



When I Say No I Feel Guilty, Vol. II, for Managers and Executives

By Manuel J. Smith

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Volume II of the classic book on assertiveness training. Reprise of the famous UCLA Business and Management Extension course given by the master assertive trainer, Dr. Manuel Smith. With the original training scripts and exercises for coping with manipulative coworkers, colleagues, bosses, external reps and customers as well as technical experts. A nuts and bolts approach to an essential of good management with no "cure" time or personal "insight" required. The manager trainee uses the skills learned the next day on the job, at home, and in private business dealings. The sequel to the world wide bestseller published in thirteen languages with over four million copies sold.

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