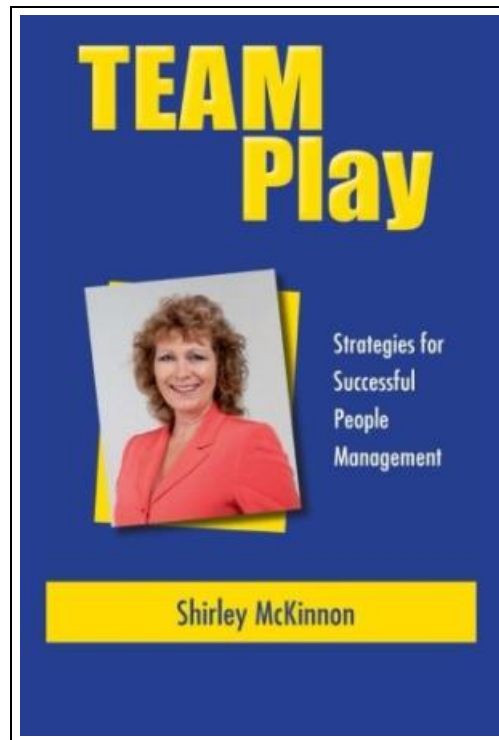


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Createspace Independent Publishing Platform, United States, 2012. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Are you getting the best from your staff, from yourself? You - and your business - could be performing at the highest level with a loyal and motivated team. How can you make this happen? Sales and Management Trainer Shirley McKinnon identifies the gap between what you think is happening in your business and the reality. She tackles issues head-on. Why being the nice guy doesn't resolve problems. How problem people create uncertainty and undermine authority, and what you can do about them. How to listen - and the differences in listening to a man and listening to a woman. Coping with personality clashes. Handling low esteem. How delegation allows growth in an organisation. Understanding your boss, and team building. This easy-to-use manual includes tools for the workplace, such as the practical Formula for Peak Performance and how to use Laws of Real Value to motivate staff and please your clients. Shirley McKinnon heads her own company, the McKinnon Sales Centre Pty Ltd in Perth, Western Australia. Her company has a proven track record of successfully addressing and solving people problems.



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