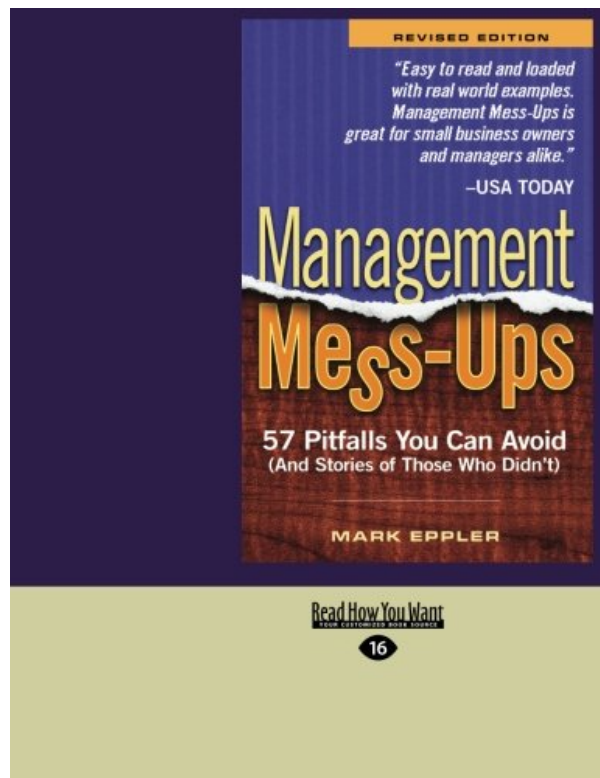
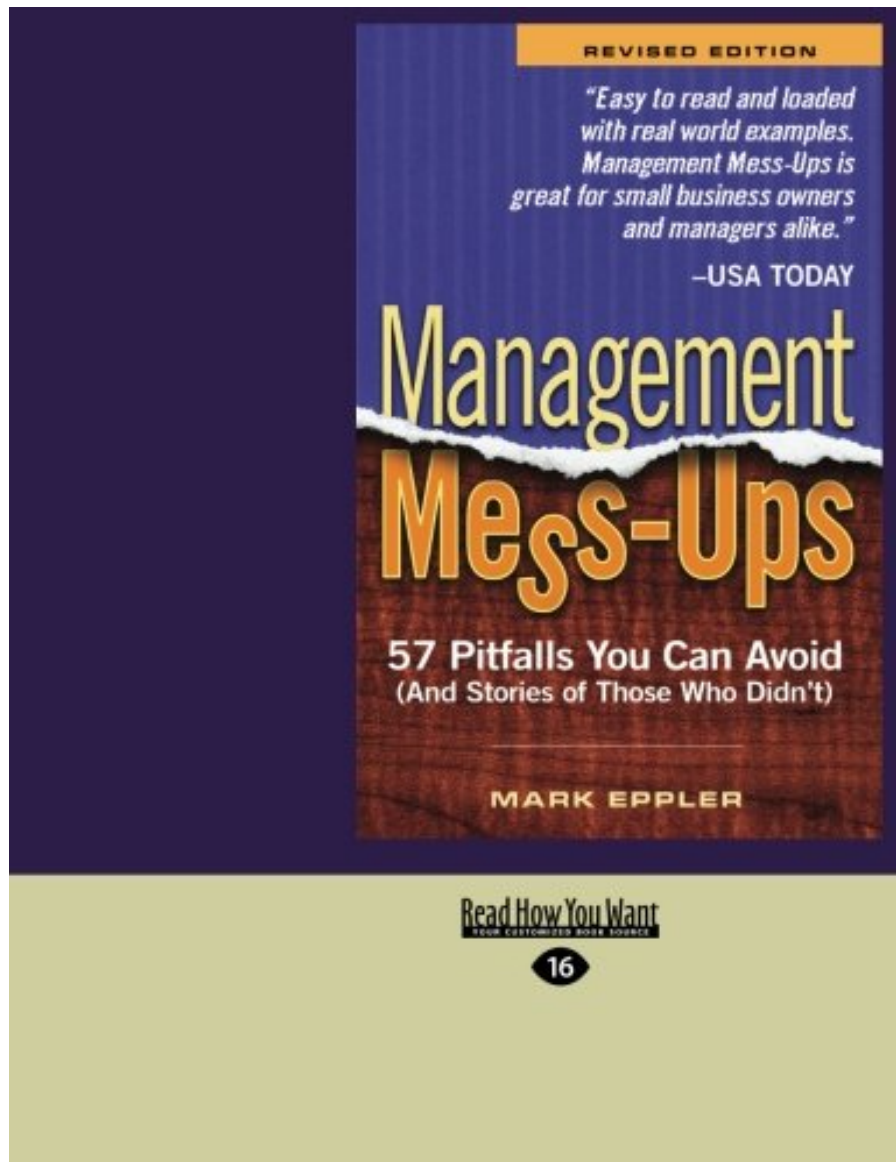


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About the Author

Mark Eppler (Milford, Ohio) is a professional speaker and seminar leader specializing in leadership and management issues. His clients include P&G, GE, 3M, the IRS, and the E.W. Scripps Company, as well as state and national associations.

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Can you imagine losing a customer worth \$2 million over 60? It happened! According to a story reported by USA Today, a bank teller refused to validate a customer's parking ticket because he failed to execute a "transaction." The next day, the frustrated customer closed his account - a little more than \$2,000,000. Management Mess-Ups examines mistakes managers commit daily that stifle productivity, squelch opportunity and generally irritate employees - mistakes not big enough to grab headlines, but significant enough to undermine the efficiency and success of their departments and organizations. By reading about the management mess-ups of others, you can avoid these common stumbling blocks to success and become a manager with a true winning edge.

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About the Author

Mark Eppler (Milford, Ohio) is a professional speaker and seminar leader specializing in leadership and management issues. His clients include P&G, GE, 3M, the IRS, and the E.W. Scripps Company, as well as state and national associations.

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Company presidents should require Eppler's book for their executive team. Executive leaders should require this book for their mid-level managers. Entry-level employees who aspire to manage should put this book at the top of their list.

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The stories in this book (all true) tell about companies where they've got it right and companies where someone is clueless. When you recognize your own behaviour and realise (as you've never realised it before) how you've been sabotaging yourself, you've taken the first step toward fixing it.

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