

CareerTrain Press Release – Monday 17 September 2012

Face to Face in the Workplace

A Handbook of Strategies for Effective Discussions
by Julie Cooper

Workplace conversations ... that work!

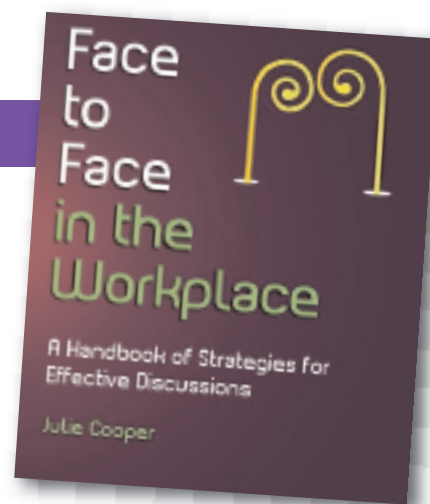
With more and more communication being done via technology, the lines are dangerously blurring between what is and what isn't acceptable to discuss via e-mail and telephone. We know that effective communication is vital to good business practice, so why is it that we still avoid those face-to-face conversations in the workplace? Is it because having effective discussions is a skill which most managers feel they are lacking?

Meet Julie Cooper, a trainer and coach who has helped companies to get the best out of their people for 20 years. In 2011 Julie remarried, relocated and rebranded her business. It was a year of challenges, that also included a serious car accident and the death of her mother. Taking time out to redefine her career led her to writing her latest book, *Face to Face in The Workplace*.

"It was fairly easy to see that it would be useful to build on the success of my previous bestseller, The One to One Toolkit, which was written to help Advisers learn the skills they needed." says Julie. *"It suddenly hit me - why hadn't I written a handbook for managers? After all, I have much more experience helping them."*

Julie believes that for some situations, a face-to-face meeting is essential; anything involving a critical conversation or emotional issue, do it in person. Important interviews and formal warnings must be done face-to-face. Likewise, employee evaluations and appraisals should always be conducted in person for them to be effective.

Face to Face in the Workplace also contains some less well known topics. *"There's a chapter on the Dark Triad,"* adds Julie. *"I thought long and hard before including it, but there are some things that can not be fixed by good communication skills and managers need to know that, to stop themselves pouring time and money down the drain."*



For each meeting, discussion or conversation between you and a colleague, Julie's 26 step by step frameworks will guide you in getting the best out of the people you manage and yourself. Save time, improve your people management skills and boost your career prospects!



Julie Cooper has 20 years experience of helping others develop their people skills across a wide range of businesses. She is an innovative trainer, coach and author who specialises in one to one skills. Julie started her own company in 2000 and has also worked as an Associate of Cranfield School of

Management. She previously co-authored *The One to One Toolkit*, *The Groupwork Toolkit* and *The Job Interview Toolkit*. Julie lives in Northamptonshire. For more information visit: www.springdevelopment.net

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