

## Anytime Coaching: Unleashing Employee Performance

The how-to guide for exceptional management from the bottom up The Effective Manager is a hands-on practical guide to great management at every level. Written by the man behind Manager Tools, the world's number-one business podcast, this book distills the author's 25 years of management training expertise into clear, actionable steps to start taking today. First, you'll identify what "effective management" actually looks like: can you get the job done at a high level? Do you attract and retain top talent without burning them out? Then you'll dig into the four critical behaviors that make a manager great, and learn how to adjust your own behavior to be the leader your team needs. You'll learn the four major tools that should be a part of every manager's repertoire, how to use them, and even how to introduce them to the team in a productive, non-disruptive way. Most management books are written for CEOs and geared toward improving corporate management, but this book is expressly aimed at managers of any level—with a behavioral framework designed to be tailored to your team's specific needs. Understand your team's strengths, weaknesses, and goals in a meaningful way Stop limiting feedback to when something goes wrong Motivate your people to continuous improvement Spread the work around and let people stretch their skills Effective managers are good at the job and "good at people." The key is combining those skills to foster your team's development, get better and better results, and maintain a culture of positive productivity. The Effective Manager shows you how to turn good into great with clear, actionable, expert guidance.

Advance praise for Carrots and Sticks Don't Work: "Paul Marciano provides a wealth of prescriptive advice that absolutely makes sense. You can actually open the book to any chapter and gain ideas for immediate implementation." -- Beverly Kaye, coauthor of Love 'Em or Lose 'Em "This book should be in the hands of anyone who has to get work done through other people! It's an invaluable tool for any manager at any level." -- John L. Rice, Vice President Human Resources, Tyco International "Carrots and Sticks Don't Work provides a commonsense approach to employee engagement. Dr. Marciano provides great real-world insights, data, and practical examples to truly bring the RESPECT model to life." -- Renee Selman, President, Catalina Health Resources "The RESPECT model is one of the most dynamic, engaging, and thought-provoking employee engagement tools that I have seen. Dr. Marciano's work will help you provide meaningful long-term benefits for your employees, for your organization, and for yourself." -- Andy Brantley, President and CEO, College and University Professional Association for Human Resources "This book provides clear advice and instruction on how to engage your team members and inspire them to a higher level of productivity, work satisfaction, and enjoyment. I am already utilizing its techniques and finding immediate positive changes." -- Robert Roth, Director, Accounting and Reporting, Colgate Palmolive Company The title says it all: Carrots and Sticks Don't Work. Reward and recognition programs can be costly and inefficient, and they primarily reward employees who are already highly engaged and productive performers. Worse still, these programs actually decrease employee motivation because they can make individual recognition, rather than the overall success of the team, the goal. Yet many businesses turn to these measures first—unaware of a better alternative. So, when it comes to changing your organizational culture, carrots and sticks don't work! What does work is Dr. Paul Marciano's acclaimed RESPECT model, which gives you specific, low-cost, turnkey solutions and action plans-- based on seven key drivers of employee engagement that are proven and supported by decades of research and practice—that will empower you to assess, troubleshoot, and resolve engagement issues in the workplace: Recognition and acknowledgment of employees' contributions Empowerment via tools, resources, and information that set employees up to succeed Supportive feedback through ongoing performance coaching and mentoring Partnering to encourage and foster collaborative working relationships Expectations that set clear, challenging, and attainable performance goals Consideration that lets employees know that they are cared about Trust in your employees' abilities, skills, and judgment Carrots and Sticks Don't Work delivers the same proven resources and techniques that have enabled trainers, executives, managers, and owners at operations ranging from branches of the United States government to Fortune 500 corporations to twenty-person outfits to realize demonstrable gains in employee productivity and job satisfaction. When you give a little RESPECT you get a more effective organization, with reduced turnover and absenteeism and employees at all levels who are engaged, focused, and committed to succeed as a team. In short, you get maximum ROI from your organization's most powerful resource: its people!

In this provocative new book, Dave Guerra introduces a new management science -- superperformance. He explains how ten premier organizations use the principles of Superperformance to moninate their industries and provides guidance your organization may use to achieve similar results.

