PREFACE

You've just been promoted, or maybe you've just appointed a new person to be the "boss." Maybe you or they are the new page supervisor, or perhaps the technical services director, or, who knows, it could be the director.

You know just what it takes to succeed. A new boss needs to attend a couple dozen workshops, take a few classes, read a few of the right books, and hook up with some excellent role models or coaches and find a mentor.

But who has the time—or money—for that? Success needs to come a lot faster.

This workbook can help.

Not only will it cover, in just one year, key issues and realities that all bosses need to know but also, and perhaps more important, it will introduce and establish a development and learning style that will perpetuate year after year.

Nobody wants to fail. Every boss really *wants* to be a "great" boss.

In order to make that happen, there's a lot of work to do . . .