

## Six Thinking Hats

Together these tapes & accompanying guidebooks present a structured approach to thinking & problem solving. Uses "hats" to symbolize the roles we play as thinkers & assigns a color to each that represents a code for the various modes of thought. White Hat stands for the objective, "just the facts" mode; Red Hat for feelings; Yellow Hat for positive, "thumbs-up" approach; Green Hat for creativity; Black Hat for the critical approach; & Blue Hat for the control that directs our thinking. The program will be useful to anyone who has to run a meeting or work with a problem-solving group.

Traditional thinking habits of businesses need to be greatly improved. Analysis and judgement are no longer enough to make important corporate decisions; you can analyse the past but you have to design the future. Corporate decisions depend on values. Disputes and conflicts often arise because of a clash of those values; each party in the dispute wants to pursue its own values, often at the expense of the other party. It is therefore essential that companies, managers and employees have a full understanding of the values of everyone involved to design a way forward that benefits all parties. From the bestselling author of *How to Have a Beautiful Mind* and *Six Thinking Hats*, this groundbreaking business book provides a basis for value assessment, an essential tool in decision-making for 21st century corporations. De Bono demonstrates that values come into all areas of thinking, behaviour and decision-making and outlines a framework to focus employees' attention on a variety of values including human values, organisational values, cultural values and perceptual values. By introducing a scoring system to rate different values as strong, sound, weak or remote de Bono helps readers to prioritise and make executive decisions that count.

ORPHAN, CLOCK KEEPER, AND THIEF, twelve-year-old Hugo lives in the walls of a busy Paris train station, where his survival depends on secrets and anonymity. But when his world suddenly interlocks with an eccentric girl and her grandfather, Hugo's undercover life, and his most precious secret, are put in jeopardy. A cryptic drawing, a treasured notebook, a stolen key, a mechanical man, and a hidden message from Hugo's dead father form the backbone of this intricate, tender, and spellbinding mystery.

This book is part of a three-volume set that constitutes the refereed proceedings of the 11th International Conference on Knowledge-Based Intelligent Information and Engineering Systems, KES 2007. Coverage in this first volume includes artificial neural networks and connectionists systems, fuzzy and neuro-fuzzy systems, evolutionary computation, machine learning and classical AI, agent systems, and information engineering and applications in ubiquitous computing environments.

Harness your creative potential! Make no mistake; creative thinking is a skill. As with any skill, it can be strengthened, honed and mastered. And just like any endeavor, mastery of creativity requires thoughtful study and practice. This book gives you the tools you need to make creative thinking a part of your approach to every aspect of your life.

Breakthrough Thinking is a holistic approach to creativity complete with industry examples from successful creative professionals and some of the top creative organizations in business today. Within the pages of this timely and comprehensive guide to idea generation and problem solving you'll find techniques and exercises to help you: Develop critical understanding of concepts, theories and trends in creativity Learn how to develop and apply creative concepts and strategies within today's competitive business environment Brainstorm, analyze and evaluate innovative ideas and solutions Empower your team's creative process And much more Let Breakthrough Thinking be your guide and tap into your creative potential today! "This book represents an important contribution to our growing understanding of creativity in professional practice. Vogel's take on it from a variety of perspectives and contexts is rich and rewarding." --W. Glenn Griffin, Ph. D., Associate Professor of Advertising, The University of Alabama and co-author of *The Creative Process Illustrated* "A resource not only for industry innovators, but also for academic mentors who aim to provide rich learning environments for creative leaders of the future." --Joann M. Montepare, Professor of Psychology, Lasell College

People spend a fortune on their bodies, their faces, their hair, their clothes. Cosmetics, plastic surgery, diets, gym membership - everyone's trying to be more attractive. But there's an easier way to become a beautiful person. It doesn't have to be physical. No matter how you look, if you have a mind that's fascinating, creative, exciting - if you're a good thinker - you can be beautiful. And being attractive doesn't necessarily come from being intelligent or highly-educated. It isn't about having a great personality. It's about using your imagination and expanding your creativity. And it's when talking with people that we make the greatest impact. A person may be physically beautiful, but when speaking to others a dull or ugly or uncreative mind will definitely turn them off. In clear, practical language, de Bono shows how by applying lateral and parallel thinking skills to your conversation you can improve your mind. By learning how to listen, make a point, and manoeuvre a discussion, you can become creative and more appealing - more beautiful.