Organizations often channel workflow around key business processes in order to enhance their productivity. Those that succeed are referred to as high-performance work organizations (HIPOs). Yet, little is known about the systems that drive high performance or even what defines a HIPO. This book, for both practicing managers and scholars, addresses that knowledge gap. It provides the field's and the authors' definitions of HIPOs, and it contains 168 annotations of recent and informative journal articles, books, and book chapters by those who have studied and worked with such organizations.

Playing Big  
Management Information Systems  
Developing Mental Toughness  
A Writer's Space

9 Powerful Practices of Really Great Bosses

Make room to dream, to work, to write

The Insider's Guide to Supervising Government Employees

In **Take Charge of Your Mind**, business entrepreneur and Oxford lecturer Paul Hannam and noted psychologist John Selby present well-researched and easily mastered "cognitive uplift" methods for consciously expanding your mental performance, personal power, and satisfaction at work. This easy-to-master Take Charge process enables you to wake up your mind and truly shine at work. By unleashing the remarkable power of your integrated mental, emotional, and intuitive capacity, you'll gain creative brilliance and inner confidence, successful customer bonding, and a new sense of well-being and fulfillment.

**Practical advice for making the shift to your first leadership position** The number of people who will become first-time supervisors will likely grow in the next 10 years, as Baby Boomers retire. Perhaps the most challenging leadership experience anyone will face isn't one at the top, but their first promotion to leadership. They must deal with the change and uncertainty that comes with a new job, requiring new skills, and they've been promoted from peer to leader. While the book addresses the needs of any manager, supervisor, or leader, it pulls from the best leadership and management thinking, and puts the focus on the difficulties that new leaders experience. Includes practical information for new managers who must supervise friends and former peers Authors are expert consultants who work with leaders at all levels Shows how to adopt the mindset of a leader, including: communicating change, giving feedback, coaching employees, leading productive teams, and achieving goals This much-needed book can help new leaders get beyond the stress and fear to focus on becoming the most effective leader they can be—starting right now.

A **Huffington Post** columnist and women's leadership expert outlines practical skills that women can use to implement positive change, covering such topics as self-esteem and how to overcome sabotaging gender rules of conduct. 50,000 first printing.

**Caring Is a Competitive Advantage** Suffering in the workplace can rob our colleagues and coworkers of humanity, dignity, and motivation and is an unrecognized and costly drain on organizational potential. Marshaling evidence from two decades of field research, scholars and consultants Monica Worline and Jane Dutton show that alleviating such suffering confers measurable competitive advantages in areas like innovation, collaboration, service quality, and talent attraction and retention. They outline four steps for meeting suffering with compassion and show how to build a capacity for compassion into the structures and practices of an organization—because ultimately, as they write, “Compassion is an irreplaceable dimension of excellence for any organization that wants to make the most of its human capabilities.”

**Blooming Into Mindfulness**

**Quiet Leadership**

**Strategic Leadership**

**The Difference and Why It Matters**

**The Fearless Organization**

**Say It Right the First Time**

**Managing the Digital Firm**

"Management guide that uses Rudyard Kipling's poem "If--" to define leadership qualities. Uses great leaders of the past as examples of these leadership principals"--Provided by publisher.

Improving the performance of your employees involves one of the hardest challenges in the known universe: changing the way they think. In constant demand as a coach, speaker, and consultant to companies around the world, David Rock has proven that the secret to leading people (and living and working with them) is found in the space between their ears. "If people are being paid to think," he writes, "isn't it time the business world found out what the thing doing the work, the brain, is all about?" Supported by the latest groundbreaking research, Quiet Leadership provides a brain-based approach that will help busy leaders, executives, and managers improve their own and their colleagues' performance. Rock offers a practical, six-step guide to making permanent workplace performance change by unleashing higher productivity, new levels of morale, and greater job satisfaction.

Work has changed. Workers have changed. New methods of managing and supervising are needed to keep up with the new challenges and to make the most of the new opportunities these changes present. Anytime Coaching introduces a set of practices that enables those in leadership positions to guide the people doing the work while increasing their skills and unleashing their best thinking. When put into practice, these methods of understanding and interacting with others will enhance your everyday work conversations, leading to improved individual and organizational performance through day-to-day shifts in employee competence. By using Anytime Coaching techniques to inform your approach to your duties as a supervisor, manager or team leader, you enable employees to tap into their own knowledge, create their own solutions, develop new strengths, and improve performance. Anyone can learn Anytime Coaching - and it all begins with you.

