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## Great on the Job: What to Say, How to Say It. The Secrets of Getting Ahead.

By Glickman, Jodi

St. Martin's Griffin, 2011. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: From Booklist "This is a primer for junior execs and those just entering or reentering the workforce and a refresher for career-switchers and people who've encountered barriers on the job. It's about people skills, and it's amazing that no one's identified and solved its issues before. Communications consultant Glickman, a former Peace Corps volunteer and Wall Street banker, tells and shows how to manage common workplace situations, from greeting and prioritizing to asking for help and managing a crisis, in easy-to-master ways. Most important is the foundation Glickman suggests of four emotions that underscore "winning" communications: namely, generosity, initiative, forward momentum, and transparency. Each chapter tackles a positive or negative event, outlines variations of it, introduces action steps (usually three) for meeting it, and details responses for success. Troubleshooting, discussed in the form of questions and answers, ends each section. A simple, straightforward handbook for saying and doing the right things at work." Barbara Jacobs Praise for GREAT ON THE JOB: "Great On The Job is practical, clever and thoughtfully presented. My professional life has given me a birds-eye view of the...



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