

<<领导艺术>>

图书基本信息

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内容概要

领导艺术是领导者个人素质的综合反映，是因人而异的。
黑格尔说过：“世界上没有完全相同的两片叶子”，同样也没有完全相同的两个人，没有完全相同的领导者和领导模式。
有多少个领导者就有多少种领导模式。

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书籍目录

INTRODUCTION

The Human-Relations Revolution

1 Finding the Leader in You

2 Starting to Communicate

3 Motivating People

4 Expressing Genuine Interest in Others

5 Seeing Things from the Other

Person's Point of View

6 Listening to Learn

7 Teaming Up for Tomorrow

8 Respecting the Dignity of Others

9 Recognition, Praise, and Rewards

10 Handling Mistakes, Complaints, and Criticism

11 Setting Goals

12 Focus and Discipline

13 Achieving Balance

14 Creating a Positive Mental Attitude

15 Learning Not to Worry

16 The Power of Enthusiasm

CONCLUSION

Making It Happen

章节摘录

Fred Wilpon is the president of the New York Mets baseball team. One afternoon Wilpon was leading a group of school children on a tour of Shea Stadium. He let them stand behind home plate. He took them into the team dugouts. He walked them through the private passage to the clubhouse. As the final stop on his tour, Wilpon wanted to take the students into the stadium bull pen, where the pitchers warm up. But right outside the bull pen gate, the group was stopped by a uniformed security guard. "The bull pen isn't open to the public," the guard told Wilpon, obviously unaware of who he was. "I'm sorry, but you can't go out there."

Now, Fred Wilpon certainly had the power to get what he wanted right then and there. He could have berated the poor security guard for failing to recognize such an important person as himself. With a dramatic flourish, Wilpon could have whipped out his top-level security pass and shown the wide-eyed children how much weight he carried at Shea. Wilpon did none of that. He led the students to the far side of the stadium and took them into the bull pen through another gate. Why did he bother to do that?

Wilpon didn't want to embarrass the security guard. The man, after all, was doing his job and doing it well. Later that afternoon Wilpon even sent off a handwritten note, thanking the guard for showing such concern.

Had Wilpon chosen instead to yell or cause a scene, the guard might well have ended up feeling resentful and no doubt his work would have suffered as a result. Wilpon's gentle approach made infinitely more sense. The guard felt great about the compliment. And you can bet he'll recognize Wilpon the next time the two of them happen to meet. Fred Wilpon is a leader and not just because of the title he holds or the salary he earns. What makes him a leader of men and women is how he has learned to interact. In the past people in the business world didn't give much thought to the true meaning of leadership. The boss was the boss, and he was in charge. Period. End of discussion. Well-run companies—no one ever spoke about "well-led companies"—were the ones that operated in almost military style. Orders were delivered from above and passed down through the ranks.

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