The seventeen key principles for transforming conflict—in a beautiful package from the creator of The 48 Laws of Power From Joost Elffers, the packaging genius behind the huge New York Times bestsellers The 48 Laws of Power, The 33 Strategies of War, and The Art of Seduction, comes this invaluable manual that teaches seventeen fundamentals for turning any conflict into an opportunity for growth. Beautifully packaged in a graphic, two-color format, Changing the Conversation is written by conflict expert Dana Caspersen and is filled with real-life examples, spot-on advice, and easy-to-grasp exercises that demonstrate transformative ways to break out of destructive patterns, to create useful dialogue in difficult situations, and to find long-lasting solutions for conflicts. Sure to claim its place next to Getting to Yes, this guide will be a go-to resource for resolving conflicts.

Carrots and Sticks Don't Work: Build a Culture of Employee Engagement with the Principles of RESPECT

Good Strategy, Bad Strategy

Superperformance

Improving Diagnosis in Health Care

The Five Commitments of a Leader

How the Universe Used a Garden, Cancer, and Carpools to Teach Me That Calm Is the New Happy

From Good to Great to Unstoppable

*"Philippe Rosinski is a leader in the coaching field. Coaching Across Cultures reveals his pioneering multi-cultural approach and innovative global perspective. His book is a treasure for anyone eager to learn how to effectively facilitate human fulfillment and responsible growth."* - Laura Berman Fortgang, Author of *Take Yourself to the Top and Living Your Best Life As coaches and clients increasingly realize, the demands of business mean that it is now vital to integrate, understand and leverage cultural differences across countries and corporations.*

*Coaching Across Cultures bridges the gap between coaching and interculturalism.*

*Essential Guidance for New and Seasoned Supervisors! Effective supervisors are critical to the future of government. The knowledge, skills, and behaviors required to be an effective supervisor can come only through continuous learning and development. The Insider's Guide to Supervising Government Employees brings together the experiences of diverse supervisors from all aspects of government to offer a rich resource of lessons learned. Whether you are new to the supervisory role or a seasoned supervisor working to improve your and your staff's performance, this book is your practical, go-to guide. Starting with a seven-step, 38-item Supervisor Readiness Assessment, The Insider's Guide helps you determine your readiness to supervise and identify areas you would like to learn more about. You can select a single topic that addresses a particular opportunity you are considering or you can read the book cover to cover to get a fuller view of what it means to be an effective supervisor. As a government supervisor, you have the most important job in all of government. Make the most of it!*

*Why does one management style make employees hate their jobs while a different style inspires them to outperform and commands their respect? Emotionally intelligent people-management skills turn out to be the primary reason. In modern organizations keen to retain their most talented human capital, there may be no more important competency to develop than the skills that motivate people to outperform the competition. 9 Powerful Practices of Really Great Bosses features a sensible, easily implemented framework organized into three distinct sets of skills—foundational, prevention of common pitfalls, and advanced relationship management. Kohn and O'Connell enhance the approaches to effective people management that they presented in their highly praised previous publication 6 Habits of Highly Effective Bosses . Stephen E. Kohn is president of Work & People Solutions, specializing in executive coaching, management training, and organizational development. He works one-on-one with managers and executives at many leading corporate organizations, including Ernst & Young, DuPont, the Guardian Life Insurance Company of America, and BMW USA. He also delivers a variety of specialized training for new managers, focusing on methods for transitioning to a role requiring sound approaches to people empowerment and more senior-level leadership. Kohn works out of White Plains, New York. Vincent D. O'Connell is president of B-SOLID Coaching and Training, a McLean, Virginia-based training and consulting firm focused on improving leadership, account relationship management, and teamwork skills within organizations. O'Connell served in executive positions in marketing at various hospitals, and he was a consultant for the Hay Group and Buck Consultants. A graduate of Brown University, he did his graduate work in human resources management at Cornell University. O'Connell has authored numerous articles for professional journals and coauthored five books with Kohn.*

