



People Skills: Book 3 from Dtr Inc.s Series for Classroom and on the Job Work Readiness Training

By JAY GOLDBERG

Createspace. Paperback. Condition: New. This item is printed on demand. 106 pages. Dimensions: 9.0in. x 6.0in. x 0.2in. People Skills is the third book in DTR Inc. s series for classroom and on the job work readiness and customer service training. This is the second edition of the book, published in November of 2013. A complete volume including all four modules with additional instructor tools is now available. Visit [www. DTRConsulting. BIZworkreadiness. htm](http://www.DTRConsulting.BIZworkreadiness.htm) for more information. At the end of each book are two workplace scenarios where things go right and things go wrong. Use the scenarios in the books as read and discuss exercises after teaching the material in the book, or to create your own certification tests. This book covers topics that help employees get along with co-workers and supervisors. A company with employees that understand their relationship to others in the company, and have the skills to deal with everyone successfully, reduces workplace conflicts and provides a workplace where people look forward to coming to work. And a workplace where people look forward to coming to work is a productive workplace with employees that relate to and care about the company. The book starts by teaching communication skills,...



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