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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

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conversations—featuring all-  
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“the Dear Abby of the work  
world.” Ten years as a  
workplace-advice columnist  
have taught her that people

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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

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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

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boss seems unhappy with your  
work • your cubemate's loud  
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homicidal • you got drunk at the  
holiday party Praise for Ask a

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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

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(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

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with grace, confidence, and a sense of humor.” —Robert Sutton, Stanford professor and author of The No Asshole Rule and The Asshole Survival Guide  
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traditional workforce in a  
diplomatic but firm way.”—Erin  
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discern between 'adding  
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banks can help clients deal with these challenges effectively. You will learn what private banks do, which services they offer, and how to find and approach a private bank.

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methods that have proven  
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your class. Whether you  
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it, it's vital for you to

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understand the ways in  
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role private banks play in  
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attention it requires, and  
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long list of  
logistics--from hiring to  
firing, from meeting to  
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thousand questions and  
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supposed to spin teamwork  
into value? How could she  
be a good steward of her  
reports' careers? What was  
the secret to leading with  
confidence in new and  
unexpected situations?



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to be reading this, then  
you care enough to be a  
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who seem to think that  
keeping their staff  
miserable is the best  
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hurts the bottom line;

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research has shown that  
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first experience can be  
overwhelming. For the  
employees of that new  
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can be horrible,  
uninspiring, and  
demoralizing. Too often  
a new manager, just like  
a new teacher, is placed  
in the position with  
little support,

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**organizations around the world  
today is project oriented. Those  
responsible for leading the majority  
of these projects to successful results  
have varied educational  
backgrounds, knowledge, skill sets,  
and experiences gained over the**

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**course of their lives and careers that do not include the professional discipline known as project management. Most are managing projects as part of their role, not their profession. However, these accidental project managers**

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**frequently run into the same sort of issues and problems faced by those whose profession is project management, but they lack the education or training to properly address them. As a result, more projects run by accidental project**



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**managers fail than succeed. This  
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time, money and effort everyday  
when they spend countless hours  
unraveling miscommunication  
episodes between people at work.  
She also knows that  
communications can be complex  
and simple at the same time, but

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it's getting around it and  
understanding your own style and  
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with that is key! Over the years,  
Kathy has encountered an  
astonishing number of companies  
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because they are technically competent in their position, not because they will be a good manager! Many of these newly-promoted managers are left overwhelmed, unprepared and wondering, "What do I do now?!"

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does the unthinkable and tosses out the Golden Rule of "treating others as you would have them treat you." She gives her readers a new "App," a new capability, to reframe their communications style. The new Golden Rule of



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Communication is "Communicate  
with others the way THEY would  
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Playground Personalities(c) that are  
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important to know yourself first, and then it's easy to figure out who's who. Kathy's understanding of the four Playground Personalities(c) she defines as "the Peacemaker," "the Organizer," "the Revolutionary" and "the Steamroller" and the ways

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