*An Entirely New Way to Look at Human Resources in the Public Sector What makes a good worker? Why do some people naturally do well at their jobs while others struggle? These questions are at the heart of the human resource (HR) profession. And while there is no shortage of theories about how people achieve success, no one has explained the entire body of HR theories. Until now. In A Human Resources Framework for the Public Sector, Dixon Southworth offers a fresh, new perspective on HR management with the first comprehensive theoretical framework for work performance, tying human resource theories, concepts, and concerns to public administration. With the introduction of the Work Performance Framework (WPF), Southworth offers a roadmap for work performance in the nonprofit and public sectors that focuses on three fundamental objectives of HR programs and services: build human resource capacity, build performance, and build community.*

*Positive Intelligence*

*Take Charge of Your Mind*

*Secrets to a Successful Transition to Remarkable Leadership*

*From Bud to Boss*

*New Tools for Leveraging National, Corporate and Professional Differences*

*Step Into Your True Self And Shed Your Baggage*

*The Corporate Lattice*

☐Claire stimulated a desire to know more about how to use existing skills in new and simplified ways. An altogether great book.☐☐Clive Avril, Executive Coach and Mentor (ACC) ☐This is the kind of book that, after reading, you will want to have nearby for easy reference and reminders. I suspect that the well-worn pages will be a symbol of the book's lasting contribution to coaching ☐ and to transformational conversations. A clear, concise summation of coaching that will benefit the new and the seasoned coach alike.☐☐ J. Val Hastings, MCC and President of Coaching4TodaysLeaders and Coaching4Clergy Fundamentally, coaching is about enabling someone to feel heard and to access new insights into their own life. But how can you facilitate someone else's thinking when you don't know what they already know? It is almost impossible to remember models and questions whilst giving your companion your full attention at the same time. Coaching simply means that you can listen and notice more, getting quickly to the heart of the conversation. Whether you are brand new to coaching, are a trained coach who has lost confidence, or have many years' experience coaching at a senior level, this deeply practical book will teach you how to: ☐ Do less so that your companion can do more ☐ Understand why saying what you see is more useful than listening to any particular story ☐ Put boundaries around a conversation, making it more effective for your companion and easier for a ☐ Tailor how you sit and how you speak to allow a collaborative environment ☐ End any conversation in partnership Tailored to help the practising coach, this deeply practical book is nonetheless useful for anyone who has conversations with people. Claire Pedrick has been coaching for over 30 years. A coach, mentor coach and coaching supervisor, she trains managers, leaders and experienced coaches across multiple sectors to reap the benefits of working more simply. Claire is the Founding Partner of 3D Coaching.

Getting the right diagnosis is a key aspect of health care - it provides an explanation of a patient's health problem and informs subsequent health care decisions. The diagnostic process is a complex, collaborative activity that involves clinical reasoning and information gathering to determine a patient's health problem. According to Improving Diagnosis in Health Care, diagnostic errors—inaccurate or delayed diagnoses—persist throughout all settings of care and continue to harm an unacceptable number of patients. It is likely that most people will experience at least one diagnostic error in their lifetime, sometimes with devastating consequences. Diagnostic errors may cause harm to patients by preventing or delaying appropriate treatment, providing unnecessary or harmful treatment, or resulting in psychological or financial repercussions. The committee concluded that improving the diagnostic process is not only possible, but also represents a moral, professional, and public health imperative. Improving Diagnosis in Health Care a continuation of the landmark Institute of Medicine reports To Err Is Human (2000) and Crossing the Quality Chasm (2001) finds that diagnosis—and, in particular, the occurrence of diagnostic errors—has been largely unappreciated in efforts to improve the quality and safety of health care. Without a dedicated focus on improving diagnosis, diagnostic errors will likely worsen as the delivery of health care and the diagnostic process continue to increase in complexity. Just as the diagnostic process is a collaborative activity, improving diagnosis will require collaboration and a widespread commitment to change among health care professionals, health care organizations, patients and their families, researchers, and policy makers. The recommendations of Improving Diagnosis in Health Care contribute to the growing momentum for change in this crucial area of health care quality and safety.

