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Synopsis

Diane feels confident that her new management position will be extremely easy because she is well liked by everyone in her department. However, Diane quickly learns that management isn't as easy as she envisioned. Employees are late coming to work and returning from lunch. They continue to make mistakes on their projects, and one employee spends too much time making personal phone calls. Frustrated, Diane seeks guidance from other managers on how to improve her managerial skills. Diane uses her newly acquired skills to help others motivate themselves by listening and asking questions, using the six steps for delegating, allowing employees to make decisions, and correcting performances by referring to facts.

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