The management training tool kit : 35 exercises to prepare managers for the challenges they face every day

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Abstrak

Most people learn best through experience. Yet new managers are often tossed on to the front lines with absolutely no experience handling the toughest challenges they'll face: people problems. "The Management Training Tool Kit" includes all the tools you need to prepare your managers for anything. It supplies real-life case studies and analysis exercises for troubleshooting problems such as plummeting morale, interpersonal conflict, decreased productivity, disruptive employees, sexual harassment claims, and more. This innovative training guide features: 35 succinct yet nuanced case studies that examine common challenges; probing discussion questions that help pinpoint core issues; practical solutions that can be put to use resolving problems; role-playing exercises that bring the case studies alive; and guidelines that help trainers lead with skill and accuracy. New managers will make mistakes. But "The Management Training Tool Kit" will help them overcome obstacles with skill and confidence.