



The Manager's Communication Toolbox

Everett A. Chasen, Robert R. Putnam

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Like a star baseball player, every good manager should aim to be a five-tool expert. Reading, writing, speaking, listening, and thinking are basic skills for any employee, but the manager who stands out is the manager who commands these skills. To improve your standing with your employees and superiors, it's essential to understand each of these areas of communication. In *The Manager's Communication Toolbox*, the authors offer tips, checklists, and examples, along with other expert testimony for best practices. For new managers and seasoned practitioners, this is must-have information.

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