

Business Behavior



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LAP Modules

Can You Relate? (Positive Working Relationships)

The primary reason for workers' losing their jobs is poor human relations skills—the inability to get along with other people in their work environment. ©2007. Recommended: HS

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Make the Honor Role (Acting Responsibly)

The ability to act responsibly is an important character trait that affects every area of your life—at home, at school, and at work. ©2005. Length: 49.

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Conflict can be destructive, but it can be resolved. Learn the types and causes of conflict. Then, discover the tried-and-true methods of conflict resolution. ©2007. Recommended: HS

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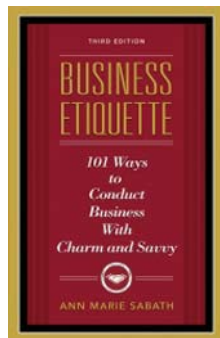
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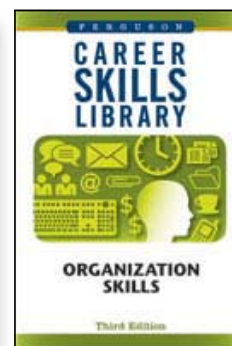
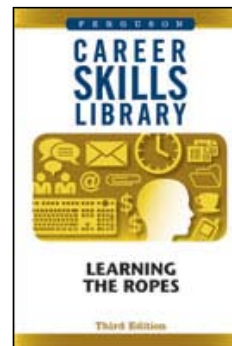
Revised! Business Etiquette, 3rd Ed: 101 Ways to Conduct Business With Charm & Savvy

Business Etiquette: 101 Ways to Conduct Business With Charm & Savvy reveals both the unwritten and unspoken rules of success. It gives new hires and seasoned professionals alike those rather effortless strategies for climbing that slippery ladder of success. ©2010. Length: 192. Recommended: HS/PS

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Reference Books (Continued)



New! Career Skills Library: Learning the Ropes; 3rd Ed.

[Hardcover] Understanding what to expect from the first day on the job and how to successfully navigate the workplace environment can help ease a challenging transition. Learning the Ropes, Third Edition tackles the difficult subject of how to fit into a new context, whether at work or at school. ©2010. Length: 176.

Recommended: MS/HS

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Revised! Career Skills Library: Organization Skills; 3rd Ed.

[Hardcover] Being organized and efficient provides a huge advantage in the work world. Organization Skills, Third Edition helps students understand how being organized leads to greater productivity and enjoyment of any task. Providing useful advice on how to get organized and develop strategies for staying organized, this updated volume introduces useful skills that can be applied to any aspect of one's life, including school, work, or home. True-or-false quizzes have been added as well as a new appendix of helpful Web sites. ©2009. Length: 176. Recommended: MS/HS

RB-09-032-4...\$25.95 (Member: \$24.65)

Revised! Career Skills Library: Professional Ethics and Etiquette; 3rd Ed.

[Hardcover] Developing professional habits and manners is more important now than ever before. Professional Ethics and Etiquette, Third Edition demonstrates how a professional is characterized not only by his or her technical skills, but also by the way in which he or she interacts with others. This revised edition shows students how to determine different personality types (including their own) and how cultivating qualities such as fairness, attentiveness, modesty, and mutual respect in communication leads to productive and professional relationships. New to this edition are true-or-false quizzes in every chapter as well as a new appendix of helpful Web sites. ©2009. Length: 176. Recommended: MS/HS

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