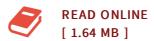




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By Morris, Rick A.; McWhorter Sember, Brette

AMACOM, 2008. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: CONTENTSList of Tables and Figures xiAcknowledgments xiiiIntroduction xviiChapter 1 Understanding Yourself 1 DISC Profile 4 Fostering Communication 7 Responding to Types 7 Working Through Weakness 9Chapter 2 Communicating on All Levels 11 Determining Sponsor Styles 12 Delivering Information 13 Crafting the Message 14 Team DISC Profiles 16 Adjusting the Message 17 Proper Communications Management 20 Communications Documents 21Chapter 3 Be Trustworthy 27 Coping with Questions 28 Qualifying the Question 29 Don't Lie! 30 Dealing with Fear 31 Admitting You Are Wrong 32 How to Fix Things If You Haven't Told the Truth 36 Sometimes It Can't Be Fixed 37Chapter 4 Turning Around Failing Projects 41 How to Spot a Project That Is on Its Way Down 42 Someone Isn't Being Heard 43 Watch the Ego 46 When It's Wrong, It's Wrong 47 Stopping a Project Before It Starts 48 "It Is What It Is" 51 How to Assess the Current Situation and Create an Action Plan That Works 54Chapter 5 Defining the Word Done 57 Definition of Done in Project Management 57 Team Building with the Word Done 59 How Done Can Set Proper...



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