Six Thinking Hats Penguin UK

'An inspiring man with brilliant ideas. De Bono never ceases to amaze with his clarity of thought' - Richard Branson 'Give your child the edge' - Georges Philips, Amazon review How do you raise children who think for themselves? Edward de Bono, one of the world leading authorities on creative thinking, shows how parents can raise happy, confident and self-assured children through his simple tips, tricks and exercises that you can do with your child. This book will help your child: - Use positive reinforcement effectively - Unleash their creativity Make the best life choices - Plan well for the future Confidence is one of the greatest gifts a parent can give their child and through this book you will learn how to give them the best start in life.

Edward de Bono's *Six Thinking Hats* is the groundbreaking psychology manual that has inspired organisations and individuals all over the world. De Bono's innovative guide divides the

process of thinking into six parts, symbolized by the six hats, and shows how the hats can dramatically transform the effectiveness of meetings and discussions. This is a book to open your mind, unleash your creativity and change the way you think about thinking.

Are you a good boss--or a great one? Get more of the management ideas you want, from the authors you trust, with HBR's 10 Must Reads on Managing People (Vol. 2). We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you master the innumerable challenges of being a manager. With insights from leading experts including Marcus Buckingham, Michael D. Watkins, and Linda Hill, this book will inspire you to: Draw out your employees' signature strengths Support a culture of honesty and civility Cultivate better communication and deeper trust among global teams Give feedback that will help your people excel Hire, reward, and tolerate only fully formed adults Motivate your employees through small wins Foster collaboration and break down silos across your company This collection of articles includes "Are You a Good Boss--or a Great One?," by Linda A. Hill and Kent Lineback; "Let Your Workers Rebel," by Francesca Gino; "The Feedback Fallacy," by Marcus Buckingham and Ashley Goodall; "The Power of Small Wins," by Teresa M. Amabile and Steven J. Kramer; "The Price of Incivility," by Christine Porath and Christine Pearson; "What Most People Get Wrong About Men and Women," by Catherine H. Tinsley and Robin J. Ely; "How Netflix Reinvented HR," by Patty McCord; "Leading the Team You Inherit," by Michael D. Watkins; "The Overcommitted Organization," by Mark Mortensen and Heidi K. Gardner; "Global Teams That Work," by Tsedal Neeley; "Creating the Best Workplace on Earth," by Rob Goffee and Gareth Jones.

This book is open access under a CC BY-NC 3.0 IGO license. This book comprehensively covers topics in knowledge management and competence in strategy development, management techniques, collaboration mechanisms, knowledge sharing and learning, as well as knowledge capture and storage. Presented in accessible "chunks," it includes more than 120 topics that are essential to high-performance organizations. The extensive use of quotes by respected experts juxtaposed with relevant research to counterpoint or lend weight to key concepts; "cheat sheets" that simplify access and reference to individual articles; as well as the grouping of many of these topics under recurrent themes make this book unique. In addition, it provides scalable tried-and-tested tools, method and approaches for improved organizational effectiveness. The research included is particularly useful to knowledge workers engaged in executive leadership; research, analysis and advice; and corporate management and administration. It is a valuable resource for those working in the public, private and third sectors, both in industrialized and developing countries.

What is social style, and how can you make it work for you in a business situation? Your success at any management level depends largely on your ability to deal with other people. In this business-oriented approach to interpersonal relationships, management experts Robert Bolton and Dorothy Grover Bolton show you how to assess various behavior patterns and how to use that knowledge to capitalize on your strengths, minimize your weaknesses, and get the results you want from others. Are you predominantly an Amiable, an Analytical, an Expressive, or a Driver? Nearly everyone, according to Boltons' extensive research, uses one of the four basic social styles more often than the others. No style is better than any other, but each does bring with it a unique pattern of strengths and weaknesses. This book shows you not only how to recognize your particular style but also how to use that knowledge to manage others more effectively, set appropriate life goals and career paths, plan a sound self-improvement plan, increase your creativity, and more. The best managers, claim the Boltons, excel at being what they are rather than at trying to be what they are not. If you feel that your effectiveness at work could be increased by better interpersonal skills but are tired of theories that want you to overhaul yourself to fit some uncomfortable, impersonal "management style," then let Social Style/Management Style improve your dealings with others and still let you be yourself.

