

True Professionalism David H Maister

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true professionalism. there are relatively few new ideas in business, if any at all. how often can one repeat the basic advice of "listen to your clients, provide ...

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chapter 1. real professionalism. i frequently ask professionals what they consider to be the difference between a good secretary and a great secretary.

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true professionalism: the courage to care about your people, your clients, and your career: written by david h. maister, 2000 edition, publisher: free press [paperback]

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all of this list can be summarized in one phrase: great secretaries care. two obvious points need to be made about this list. first and foremost, it is applicable to ...

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