Think Like a General☐Lead Like an Executive ☐At their center, great organizations such as America's armed forces are the product of great leaders. This fantastic book reveals the keys to success within the military culture, as well as relevant and practical application tools for creating strong leaders today.☐☐Stephen R. Covey, author of The 7 Habits of Highly Effective People and The 8th Habit: From Effectiveness to Greatness What distinguishes strategic leadership? According to top U.S. Army generals, the difference lies in the discipline of thinking. Because the problems strategic leaders face are often multi-faceted and can involve ethical dilemmas, these leaders must move beyond thinking tactically and take a longer term, broader approach to finding solutions. Through the U.S. Army War College and other senior-service colleges, the Army teaches strategic thinking to its officers, developing some of the most esteemed leaders of our time. Strategic Leadership: The General's Art provides aspiring leaders with an understanding of the behavior and competencies that make a good strategic leader. In line with the curriculum followed by senior officers attending the U.S. Army War College, this book teaches leaders how to think strategically in a volatile, uncertain environment and thereby to provide transformational leadership and shape outcomes. With contributions from senior military leaders as well as experts in the fields of strategic leadership, systems and critical thinking, and corporate culture, this invaluable reference shows readers how to move from mid-level manager to strategic-thinking senior executive. Strategic Leadership: The General's Art provides aspiring leaders with an understanding of the behavior and competencies that make a good strategic leader. In line with the curriculum followed by senior officers attending the U.S. Army War College, this book teaches leaders how to think strategically in a volatile, uncertain environment and thereby to provide transformational leadership and shape outcomes. With contributions from senior military leaders as well as experts in the fields of strategic leadership, systems and critical thinking, and corporate culture, this invaluable reference shows readers how to move from mid-level manager to strategic-thinking senior executive.

Management Information Systems provides comprehensive and integrative coverage of essential new technologies, information system applications, and their impact on business models and managerial decision-making in an exciting and interactive manner. The twelfth edition focuses on the major changes that have been made in information technology over the past two years, and includes new opening, closing, and Interactive Session cases.

Unleashing Astonishing Potential Through Secure Base Leadership  
Care to Dare  
Definitions, Practices, and an Annotated Bibliography  
Great Leadership by Letting Go  
Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth  
A Toolkit for Pastors New to a Church  
Entering Wonderland

An award-winning trainer draws on experience with such top athletes as Michael Jordan, Kobe Bryant and Ken Griffey, Jr. to explain how to tap dark competitive reflexes in order to succeed regardless of circumstances, explaining the importance of finding internal resources and harnessing the power of personal fears and instincts.

With roots planted firmly in the industrial age, the corporate ladder has been the metaphor used to describe the prevailing one-size-fits-all model for success. At its heart, the ladder is derived from inflexible, hierarchical, organization models in which prestige, individual rewards, information flow, power and influence are tied to the rung each employee occupies. Yet the workplace as we know it is in transition -- evolving away from the linear, one-size-fits-all model of the corporate ladder toward a multidimensional approach that Cathy Benko calls the corporate lattice. This book will serve to widen an organization's strategic lens, representing a fundamentally new way to work and run a company. It offers a framework to help senior leaders and HR directors harness the talent in their company in a way that provides a strategic advantage, not only for recruiting but also for achieving and maintain better individual performance. In the bestselling book Mass Career Customization (Harvard Business Press/2007), Cathy Benko and Deloitte provided the breakthrough MCC dashboard for understanding the important variables of individual employees' career-life profiles, but she also coined a new metaphor -- the corporate lattice -- as a way to think about the changed career landscape. This book delves much deeper into the power of the lattice for organizations, fully exploring its contours and applying it to real-life practice throughout a company. It explores how the corporate lattice model creates value by: 1. Ensuring a flow of talent into and through the organization. 2. Increasing the efficiency of and return on organizational investments. 3. Improving financial and operating results through greater employee engagement. The three-part framework of the book presents specific ways managers and organizations can use The Corporate Lattice to manage talent, measure results, collaborate across teams, engage employees, and reor"

Transform Your Workplace with Anytime Coaching The Practical Leader series offers a roadmap for individuals striving to achieve leadership effectiveness within the context of today's complex world. Each book explores a different essential element of successful leadership, providing readers with insightful, real-world perspectives, as well as practical tools and techniques, to help them maximize their potential—personally and professionally. Real-life stories, practical tips and techniques, and the Anytime Coaching model equip managers with a set of coaching tools they can use immediately to transform the way they work with employees and colleagues. This second edition describes how recent findings in neuroscience support the effectiveness of Anytime Coaching practices. You will also discover how the practice of mindfulness can enhance your ability to observe yourself and others. Practical tools and exercises to help you be more present, aware, and focused in day-to-day interactions are included. Whether you lead a cross-functional team on a short-term project or formally manage large groups of people on a daily basis, Anytime Coaching will help you improve performance and achieve results.

