

Mastering **People Management**

Second edition



Mark Thomas

Mastering People Management

Wesley E Donahue

Mastering People Management:

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Jeremy W. Stranks,2007 We currently live in an increasingly litigious society and the legal and practical risks associated with food safety are becoming complex and significant areas of concern for health officers and food business owners This book is a detailed and comprehensive guide to the field of study fully up to date with all the latest developments in UK and European legislation With an extensive topic by topic index format this book will prove an accessible source of reference for all food related queries The author explains how best to conform to regulations and offers relevant practical advice under each topic heading **People Management** ,2008 **Managing for Results** Elearn,2009-11-03 Structured well presented material in a large format ideal for training and self study Focused on the skills and knowledge needed to improve performance Series books cover a broad range of practical management topics *Mastering People Management* ,

Managing for Results ,2009 New exciting and flexible approach to management development International Executive

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Customer Relationship Management Graham Roberts-Phelps,2001 Every customer is an individual with a choice The role of Customer Relationship Management CRM is to ensure that each first time buyer becomes an ongoing client and every client a self perpetuating advocate of your business This book explains the elements of CRM and how to establish an integrated customer relationship oriented approach in your organisation How in a word to become a business where every customer s need is not just provided for but anticipated

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listed.