



Human Relations: Interpersonal Job-Oriented Skills (9th Edition)

Andrew J. DuBrin

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Accomplished author and national speaker, Andrew DuBrin brings his expertise of Human Relations and Business Psychology to this ninth edition. Today's work environment continues to demand more and more from workers. *Balancing work and home, time management, cultural differences among workers, team skills, customer service, job search, career management, and effective leadership skills* are just some of the area where readers need guidance before entering the workplace. In this book, basic concepts are introduced to enhance understanding of key topics then, skill-building suggestions, exercises, and cases are presented that are crafted to improve the interpersonal skills related to each topic. Skill-building activities and self-assessment exercises include role plays and gives reader hands-on opportunities for developing practical human relations skills. Meets federal skills for Interpersonal Training and provides information and exercises that directly support components of five of the eight requirements. Ensures that readers will be able to use resources, interpersonal skills, information, systems, and technology; and will be proficient in basic skills (e.g., reading, writing, and arithmetic), thinking skills (e.g., thinking creatively), and personal qualities. Ideal for those just entering the workforce or for those who would like to improve their interpersonal skills at the workplace.

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