book's author Andy Cross explains the bedrock of service excellence is the service brand the book uses a 5 stage model to describe

how to create and nurture such a service brand through the recruitment training leadership and motivation of a customer service team that works diligently and passionately for the highest possible standards of service stage one is to establish the vision or the brand values by properly understanding what it is that the customer wants above all else this is what drives the team then you have to align these values with those of the team itself this is achieved through careful recruitment training and inspirational people management further stages in the process of managing the service brand cover coaching the team to deliver consistently brilliant service what to do when things go wrong top tips and how to create an environment in which team members have the freedom to improve we believe you will be highly satisfied with this book and if statistics are to be believed six times more likely to order again

to deliver more from less more sales profits etc from fewer resources you must understand in detail your organisation's operations or processes the improving efficiency pocketbook challenges four areas of operations the design why are things done in a certain way the plan is there a better way to meet demand the controls are the right things being measured the way improvements are made are you involving your people customers and suppliers the book follows a 6 stage model with each of the stages covered by a separate chapter the consistent and systematic application of the tools and techniques contained in this pocketbook will improve both the efficiency and effectiveness of your processes and resources

the manager's pocketbook is aimed at team leaders supervisors and people managers of all levels the popular title in the pocketbook series will be published in march 2014 using the acronym polca the pocketbook teaches the five essential management skills p for planning o for organising l for leading c for coaching correcting and a for achieving there is a separate chapter on each of these five skills preceded by an overview of the manager's role the manager's pocketbook is extensively illustrated and concisely presented reflecting the lively right brained approach that author john townsend has developed throughout his long career in helping managers excel and deal with the many challenges they face

the time management pocketbook is one of our most popular titles now in its 6th edition effective use of time is not just about using your diary better it calls for many management skills the author looks at these skills within the context of a time

management model the model breaks down the process of managing time into these headings managing what you do managing where you work managing communications managing to work with others and managing everyday skills covered include objective setting decision making problem solving creativity assertiveness listening questioning reading writing and handling paperwork and phone calls

small 4 x 6 book proven tips tools and techniques for mentors

with international sales now exceeding 40 000 copies this best seller by john townsend takes a succinct practical approach to all aspects of structuring and delivering a training course or seminar it covers learning theory learning environment techniques for opening and closing the session the right equipment and how to use it preparation delivery and group exercises

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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