



# The People Skills Revolution: A Step by Step Approach to Developing Sophisticated People Skills

*By Pamela Milne*

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## The People Skills Revolution: A Step by Step Approach to Developing Sophisticated People Skills By Pamela Milne

Over and above academic qualifications or business acumen, 81% of business leaders have cited confidence, enthusiasm and entrepreneurial spirit as the most important characteristic they are seeking in potential new employees.

Despite this, many people are remarkably ill equipped to present themselves positively in the work place, gain recognition for their achievements and influence the change agenda.

Using her extraordinary system, the continuum of Interpersonal Skills, Pamela Milne shows how you can increase your impact using a step by step, “pull different levers, push different buttons approach”.

This system will guide you to:

- Understand yourself and others
- Remove blocks which will help you achieve your goal
- Make rapid progress in your dealings with others
- Surprise yourself with your ability to influence people
- Save time, money and effort through your negotiation skills

This tried-and-tested step-by-step approach has been developed over 20 years working with thousands of clients. Through it, you will develop skills to believe in yourself, to being able to influence others, win negotiations and become a conciliator.

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**The People Skills Revolution: A Step by Step Approach to Developing Sophisticated People Skills By Pamela Milne Bibliography**

- Sales Rank: #3885395 in Books
- Published on: 2012-02-01
- Original language: English
- Number of items: 1
- Dimensions: 9.10" h x .70" w x 6.10" l, 1.00 pounds
- Binding: Paperback
- 224 pages

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### **Editorial Review**

#### **Review**

Aimed at business leaders looking to change their behaviour & present themselves more positively at work, it describes how you can learn to better understand how people tick, gain influence by establishing credibility, remove blocks which prevent you achieving goals & save time & money through negotiation skills. The message? Life becomes a playground not a battlefield.

Why wouldn't you want to eradicate the manipulation, politics and game-playing in your organisation by empowering yourself & others? Worth a read.

#### **Director Magazine (UK - Institute of Directors) Jan 2012**

#### **From the Author**

The book is based on an approach I developed over 12 years ago when I was coaching senior executives who were mainly directors of finance. Since I coached a number of these very bright people for many years I was able to track then predict their next stages of development using a model I developed called 'the continuum of interpersonal skills'.

Briefly this says that assertiveness skills underpin all healthy people skills. The book then suggests that once lack of assertiveness is addressed people will naturally go on to influence, negotiate, conciliate, take a stand and then finally can develop the skills to make peace. The book is a step by step guide to cumulatively, effectively and safely developing all these skills in a step by step manner.

It was one of my clients who had seen the approach develop and contributed to its evolution through our discussions who observing its effectiveness on himself and his colleagues suggested that I write the book. Another influence was the amazing participants on assertiveness courses who are usually extremely hard working and conscientious people who are never going to get on because they don't know the 'rules of the game' and see their less able colleagues and manipulative friends and family get the better of them.

The book contains powerful approaches and techniques which work and providing you are prepared to step out of your comfort zone to try new behaviours could change your life.

#### **From the Back Cover**

A step by step approach to developing sophisticated people skills

An effective, easy-to-follow approach to changing your people skills - one skill at a time.

Do you need to be assertive and influential; negotiate deals; conciliate with others; take a stand for what you believe in; settle disputes? Using her extraordinary system, the Continuum of Interpersonal Skills which she has developed over many years working with her clients, Pamela Milne shows how you can change using this 'pull different levers, push different buttons' approach. Tried and tested, this fast-track approach to developing increasingly sophisticated interpersonal skills is now available in one book.

*Learn how to:*

- \* get your needs met in an honest and direct way
- \* influence people to want to work with you and go out of their way to assist
- \* achieve win-win outcomes during profitable and enjoyable negotiation
- \* help other people to resolve their differences
- \* operate from a value-driven perspective
- \* create the right environment for peacemaking

Join those who have already tried and benefited from this approach:

" It will teach you self awareness skills, influencing skills and how to build rapport. It has equipped me with my management skills." *Senior Manager*

" This is just not a technique but an analysis of situations and personalities which gives an understanding of how to unlock your potential as a manager." *Senior Hospital Consultant*

" Working systematically with Pamela through her model has been material to my progress and the success I have achieved." *Chief Financial Officer*

Pamela Milne is a Director of Solutions Unlimited, which enables individuals, groups and organisations to successfully navigate their change agendas. She has a Master's degree in Change Agent Skills and Strategies and has worked extensively in the corporate world and the public sector as an executive coach, outplacement consultant and management trainer for the past 20 years. Pamela E Milne

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#### Jeffrey Smith:

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#### Frank Johnson:

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**Jimmie Houck:**

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