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It ' s understandable that sensitivity to emotional signals both from within oneself and from one's social environment could make one a better friend, parent, leader, or romantic partner.

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In the Third Edition of the bestselling book, *The Truth About Managing People*, bestselling author Stephen Robbins shares even more proven principles for handling virtually every management challenge. Robbins delivers 61 real solutions for the make-or-break problems faced by every manager. Readers will learn how to overcome the true obstacles to teamwork; why too much communication can be as dangerous as too little; how to improve your hiring and employee evaluations; how to heal "layoff survivor sickness"; how to manage a diverse culture; and ways to lead effectively in a digital world. New truths include: how to nurture friendly employees, forget about age stereotypes, first

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impressions count, be a good citizen, techniques for managing a diverse age group, and ethical leadership among others.

Three complete Drucker management books in one volume — Managing for Results, Innovation and Entrepreneurship, and The Effective Executive with a new preface by the author. In his preface, Peter F. Drucker says: "These three books should enable executives — whether high up in the organization or just beginning their career — to know the right things to do; — to know how to do them; and — to do them effectively. Together, these three books provide The Toolkit for Executive Action." Drucker identifies and explains the practices, decisions and priorities for achieving business

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performance and executive effectiveness. These books cover "the three dimensions of the successful practice of management." *Managing for Results* was the first book to explain business strategy. Drucker shows how the existing business has to focus on opportunities rather than problems to be effective, for it is the opportunities that will bring growth and performance. *Innovation and Entrepreneurship* analyzes the challenges and opportunities of America's new entrepreneurial economy. It is a superbly practical book that explains what established businesses, public service institutions and new ventures have to know, learn and do to prepare and create the successful businesses of tomorrow. In *The Effective Executive*, Drucker discusses the five practices and habits that must be learned for executive effectiveness.

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Ranging widely through business and government, he demonstrates the distinctive skill of the executive and offers fresh insights into old and seemingly obvious situations. Together, these three books have sold more than a million copies; they have been published throughout the world and continue to sell actively. These are essential works for the executive and manager by "the dean of this country's business and management philosophers." —Wall Street Journal

Based on the largest worldwide study of employee engagement and more than a decade of research, Gallup explains the 12 elements essential to motivating employees and features the inspiring stories of 12 managers who

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succeeded in these dimensions. More than a decade ago, Gallup combed through its database of more than 1 million employee and manager interviews to identify the elements most important in sustaining workplace excellence. These elements were revealed in the international bestseller *First, Break All the Rules*. *12: The Elements of Great Managing* is that book ' s long-awaited sequel. It follows great managers as they harness employee engagement to turn around a failing call center, save a struggling hotel, improve patient care in a hospital, maintain production through power outages, and successfully face a host of other challenges in settings around the world. Gallup ' s study now includes 10 million employee and manager interviews spanning 114 countries and conducted in 41 languages. In *12*, Gallup

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weaves its latest insights with recent discoveries in the fields of neuroscience, game theory, psychology, sociology and economics. Written for managers and employees of companies large and small, 12 explains what every company needs to know about creating and sustaining employee engagement.

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