From back: " ... demonstrates how to think more effectively through attention, practice and a series of exercises."

Kristen Ciccarelli's debut fantasy explores an intricately woven world of deception, inner darkness, and dragons that fantasy fans won't be able to resist. In the beginning, there was the Namsara: the child of sky and spirit, who carried love and laughter wherever he went. But where there is light, there must be darkness—and so there was also the Iskari. The child of blood and moonlight. The destroyer. The death-bringer. These are the legends that Asha, daughter of the king of Firgaard, has grown up learning in hushed whispers, drawn to the forbidden figures of the past. But it isn't until she becomes the fiercest, most feared dragon slayer in the land that she takes on the role of the next Iskari—a lonely destiny that leaves her feeling more like a weapon than a girl. Asha conquers each dragon and brings its head to the king, but no kill can free her from the shackles that await at home: her betrothal to the cruel commandant, a man who holds the truth about her nature in his palm. When she's offered the chance to gain her freedom in exchange for the life of the most powerful dragon in Firgaard, she finds that there may be more truth to the ancient stories than she ever could have expected. With the help of a secret friend—a slave boy from her betrothed's household—Asha must shed the layers of her Iskari bondage and open her heart to love, light, and a truth that has been kept from her.

A chess grandmaster and a certified financial planner show readers how to approach investing like a chess player, and how to gain financial freedom. Discover how you can apply the strategies of chess to manage your money better. World Chess Champion Grandmaster Susan Polgar and international investment advisor Douglas Goldstein, CFP, share practical examples and never-before-heard stories from the chess, and show you: · What is holding you back from financial freedom · How to apply the strategies that Susan Polgar used to win 10 Olympic medals to managing your money · The 64 strategies that can make you as "Rich as a King!" Praise for Rich As a King "An entertaining, informative, and very interesting treatment of investment strategy, tactics, and wisdom."—Michael Spence, Nobel Prize Laureate, Economics, 2001 "Goldstein and Polgar integrate chess and investment strategies in a remarkably entertaining and educational fashion. Chess players who know little about investing and investors who know little about chess will gain fresh insights into both."—Ken Rogoff, former chief economist of the International Monetary Fund; professor, Economics Department, Harvard University; chess grandmaster "A treasure trove of financial tips, brilliantly weaving together the strategic thinking of a chess master with the practical advice of an experienced financial analyst."—Doug Shadel, PhD; AARP financial fraud expert and author of Outsmarting the Scam Artists "This fast-moving, enjoyable book shows you how to think better, make better decisions, and achieve your long-term goals of "financial victory" with great certainty."—Brian Tracy, bestselling author of Million Dollar Habits

Organizations, like people, are creatures of habit. They tend to approach problems in predictable ways. This revolutionary book argues that such ingrained habits, which often masquerade as

efficient procedures, actually obstruct growth. The 2,000 Percent Solution introduces "stall busting," a process that shows you how to recognize typical stalls (like poor communications, disbelief, misconceptions, procrastination, tradition and bureaucracy) and how to overcome them. Through unorthodox examples ranging from the sinking of the Titanic to sketches attributed to Leonardo da Vinci for a bicycle, The 2,000 Percent Solution redirects knee-jerk reactions onto more productive paths. In addition, you'll learn about a new set of thought processes for designing and implementing solutions that will reap benefits 20 times greater or faster than the same tired "normal" solutions. Packed with specific examples, advice and questions to help you improve your organization's process weaknesses, you'll learn how to go beyond today's best practices into the uncharted realm of what needs to be imagined and accomplished. Since the first printing of this book in 1999, organizations all over the world have made The 2,000 Percent Solution a daily resource for overcoming the dual challenges of tough competitors and a difficult business environment. We are particularly pleased that the book has become popular in the rapidly growing and changing markets of China. Readers say the advice and examples are as timely today as when the book was first published. We look forward to hearing your comments and questions at [mitchell@mitchellandco.com](mailto:mitchell@mitchellandco.com).

