WHARTON

USE

Award winning writer
of more than 25 other business publications

IMPROVE YOUR MANAGEMENT SKILLS

Tips and suggestions to achieve success in managing your business and your people

RODNEY OVERTON AFAIM

Benchmarking

Resource checklist

1 Management skills -----What is management? Today's manager — A profile Perception and managers Good leadership What traits might a successful leader possess? Leadership qualities for the new millennium Setting personal goals and objectives Managing and improving your business in the new millennium — The Overton formula Mission statements When you take control Change management Risk management Strategic management Formulating strategies Strategies for operating areas Strategic options Gap analysis Strategic leadership Service strategies Human resource strategies Solving problems and making decisions

How can you value the worth of a company?

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- Neutron Jack
- Chainsaw Al
- Richard Pratt
- Creativity The sixth component of leadership
- It's easy to get the customer offside
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- Windows of opportunity: How many have you missed?
- Re-engineering fast food
- What others say
- Supermarkets
- Airlines
- · Getting there
- Why do people resist meetings?
- Great lessons
- The obstacle in our path
- Cultural differences
- Value adding
- What would you do?
- Conclusions