A fresh and contemporary look at how to use good manners for career success. Studies have shown that technical skills and knowledge account for a mere fifteen percent of the reason you get a job, keep a job and advance on the job. The other eighty-five percent is based on people skills—skills that aren’t taught in school or at work, leaving many without the polish needed to succeed in today’s competitive marketplace. Jacqueline Whitmore, founder and director of The Protocol School of Palm Beach, can help. She has coached thousands in the art of treating colleagues and customers with courtesy and respect to increase visibility, credibility, and profitability.

Features:
* ISBN13: 9780312338091
This book had some great tips and would apply in lots of different industries. I am a new lawyer and, yes, a lot of the advice is common sense, but it really doesn't hurt to remind yourself of how etiquette mistakes can leave a bad impression, even if your legal skills are spot-on. I especially liked the advice that related to the use of technology which helped bring the advice into the 21st century.

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