Argues that a manager's central responsibility is to create and implement strategies, challenges popular motivational practices, and shares anecdotes discussing how to enable action-oriented plans for real-world results. Learning and Leading in a Digital Age

Relentless  
Awakening Compassion at Work  
The No Asshole Rule  
The Connected Educator  
The 17 Principles of Conflict Resolution

Create a connected learning community through social media and rediscover the power of being a learner first. After uncovering the theories and research behind the significance of learning through collaboration with other educators, the authors show you how to take advantage of technology to improve your own learning and ultimately the learning of your students.

Chamaine exposes how your mind is sabotaging you and keeping you from achieving your true potential. He shows you how to take concrete steps to unleash the vast, untapped powers of your mind.

Eric Maisel provides an original approach to creativity that focuses on having both a mental and physical space in which to create. It gives authors with writer's block a personal creativity coach to help spark their imagination.

The "Anti-Diet" Book! FINALLY, a book that encourages you NOT to go on a diet! Instead, try the Visualize Personal Success (VPS) approach. Gain perspective around the myths that one diet is for everyone Live life without deprivation and excessive self-control. Overcome the excuses that prohibit you from succeeding"

The Effective Manager  
The General's Art

A Human Resources Framework for Public Sector

Core Skills to Enhance Your Performance, Well-Being, and Integrity at Work

Anytime Coaching

Changing the Conversation

Find Your Voice, Your Mission, Your Message

Combat the Deadly Sins of Project Management! Project management is a tough business. Not only must project managers contend with schedules, budgets, and a host of stakeholder demands, but they must also deal with sometimes vexing human behaviors, such as whining, indecision, opposition, inflexibility, complacency, and tunnel vision, to name a few. Projects can be negatively impacted by common "sins" that hinder, stall, or throw the project off track. In The 77 Deadly Sins of Project Management, the contributors focus on each "deadly sin" and probe its manifestations and consequences for projects. By sharing their personal experiences, as well as some historical events, the contributors spotlight the effects and costs — both financial and human — of failing to get a handle on these sins and reign them in. Through anecdotes and case studies, The 77 Deadly Sins of Project Management will help you better understand how to execute the myriad aspects of today's projects. • Identify danger signs and solutions for each "sin" • Learn proven methods for tackling project mishaps • Gain practical and hands-on information from seasoned professionals • Keep a variety of "sins" from derailing your project BONUS! Each book comes with a "77 Deadly Sins of Project Management" poster!

The definitive guide to working with -- and surviving -- bullies, creeps, jerks, tyrants, tormentors, despots, backstabbers, egomaniacs, and all the other assholes who do their best to destroy you at work. "What an asshole!" How many times have you said that about someone at work? You're not alone! In this groundbreaking book, Stanford University professor Robert I. Sutton builds on his acclaimed Harvard Business Review article to show you the best ways to deal with assholes...and why they can be so destructive to your company. Practical, compassionate, and in places downright funny, this guide offers: Strategies on how to pinpoint and eliminate negative influences for good Illuminating case histories from major organizations A self-diagnostic test and a program to identify and keep your own "inner jerk" from coming out The No Asshole Rule is a New York Times, Wall Street Journal, USA Today and Business Week bestseller.

The rapid blueprint for Hands-Off Leadership. A leadership coach makes a bet with a billionaire: Take a failing leader and a hazardous waste team that's flirting with disaster. Turn them from a liability into a cash cow in 90 days... and do it without giving a single order. For Alexandra, it's her standard coaching guarantee. If she fails, she'll be fired without pay. Little does she know the billionaire is betting the farm. Neverboss reveals how to transform top-down management into a fast-paced culture of initiative and leadership at all levels. The change happens quickly, without fear, chaos, or firing, and without dismantling or diempowering your hierarchy. Based on actual turnarounds and liberated organizations worldwide, Neverboss shows how the best leaders take charge without bossing, and how they unleash long-lasting cultures of empowerment, leadership, and excellence. These tried-and-true methods have been used successfully in more than a dozen industries to build cultures of empowerment and excellence. Complete with actions, scorecards, charts, and examples, Neverboss removes the guesswork and makes great leadership contagious. More than just a blueprint, Neverboss is a fast-paced, easy-to-read leadership story. As you follow the concrete actions at each step, you'll feel immediate results in your organization. Softcover edition.

