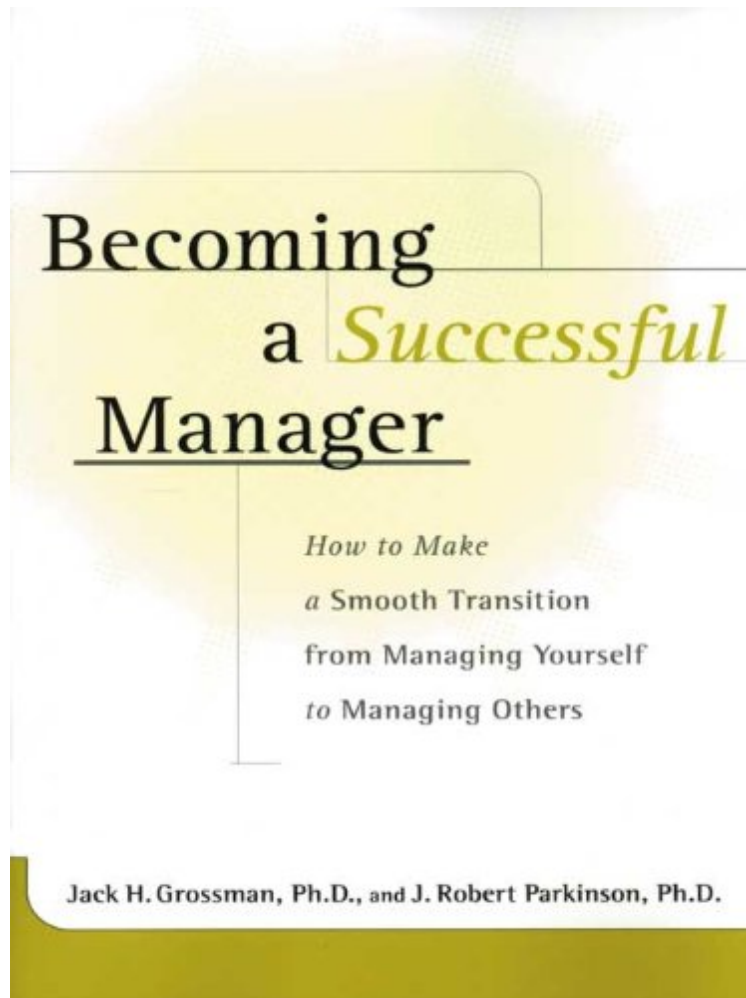


## Becoming a Successful Manager

*Jack H. Grossman, J. Robert Parkinson*  
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Becoming a Successful Manager provides hands-on exercises and advice to help neophyte managers make the difficult transition from managing only themselves to managing others. It shows new managers how to create a positive,

productive environment, one that motivates and brings out the best in employees while providing maximum benefit to their employers.

From the Inside Flap  
Congratulations! You've been promoted to manager. What do you do next? Authors Jack H. Grossman and J. Robert Parkinson have the answers in this comprehensive learning tool, *Becoming a Successful Manager*. The authors offer solid advice and skill-building exercises to help you evolve successfully into your new role as manager. Each chapter provides essential advice and specific steps for a new manager to cultivate employees' diverse skills and create a productive work environment. Topics include: Creating a healthy culture; Conducting meaningful performance reviews; Delegating responsibilities; Handling harassment and resolving conflicts; Hiring effective people; And more "A refreshing review of many forgotten skills and techniques necessary to grow your employees and your business." --Dennis Twitty, Agent, State Farm Insurance "For organizations seeking to create competitive advantage through people development, the tenets and practical suggestions put forward become a living process and mandatory reading." --Dorset Sutton, Vice President/Managing Director, Colgate-Palmolive, Southeast Asia Region "Full of practical insights, helpful examples, and all the right values." --Tom Morris, Author of *True Success* and *If Aristotle Ran General Motors*  
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Praise for *Becoming a Successful Manager* "It provides effective tips, especially in delivering constructive criticism, conducting interviews, and running meetings. I would recommend it as mandatory reading." --Joan Gundlach, Vice President, Central Region Affiliate Sales, AE Television Networks "It is a refreshing review of many forgotten skills and techniques necessary to "grow" your employees and your business." --Dennis Twitty, Agent, State Farm Insurance "New managers will recognize that the authors have been where they are going and will want to learn from the experience." --Rodger De Rose, Retired, Arthur Andersen Partner "For organizations seeking to create competitive advantage through people development, the tenets and practical suggestions put forward become a living process and mandatory reading." --Dorset Sutton, Vice President/Managing Director, Colgate-Palmolive, Southeast Asia Region "It is a practical step-by-step guide to achieving managerial success and a must for every corporate training department. A remarkable book." --Arthur Coren, Former Chairman and CEO, Zenith Controls, Inc. "It's full of practical insights, helpful examples, and all the right values." --Tom Morris, Morris Institute for Human Values  
Author of *True Success* and *If Aristotle Ran General Motors*  
Congratulations! You were promoted to manager. But after the celebration and the accolades, do you find yourself asking, "What do I do next? How can I be most effective? What is my central role?" Authors Jack H. Grossman and J. Robert Parkinson have the answers in this comprehensive learning tool, *Becoming a Successful Manager*. The authors offer solid advice and skill-building exercises to help you evolve successfully into your new role as manager. Each chapter provides essential advice and specific steps for a new manager to cultivate employees' diverse skills and create a productive work environment. Topics include: Creating a healthy culture; Conducting meaningful performance reviews; Delegating responsibilities; Handling harassment and resolving conflicts; Hiring effective people; And more  
About the Author  
Jack H. Grossman, Ph.D., (Deerfield, IL) is a psychologist and management consultant, and professor emeritus at DePaul University's Kellstadt Graduate School of Business. J. Robert Parkinson, Ph.D., (Glenview, IL) is an associate professor at Northwestern University and independent communications consultant.