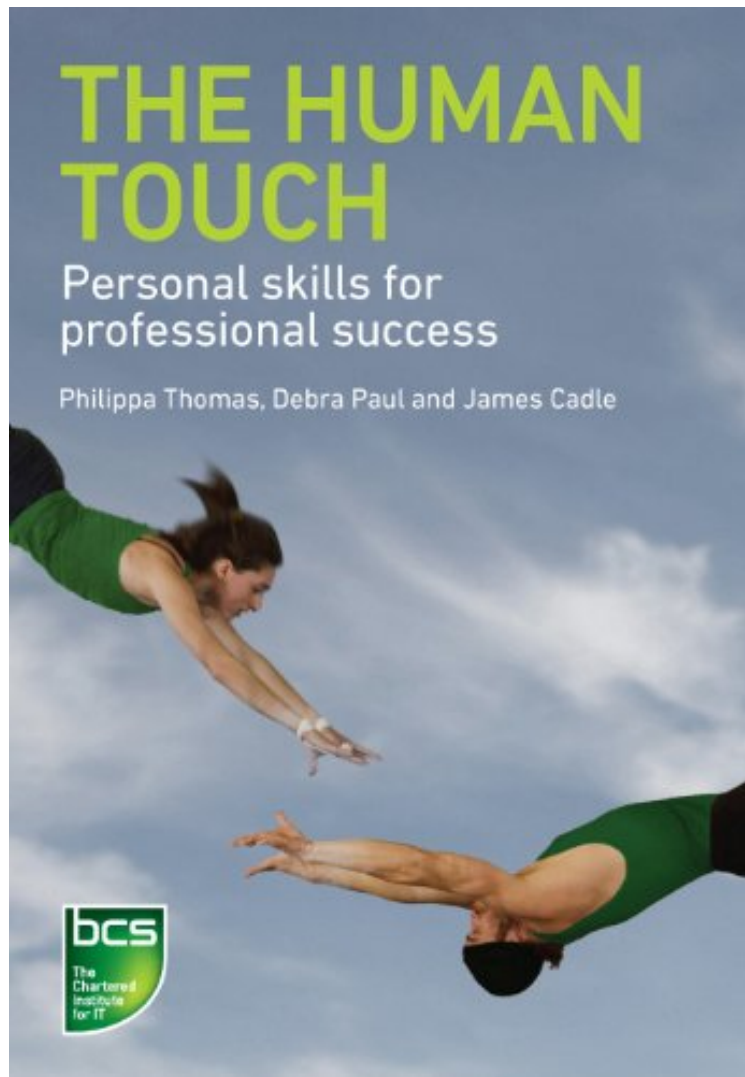


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The Human Touch: Personal skills for professional success

Philippa Thomas, Debra Paul, James Cadle
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Philippa Thomas, Debra Paul, James Cadle : The Human Touch: Personal skills for professional success before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Human Touch: Personal skills for professional success:

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.

In today's world, technical excellence is no longer enough to succeed. Whether you work in IT or any other part of your organisation, knowing what makes people tick is essential. This book does an excellent job of describing how people work together and what motivates them in practical ways that can be put to work immediately.--Donald H Taylor "Learning and Performance Institute "This book provides a practical insight into the complex interfaces and relationships between people, technology, and the changing business landscape. It is a useful guide for managers and employers alike because without the 'human touch' nothing is possible in the world of work--Ann Brown "Capgemini "About the AuthorPhilippa Thomas is Director of The Celyn Group and has specialised in learning and development for twenty years. Debra Paul and James Cadle, both of Assist Knowledge Development Ltd, are the authors of the bestselling BCS publications Business Analysis and Business Analysis Techniques.