In a world that pushes us to always look for the next best thing, Blooming into Mindfulness shows you how to break the cycle of discontent and take control of your own happiness. Narrated with humor and raw honesty, Martha Brettschneider shares her transformation from ego-centered screaming mommy to a meditation-touting creative, finally at peace with the world. Inspirational, motivational, and sprinkled with practical tips to silence our internal bully (the first step: recognizing that not all of our thoughts are to be trusted ), Blooming into Mindfulness is a must-read for anyone in search of an extra dose of internal peace. If you're looking for strategies to reduce suffering in yourself and others, boost positive energy in your life, and not only unveil but also embrace your purpose, this book is for you.

Six Steps to Transforming Performance at Work

Neverboss

Building a Civilized Workplace and Surviving One That Isn't

Why Only 20% of Teams and Individuals Achieve Their True Potential and how You Can Achieve Yours

Enduring Wisdom for 21st-Century Leaders

The 77 Deadly Sins of Project Management

High-performance Work Organizations

Conquer the most essential adaptation to the knowledge economy The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth offers practical guidance for teams and organizations who are serious about success in the modern economy. With so much riding on innovation, creativity, and spark, it is essential to attract and retain quality talent—but what good does this talent do if no one is able to speak their mind? The traditional culture of “fitting in” and “going along” spells doom in the knowledge economy. Success requires a continuous influx of new ideas, new challenges, and critical thought, and the interpersonal climate must not suppress, silence, ridicule or intimidate. Not every idea is good, and yes there are stupid questions, and yes dissent can slow things down, but talking through these things is an essential part of the creative process. People must be allowed to voice half-finished thoughts, ask questions from left field, and brainstorm out loud; it creates a culture in which a minor flub or momentary lapse is no big deal, and where actual mistakes are owned and corrected, and where the next left-field idea could be the next big thing. This book explores this culture of psychological safety, and provides a blueprint for bringing it to life. The road is sometimes bumpy, but succinct and informative scenario-based explanations provide a clear path forward to constant learning and healthy innovation. Explore the link between psychological safety and high performance Create a culture where it's “safe” to express ideas, ask questions, and admit mistakes Nurture the level of engagement and candor required in today's knowledge economy Follow a step-by-step framework for establishing psychological safety in your team or organization Shed the “yes-men” approach and step into real performance. Fertilize creativity, clarify goals, achieve accountability, redefine leadership, and much more. The Fearless Organization helps you bring about this most critical transformation.

If You Will Lead: Enduring Wisdom for 21st-Century Leaders provides readers with guidance for any sort of leadership journey. Whether you are a seasoned executive or just starting your first leadership role, this book will help you grow as a leader. Doug Moran starts by posing four critical questions for every reader to consider: 1. Who am I? 2. What do I want? 3. How can I get others to make their own choice to follow me? 4. How can I earn and retain the privilege to lead? If You Will Lead helps each reader discover his or her own answers to these pivotal questions. Moran has taken Rudyard Kipling's classic poem "If-" and created a leadership framework out of it that comprises sixteen eternal and essential leadership attributes. He draws on noteworthy historical events to illustrate how great leaders like Martin Luther King, Abraham Lincoln, Mother Teresa, and others applied these leadership attributes to achieve extraordinary results. If You Will Lead uses the power of storytelling to teach its leadership lessons. It combines bigger-than-life examples with everyday stories to help leaders apply its lessons to their own leadership challenges, whatever they may be. It's a practical guide that offers numerous resources and tools to help readers hone their skills and achieve their full potential.

