



Human Relations: Interpersonal, Job-Oriented Skills, Eighth Edition

Andrew J. DuBrin

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Good work habits, time management, computer skills, and ethics are just a few of the competencies employees will find essential in a variety of future jobs. Designed to help readers enhance their interpersonal skills in the workplace, this guide is a blend of current and traditional interpersonal topics with a strong emphasis on skill development and self-assessment. Offers a more personal and job-oriented (and less managerial) approach than other books on the subject. Introduces basic concepts to enhance understanding of key topics; then, skill-building suggestions, exercises, and cases are presented that are crafted to improve the interpersonal skills related to each topic. Provides Web Corners in each chapter that point readers to Internet resources for that chapter. Updates information throughout as appropriate, including new cases and case problems; new chapter-opening vignettes; and several new self-quizzes. Features new topics throughout: includes value stereotypes for Baby Boomers, Generation X, and Generation Y; how to prepare for stressful conversations; work-family conflict as a stressor; and much more. An ideal reference for participants in leadership and supervisory training courses that emphasize interpersonal skills, rather than leadership theory and research.

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