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negotiation; culture; and stress management. Globally accepted and written by one of the most foremost authors in the field, this is a necessary read for all managers, human resource workers, and anyone needing to understand and improve their people skills. When Steve Long-Nguyen Robbins was growing up, his mother routinely told him, "Long, you walk on a path cleared by others, so it is your responsibility to clear the path for others." Her insightful guidance and self-sacrificing example are the forces that drive Robbins's corporate work around diversity and inclusion today. His goal is unwavering: to clear the path for others and recruit more "path makers" --to honor his mother and to make a better world for everyone. In *What If?*, Robbins provides twenty-six inspiring, lively, and sometimes deeply personal stories illustrating diversity and inclusion concepts. He offers insight and practical advice on how to reconcile unity with diversity and reframe our organizations for competitive advances. He adds tips and suggestions for putting key learning into action in your organization, ending each chapter with questions, an activity, and an assignment to inspire you to be more open-minded and inclusive and to discover how the ideas presented in the book might apply to your daily life at work and at home. Long considered the standard for all organizational behavior textbooks, the Eighteenth Edition continues its tradition of making current, relevant research available to students in the language that they understand. While maintaining its hallmark features Discover today's quick, practical, proven guide to overcoming "killer" management problems and succeeding brilliantly as a leader! Unlike other management books, *The Truth About Managing People, Fourth Edition* is 100% practical and completely based on tested evidence, not mere anecdote or opinion. Top management author Stephen P. Robbins has distilled thousands of research studies, meta-analyses, and Big Data investigations into a set of 63 proven, tested solutions for today's make-or-break management challenges. Each solution is presented quickly and concisely, in just 2-3 pages, so you can absorb them fast, and use them immediately. Robbins' fully updated truths cover every key aspect of management, including hiring the right people and building winning teams; designing high-productivity jobs and rewarding the right behaviors; managing diversity, change, conflict, turnover, and staff cuts; overcoming self-serving bias, groupthink, and digital distractions, and much more. This edition adds nine all-new chapters, covering the crucial importance of people skills, building emotional intelligence, loyalty expectations, employee engagement and mentoring, managing face-to-face vs. virtual teams, overcoming the downsides of

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