Meetings are a crucial part of all our lives, but too often they go nowhere and waste valuable time. In *Six Thinking Hats*, Edward de Bono shows how meetings can be transformed to produce quick, decisive results every time. The Six Hats method is a devastatingly simple technique based on the brain's different modes of thinking. The intelligence, experience and information of everyone is harnessed to reach the right conclusions quickly. These principles fundamentally change the way you work and interact. They have been adopted by businesses and governments around the world to end conflict and confusion in favour of harmony and productivity.

Resource added for the Human Resources program 101161.

First published in 1977, in this extraordinarily prescient book Edward de Bono sets out his method for achieving the ultimate 21st century goal: work-life balance. Defined in terms of life-space and self-space, de Bono invites the reader to look at their life and measure the gap between these spaces – the smaller the gap, the greater our chances at happiness; but if the life-space is vastly bigger than the self-space, our coping ability is compromised and anxiety is likely. For anyone concerned with happiness and life-fulfilment this book is essential reading, and is perhaps more resonant with readers now than ever before.

What if you learned that to lead well, you'd need to live like a drug addict? During treatment for drug addiction, Michael Brody-Waite learned three principles that became the difference between life and death: Practice rigorous authenticity Surrender the outcome Do uncomfortable work Leaving rehab, Michael entered the workplace where he was shocked to see most business leaders doing what he had been taught would kill him. He began to see striking similarities between drug addiction and what he calls "mask addiction." Leaders everywhere were hiding their authentic selves in order to get what they wanted. They were doing things like: Saying yes when they could say no Hiding their weaknesses Avoiding difficult conversations Holding back their unique perspectives Instead of chasing drugs, leaders were chasing professional, financial, and social success from behind a mask—to the detriment of themselves and the people around them. Thanks to his recovery, Michael's three principles gave him an unlikely competitive advantage throughout his career, resulting in a level of success unexpected for a "drug addict." In *Great Leaders Live Like Drug Addicts*, Michael explains what drug addicts do to recover and provides a step-by-step program you can use to break free from your mask addiction to thrive in both work and life. He equips you with the tools you need to live and lead mask-free—tools to enable you to stop following others, lead yourself, and become one of the dynamic, growing, authentic leaders this world desperately needs.

In *Practical Thinking* de Bono's theme is everyday thinking, how the mind actually works – not how philosophers think it should. Based on the results of his famous Black Cylinder Experiment (a critical thinking task that asks participants why they think a black cylinder falls over), de Bono explores the four practical ways of being right. From there he picks out and names the five levels of understanding – and the five major mistakes in thinking. From memes and Instagram to twitter and bestselling books like *Mistakes I Made At Work*, mistakes – and what we can learn from them – are a hot topic. With Edward you'll learn exactly why we all make them.

Is thinking a matter of intelligence or a skill that can be taught deliberately? Can thinking be taught directly as a curriculum subject in schools?

The second edition of a bestseller, *Safety Differently: Human Factors for a New Era* is a complete update of *Ten Questions About Human Error: A New View of Human Factors and System Safety*. Today, the unrelenting pace of technology change and growth of complexity calls for a different kind of safety thinking. Automation and new technologies have resu

A Pulitzer Prize-winning husband-and-wife team speaks out against the oppression of women in the developing world, sharing example stories about victims and survivors who are working to raise awareness, counter abuse, and campaign for women's rights.

Georges Philips' newest offering in the personal development and self-help field is, above all else, a very practical book on the process of changing direction. Its straightforward language and methodical, step-by-step approach makes the process easy to comprehend. From analyzing different situations involving change to going through the specific thinking and action steps needed in order to change direction, every detail and each step is clear and powerful. His message is clear: it is your thinking fuelled by your determination that brings about a change of direction. Profound and actionable, this is the most compelling treatise on affecting personal growth and fulfillment to be published in recent memory. Full of practical, easy to understand steps capable of transforming both your personal and professional lives, *Change Directions: Perceive it, Believe it, Achieve it* is as engaging as it is encouraging and enlightening.

