

How to Be an Even Better Manager

How to Be an Even Better Manager

*A Complete A–Z of Proven Techniques
and Essential Skills*

11TH EDITION

Michael Armstrong



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PREFACE TO THE ELEVENTH EDITION

This eleventh edition of *How to be an Even Better Manager* covers 40 key aspects of management and has been extensively revised since the tenth edition was published in 2017. The book is for those who want to develop their managerial capabilities and competences, and covers all the key skills that managers use. It refers to the main aspects of managing people and the activities with which managers need to be familiar, and will be particularly useful for those seeking to obtain qualifications in management.

You can dip into this book at any point – each chapter is self-contained. But it would be useful to read Chapter 1 first. This defines the overall concept of management and the areas in which managers need to be competent, thus providing a framework for the succeeding chapters that deal with the specific skills and techniques involved in managing people and processes.

