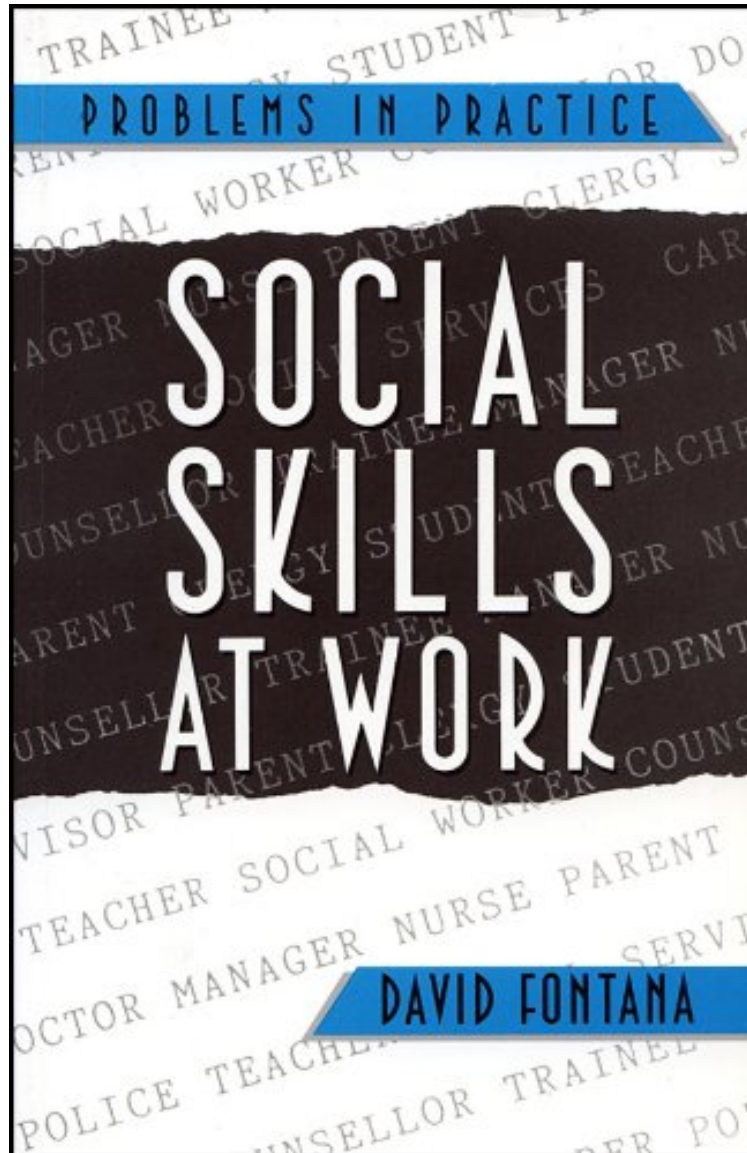


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## Social Skills at Work (Problems in Practice)

David Fontana

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**David Fontana : Social Skills at Work (Problems in Practice)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Social Skills at Work (Problems in Practice):

This book goes beyond the dos and don'ts of a mechanical set of skills to provide thoughtful and practical guidelines

on the effective management of professional relationships. Exercises and case studies are used to pinpoint unsatisfactory aspects of the reader's relationships with colleagues, bosses, students and clients.

From the Back Cover How well do others know you? How well do you know the people you work with? What can you do to improve your social skills? *Social Skills at Work* goes beyond the do's and don'ts of a mechanical set of skills to provide thoughtful and practical guidelines on the effective management of professional relationships. Important factors range from social judgments, attributing motives, stereotyping, leadership and assertiveness to interviewing errors, active listening, offering help, breaking bad news and handling angry confrontations. Exercises and case studies from different professional situations are used throughout to help readers identify and examine unsatisfactory aspects of the way they relate to colleagues, bosses, students, clients and patients in their professional lives. David Fontana is an educational psychologist and author of many books, including *Managing Stress*, another title in this series of 'self-help' books for professionals. About the Author David Fontana is Senior Lecturer in Educational Psychology at University College, Cardiff. He has an international reputation as an educationist and psychologist with extensive first-hand experience as a teacher in primary and secondary schools and as a teacher trainer. He is the author of *Personality and Education* and *Psychology for Teachers*, and the editor of *Behaviourism and Learning Theory in Education*.