Coaching is proving to be one of the most popular and most effective techniques in the field of learning and development. Managers are constantly being reminded that coaching is an important part of their role in getting the best from staff, while trainers are increasingly being called upon to coach individuals in a variety of aspects of both work and life.

This one-stop book aims to provide everything readers need to be able to harness this technique. Part 1 of the book provides a detailed and clearly structured step-by-step

approach, which should help anyone to develop their ability to coach others. Importantly however, as well as helping to develop the skills of coaching, the authors provide valuable guidance on: where to start when coaching a colleague; how long the coaching will take; and which methods should be employed and when. Part 2 provides a range of real-life case studies from a variety of commercial and non-commercial settings that will help you to decide how coaching can best be tailored to your own organization. The final part of the book contains detailed practical exercises that can be used in a variety of settings. Each of these individual elements combine to provide the definitive coaching handbook.

Our happiness and success depend on clear thinking. But too many of us are compromised by confusion, trying to do too much at once, and not knowing what to do next. In *Teach Yourself to Think*, Edward de Bono shows that good thinking depends on a simple five-stage process that anyone can learn. It will enable you to assess your goals, sort available information, identify the available choices, make a decision and, finally, turn thought into action. This book offers brilliant advice for anyone who needs to be able to respond to and deal with a vast range of situations at work and in life quickly, efficiently and intelligently.

Attention is a key part of thinking clearly and productively, and yet we pay very little attention to attention itself. If you see someone lying injured in the middle of the road, for example, your attention would go to that person but, if a bright pink dog wandered past at the same time, your attention would automatically stray to the dog. That is precisely the weakness of attention - it is pulled to the unusual. How much attention do we pay to the usual? So, what can we do about it? Instead of waiting for attention to be pulled towards something unusual, we can set out frameworks for 'directing' our attention in a conscious manner. Just as we can decide to look north, west or even south-east, so we can set up a framework for directing our attention, and that's where Edward de Bono's 'six frames' come in. Each frame is a direction or method in/with which to look, based on a different shape - triangle, circle, heart, square, diamond, slab. Today we are literally surrounded by information and it has never been so easy to obtain. Yet, information itself is not enough; it's how we look at it that really counts. Using the 'six frames' technique is the key to extracting real value from the masses of facts and figures out there and, like all de Bono's techniques, it is simple, effective and will utterly change the way you interpret information.

A deadly secret. A horrifying discovery. For over 20 years, Joanne Lee's mother kept the remains of not one, but three newborn babies hidden in a bin in her wardrobe. She had buried a fourth baby in newspaper and rags in St Helens Cemetery. For the first time since exposing her mother's crimes, Joanne breaks her silence over her family's horrific ordeal and her fight for justice for the siblings she never knew. Growing up in chaotic circumstances on Merseyside, Joanne suffered at the hands of a violent boyfriend and controlling relatives, as her mother lapsed into a downward spiral of drinking and casual sex following the break-up of her marriage. But the consequences of her mother's messy lifestyle turned out to be far worse than Joanne could ever have imagined. She already knew of the baby buried in a shallow makeshift grave next to the family plot. But when Joanne came across a red plastic bin in her mother's wardrobe in 2009, she realised that the family home held an even more sinister secret. In *Silent Sisters*, the daughter who was falsely accused of murdering her own baby sister will tell her full story for the first time, detailing her struggle to understand her mother, to piece together the truth and to give the four babies the proper burial they deserve.

While observing exotic animal trainers for her acclaimed book *Kicked, Bitten, and Scratched*, journalist Amy Sutherland had an epiphany: What if she used these training techniques with the human animals in her own life—namely her dear husband, Scott? In this lively and perceptive book, Sutherland tells how she took the trainers' lessons home. The next time her forgetful husband stomped through the house in search of his mislaid car keys, she asked herself, "What would a dolphin trainer do?" The answer was: nothing. Trainers reward the behavior they want and, just as important, ignore the behavior they don't. Rather than appease her mate's rising temper by joining in the search, or fuel his temper by nagging him to keep better track of his things in the first place, Sutherland kept her mouth shut and her eyes on the dishes she was washing. In short order, Scott found his keys and regained his cool. "I felt like I should throw him a mackerel," she writes. In time, as she put more training principles into action, she noticed that she became more optimistic and less judgmental, and their twelve-year marriage was better than ever. What started as a goofy experiment had such good results that Sutherland began using the training techniques with all the people in her life, including her mother, her friends, her students, even the clerk at the post office. In the end, the biggest lesson she learned is that the only animal you can truly change is yourself. Full of fun facts, fascinating insights, hilarious anecdotes, and practical tips, *What Shamu Taught Me About Life, Love, and Marriage* describes Sutherland's Alice-in-Wonderland experience of stumbling into a world where cheetahs walk nicely on leashes and elephants paint with watercolors, and of leaving a new, improved *Homo sapiens*.

