

## Service Management Fitzsimmons 8th Edition

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this book introduces new healthcare managers to the skills they need to transition and succeed in their managerial roles more experienced managers can benefit too from examples and collected insights of other managers who were interviewed and from examples in recent and revisited literature the author covers both hard business skills and soft people organizational skills we draw from books articles examples and managerial experience of the author and colleagues at different organizational levels and throughout healthcare settings and professions

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