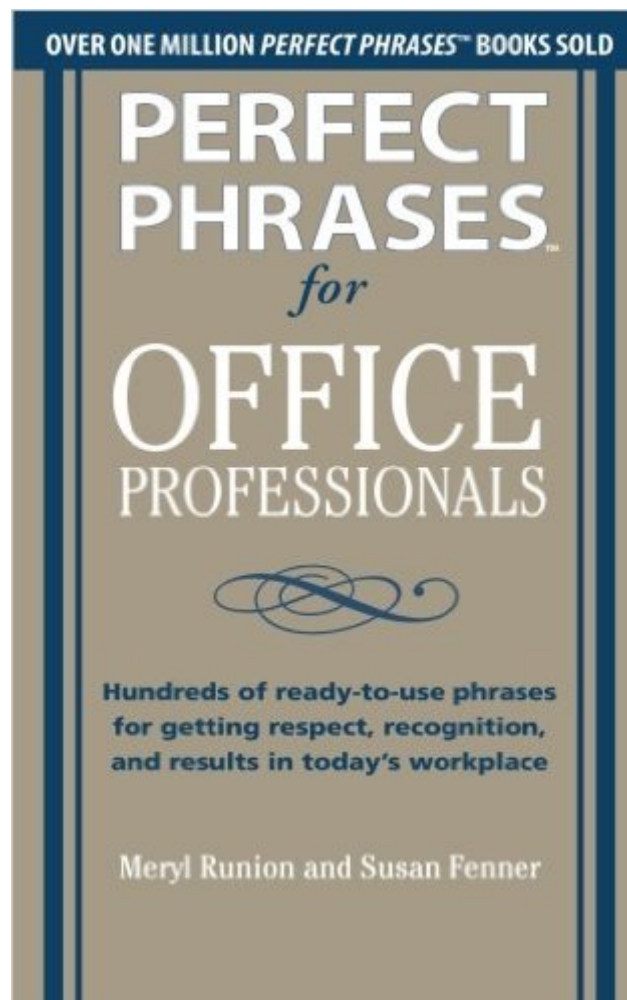


The book was found

Perfect Phrases For Office Professionals: Hundreds Of Ready-to-use Phrases For Getting Respect, Recognition, And Results In Today's Workplace (Perfect Phrases Series)





Synopsis

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 youâ™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

Book Information

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Customer Reviews

Having been on both sides of the spectrum - administrative professional and manager - this book speaks to all phases of any business setting. On a scale of 1 to 10, this book rates a +20 in the scope of tips and advice for handling any business (and even personal) situation in the professional, non-problematic way. Highly recommended reading for both the entry level as well as the experienced office professional. Great job putting a resource out there for anyone who wants to make a positive impression in today's business environment.

Melynda P. PorgÃ©s, OwnerEnergy Enterprise

Every admin needs a copy of this book in her/his personal library. It provides guidance for the

newest members of our profession up to the experienced admin who lands a new position. Even the most experienced admin may find themselves in a sticky ethical situation with an executive or fellow employee. We are always looking for guidance on the 'perfect' phrase to help keep both the admin and executive out of hot water. While all the scenarios are 'suggested' wording, it provides enough 'food for thought' to help the admin customize the wording to fit the situation perfectly!

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.

As an Admin for so many years, I know that success and survival in the workplace is all about communication. This little book actually has real and useful tools easily adapted to your personal needs. Keep it next to the dictionary on your desk. Browse and absorb these phrases regularly and routinely and move onward and upward.

This book gives office professionals and others simple yet powerful tips for increasing communication skills. The book is a stepping stone, reminding us all how the right phrase can help form a connection, create a favorable impression and deliver important information. The format is easy to use. The language is friendly and upbeat. The layout is inviting and accessible. I highly recommend this book for office professionals and others who want to quickly and easily find ways to more fully express themselves and more deeply connect through "perfect phrases." Deborah Shouse, author and editor[...]

In her foreword, co-author Susan Fenner said, "Administrative Professionals are near and dear to my heart." This is a book that needs to be near and dear to an administrative professional's heart. Keep it on top of your desk. Keep it in your carry-all. Keep it handy. Page after page, step by step,

this guidebook will help you get where you want to go.

Oftentimes, the hardest part of office work is knowing just the right thing to say when you are in the middle of a sticky or awkward situation. Perfect Phrases for Office Professionals is what every worker needs! The authors give you the exact words to use to get the results that you want while maintaining your professionalism and strengthening the relationship. I wish that I would have had this book years ago!

i 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.

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