**THE MULTI-MILLION COPY BESTSELLING PHENOMENON** Do you regularly find yourself in long, unstructured meetings which end without a decision? Are you a team leader looking for tips on increasing productivity? Or are you looking for ways to enhance collaboration? *Six Thinking Hats*, Edward de Bono's classic book on meetings, remains as relevant as ever. Used to huge success by big companies and organisations such as IBM, Siemens and NASA, the Six-Hats method is a proven way to: - Reduce meeting length to one quarter of what they were previously - Make decisions in just 15 minutes, rather than 3 hours - Increase productivity by nearly 500% This extremely simple tool not only increases efficiency in discussions and decision-making, but also encourages openness and trust among colleagues, resulting in happier team, a rise in productivity, and decisions which almost make themselves. 'An inspiring man with brilliant ideas. De Bono never ceases to amaze' Sir Richard Branson

The internationally bestselling guide to better thinking used by tens of thousands of people - fully revised and updated.

Western thinking is failing because it was not designed to deal with change In this provocative masterpiece of creative thinking, Edward de Bono argues for a game-changing new way to think. For thousands of years we have followed the thinking system designed by the Greek philosophers Socrates, Plato and Aristotle, based on analysis and argument. But if we are to flourish in today's rapidly changing world we need to free our minds of these 'boxes' and embrace a more flexible and nimble model. Parallel Thinking is an invaluable insight into the word of creativity; de Bono unveils unique methods of brainstorming and explains preconceived ideas of what creativity involves and is. This book is not about philosophy; it is about the practical (and parallel) thinking required to get things done in an ever-changing world.

In his defining work on emotional intelligence, bestselling author Daniel Goleman found that it is twice as important as other competencies in determining outstanding leadership. If you read nothing else on emotional intelligence, read these 10 articles by experts in the field. We've combed through hundreds of articles in the Harvard Business Review archive and selected the most important ones to help you boost your emotional skills—and your professional success. This book will inspire you to: Monitor and channel your moods and emotions Make smart, empathetic people decisions Manage conflict and regulate emotions within your team React to tough situations with resilience Better understand your strengths, weaknesses, needs, values, and goals Develop emotional agility This collection of articles includes: "What Makes a Leader" by Daniel Goleman, "Primal Leadership: The Hidden Driver of Great Performance" by Daniel Goleman, Richard Boyatzis, and Annie McKee, "Why It's So Hard to Be Fair" by Joel Brockner, "Why Good Leaders Make Bad Decisions" by Andrew Campbell, Jo Whitehead, and Sydney Finkelstein, "Building the Emotional Intelligence of Groups" by Vanessa Urch Druskat and Steve B. Wolff, "The Price of Incivility: Lack of Respect Hurts Morale—and the Bottom Line" by Christine Porath and Christine Pearson, "How Resilience Works" by Diane Coutu, "Emotional Agility: How Effective Leaders Manage Their Negative Thoughts and Feelings" by Susan David and Christina Congleton, "Fear of Feedback" by Jay M. Jackman and Myra H. Strober, and "The Young and the Clueless" by Kerry A. Bunker, Kathy E. Kram, and Sharon Ting.

From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called "the Dear Abby of the work world." Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit "reply all" • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager "A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work."—Booklist (starred review) "The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience."—Library Journal (starred review) "I am a huge fan of Alison Green's Ask a Manager column. This book is even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor."—Robert Sutton, Stanford professor and author of The No Asshole Rule and The Asshole Survival Guide "Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way."—Erin Lowry, author of Broke Millennial: Stop Scraping By and Get Your Financial Life Together

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