



The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner

By Peggy Klaus

HarperCollins Publishers Inc. Paperback. Book Condition: new. BRAND NEW, The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner, Peggy Klaus, As a coach and trainer to hundreds of managers and executives from Fortune 500 companies, Peggy Klaus works daily with individuals who have hit career blocks: they are excellent at their jobs, but don't seem to be able to get ahead. The source of their frustrating career inertia is rarely a result of a shortfall in their technical expertise, but rather a shortcoming in their soft skills - the personal skills and attitudes, communication, and social dexterity necessary to succeed in the business world. Many highly-trained executives and educated professionals are clueless about the importance of soft skills, failing to take them seriously until they find themselves in hot water or stuck in their career path. In "Hard Truth About Soft Skills", Peggy Klaus provides the practical tools necessary for developing the most essential soft skills in the following areas: Workload management, Handling critics, Effective communication, Leadership, Office politics, Personal image, and Dealing with differences.



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