Effective Leaders Don't List Commitments ... They Live Commitments What really defines leadership? Our concepts of leadership are usually based on our unique personal experiences, and it is clear that a leadership style that works in one situation can be a recipe for disaster in another. In leadership, one size does not fit all. In The Five Commitments of a Leader, Mark Leheny asserts that a more revealing way to examine leadership is through the commitments a leader makes (or fails to make). He focuses on five commitments a leader must make to be effective—commitments to: •The self •People •The organization •The truth •Leadership Mental toughness is about how effectively individuals deal with stress, pressure and challenge. It is rooted in the notion of resilience but moves beyond this by adding ideas from the world of positive psychology. The result is a complete process which is highly applicable and measurable. Tracing its development from sports psychology into business, health and education sectors, Developing Mental Toughness was the first book to look at applications at the organizational level and to provide a reliable psychometric measure. The new edition of Developing Mental Toughness includes greater coverage of how mental toughness relates to other behaviours and can be applied to leadership, creativity, emotional intelligence, and motivation. It also looks at its applications in employability and entrepreneurship, and has expanded coverage of coaching for mental toughness. Written for anyone coaching individuals and teams for improved performance, the book contains practical guidance and techniques, exercises and case studies, all reflecting the exciting developments in this field over the last five years.

Coaching Strategies to Improve Performance, Resilience and Wellbeing

Simplifying Coaching: How to Have More Transformational Conversations by Doing Less

Unleashing Employee Performance

Achieving High Performance In the Changing World of Work

If You Will Lead

Every Time I Diet I Gain 5 Pounds

Coaching Across Cultures

Get what you want at work the first time and every time Being a business professional is all about managing, motivating, and leading, or, in other words, getting people to do what you want. And, far and away, the most important tool for accomplishing this objective is language. Written by an internationally recognized expert on business communications, this book offers managers deep insights into the power of language and how to wield it effectively in any organization. Loretta Malandro arms readers with more than 200 power words and phrases designed to help readers become better managers, leaders, and coaches. She also reveals communication secrets such as emotional triggers, victim versus ownership language, escape phrases, as well as language for "softening the edges," reframing, accountability, and recovering from communication gaffes. Malandro also provides: Invaluable insights into the emotional power of words Priceless techniques to connect with and move an audience Tips on recognizing "killer words" and overcoming the trouble they can cause An arsenal of strategies, scripts, work sheets, and self-tests for gauging current communication skills and pinpointing weaknesses

Anytime CoachingUnleashing Employee PerformanceBerrett-Koehler Publishers

Have you ever been led by someone who cared for you like family, and dared you to achieve more than you ever thought possible for yourself, your organization, and even society? Award-winning author of Hostage at the Table, George Kohlrieser, along with his co-authors Susan Goldsworthy and Duncan Coombe, explain how becoming a secure base leader releases extraordinary potential in others. Part of the Warren Bennis leadership series Care to Dare shows you how to become a Secure Base Leader so that you release your followers from the fears that get in the way of their performance. It shows you how you can unleash astonishing potential by building the trust, delivering the change, and inspiring the focus that underpins sustainable high performance. From extensive interviews with executives from all over the world, as well as from surveys with more than a thousand executives, the book reveals the nine characteristics that Secure Base Leaders display on a daily basis. The research shows that a primary difference between a successful leader and a failed leader is the presence or absence of secure bases in his or her life. Care to Dare will take you on a journey where you will discover your own secure bases, past and present, and determine how you can be a secure base for other people in your life at work and at home.

The first year or so of a pastor's tenure in a new congregation is precarious; many pastors stay at a new congregation for fewer than five years. This handbook helps coach both experienced and new pastors to enter a new congregation effectively. Drawing from organizational systems leadership material in religious and secular worlds, it offers nearly fifty tips and tools designed to help new pastors analyze their congregation's system and then to lead leaders within the congregation to affect positive change. Using imagery from Alice in Wonderland to clarify various archetypal roles within the church community, Harris provides concrete suggestions for facilitating communication and dealing with difficult behaviors within the congregation. He provides a coaching approach to ministry, in which the pastor reframes issues and asks provocative questions—a powerful strategy to maximize a new pastor's chances for success. Readers will find tools to help them uncover critical information about their new congregation regarding: congregational norms, particularly regarding the office of pastor, conflict, and holy objects; their history and sense of God's call; the true leaders among the congregation; mutual accountability.

The Quiet Power That Elevates People and Organizations