



Working PeopleSmart: 6 Strategies for Success

Melvin L Silberman, Freda Hansburg

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Targeted especially at managers, human resource professionals, customer service and sales representatives, and others whose personal interactions determine their success, Working PeopleSmart offers six core strategies for maximizing interpersonal relationships. Here are practical solutions to tough, real-life dilemmas: getting along with a difficult colleague; firing an employee; speaking up rather than suffering in silence; being open to resistance; and getting a team to work effectively together. "Nuggets of wisdom" for each scenario enable readers to envision an appropriate PeopleSmart response.

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