



The Human Touch: Personal skills for professional success

Philippa Thomas, Debra Paul, James Cadle

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All professionals need strong interpersonal skills as they are a fundamental requirement in any business environment. This book specifically addresses the application of those key skills within professional job roles and the IT industry. It forms a comprehensive and practical reference manual relevant to a huge variety of situations. Topics include: building rapport; team working; leadership; negotiation; managing conflict; presentation skills; coaching and mentoring; and problem solving.

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