



Results That Last: Hardwiring Behaviors That Will Take Your Company to the Top

By Studer, Quint

Wiley, 2007. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Introduction. Key Tactics. Chapter 1. Up Or Out. Defining high, middle and low performers. Dealing with high, middle and low performers. Chapter 2. Round For Outcomes. Five critical elements employees want from managers. Nine steps for starting Rounding. Chapter 3. Manage Up To Change Corporate Culture. We/They Phenomenon. Art of Managing Up. Handling Hand Offs. Create A Cultural Shift (Feedback Systems). The Core. Chapter 4. Build The Foundation (Passion And Purpose). Flywheel. Five Pillars. Connect The Dots. Chapter 5. Reduce Leadership Variance. Why Leaders Don't Standardize Behaviors. Why Organizations Don't Achieve Lasting Results. Five Ways To Reduce Leadership Variance. Chapter 6. Measurement 101. What Gets Measured Gets Improved. Focus On Moving 4s To 5s. Transparency - Helping People Understand The Metrics. Demonstrating Return On Investment. Chapter 7. Align Behaviors With Goals And Values. Holding Leaders Accountable. Leader Evaluation Tool. How To Roll Out The Leader Evaluation Tool. Chapter 8. Create and Develop Leaders. Principles For Developing Leaders. Phases Of Change. Leadership Development Institutes. Employees. Chapter 9. Satisfied Employees Mean A Healthy Bottom Line. Three Building Blocks Of Employee Satisfaction. Chapter 10. Know Your Employees...



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