



Assertiveness Pocketbook: 2nd Edition

Max A. Eggert

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This handy pocketbook looks at the reasons for non-assertive behaviour and the differences between assertive, aggressive and passive behaviour. It contains advice on how to overcome self-defeating beliefs and how to deal with recurring problems. "Will appeal to anyone in human resources or management training. It is successful in keeping jargon to a minimum without loss of precision. The concepts are immediately relevant, and each page will offer you a new idea, a new skill or a new way to look at a situation." Louise Campbell, Associate Director, Human Resources, Societe Generale Australia Ltd. "This pocketbook provides at a glance the skills required for a lifetime." Tracey Luscombe, Human Resource Manager, Manchester Unity Friendly Society in NSW

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