

The Administrative Professional

Technology and Procedures



Sharon S. Finkeln, Kellie A. Stumack, Eva Kuczyński

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The Administrative Professional + Resumes, Cover Letters, Networking, and Interviewing, 4th Ed., 2016

Technology & Procedures for Administrative Professionals Patsy Fulton-Calkins, 2003

Impossible Jobs in Public Management Erwin C. Hargrove, John C. Glidewell, 1990 If you think your job is hopelessly difficult you may be right Particularly if your job is public administration Those who study or practice public management know full well the difficulties faced by administrators of complex bureaucratic systems What they don t know is why some jobs in the public sector are harder than others and how good managers cope with those jobs Drawing on leadership theory and social psychology Erwin Hargrove and John Glidewell provide the first systematic analysis of the factors that determine the inherent difficulty of public management jobs and of the coping strategies employed by successful managers To test their argument Hargrove and Glidewell focus on those jobs fraught with extreme difficulties impossible jobs What differentiates impossible from possible jobs are 1 the publicly perceived legitimacy of the commissioner s clientele 2 the intensity of the conflict among the agency s constituencies 3 the public s confidence in the authority of the commissioner s profession and 4 the strength of the agency s myth or long term idealistic goal Hargrove and Glidewell flesh out their analysis with six case studies that focus on the roles played by leaders of specific agencies Each essay summarizes the institutional strengths and weaknesses specifies what makes the job impossible and then compares the skills and strategies that incumbents have employed in coping with such jobs Readers will come away with a thorough understanding of the conflicting social psychological and political forces that act on commissioners in impossible jobs

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Procedures for the Canadian Office Lauralee G. (Lauralee Gail) Kilgour, Lucy Mae Jennings, 1994

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