What two things could you do now to start developing leadership traits?

1.

2.

Why should a manager get to know each employee?

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In your own words, name the five human relations skills successful managers possess?

1.

2.

3.

4.

5.

Which of the five human relations skills do you think is most important? Least important? Why?

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Which of the five human relations skills do you think is most important? Least Important? Why?

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What are the differences between formal and informal communications, internal and external communications, and vertical and horizontal communications?

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