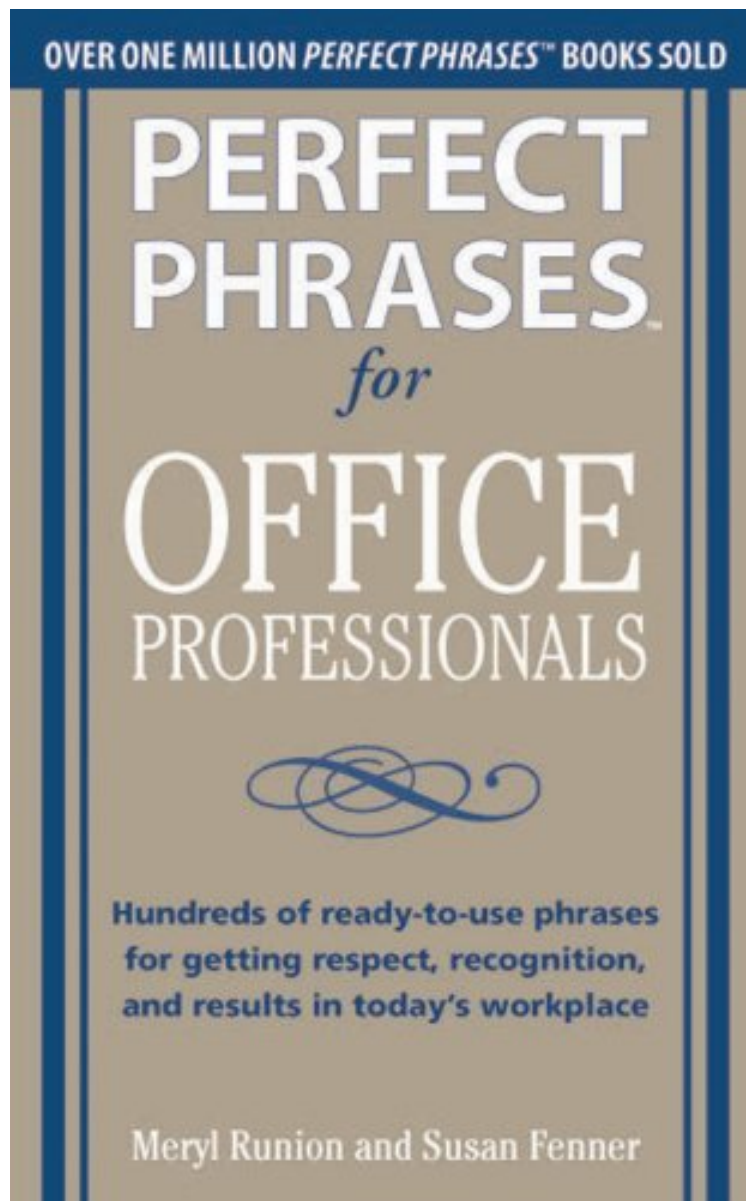


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Meryl Runion, Susan Fenner

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in order to gauge whether or not it would be worth my time, and all praised Perfect Phrases for Office Professionals: Hundreds of ready-to-use phrases for getting respect, recognition, and results in today's workplace (Perfect Phrases Series):

5 of 5 people found the following review helpful. Good book. Worth giving it a shot. By Concerned Shopper I bought this book, because I found the description to be intriguing. I've worked in offices for 10+ years now, and I wish I had read this book 10 years ago. By reading and considering the meaning and purposes behind each phrase (as applied to each situation), this book really depicts what the expectations should be in the workplace for admin professionals. From what I gathered, it's okay to speak up, to be confident, to offer suggestions to the boss and to your team when warranted, and to address conflict in a professional manner. I have already tried several phrases from this book and - like the author suggests in the intro - you don't have to use these phrases verbatim (exactly as they are written), so just say the same thing but in your own words. I have already tried a few of these phrases out, and honestly at home, too, and it works. It's actually kind of funny, because it likely means I need to crank up my communication skills. 0 of 0 people found the following review helpful. I really enjoyed reading this book. By Com Store Card I really enjoyed reading this book. Gave a lot ideas how to express my self in different situations in my workplace. 5 of 5 people found the following review helpful. not so quick on my feet. By LarryAndChelenai don't think well on my feet. i needed something to help me with responses to situations I was not ready for. Reading this helped.

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME As an office professional, you are the point person for critical day-to-day activities. That means effective communication with your manager and internal and external stakeholders is key to the success of your office and organization. Perfect Phrases for Office Professionals has hundreds of ready-to-use phrases for any situation you're likely to face. From defining your role in the office to promoting interdepartmental communication to getting the credit you deserve, this handy, quick-reference guide provides the most effective language to: Establish a quality relationship with your manager Clarify and manage assignments Get results without formal authority Handle customer complaints like a pro

About the Author Meryl Runion, CSP, is the founder of SpeakStrong, Inc. Susan Fenner, Ph.D., is the manager of Education and Events at the International Association of Administrative Professionals (IAAP).