

Love Em Or Lose Em Getting Good People To Stay

Love yourself first! That's the key message from Amanda Gullickson, who applies the lessons she's learned in romance and the rest of her life to develop this tremendous guide to self-improvement. Your most important relationship is with yourself and it's the easiest to neglect. Love yourself first and watch it improve your quality of life! This book will help you navigate through your own experiences, improve your view of yourself, and help you focus on key growth areas that have a lasting impact on the health of your relationships. You are a collection of the company you keep and the environment you create for yourself. You are entirely up to you. Love yourself first and watch it improve all your relationships.

The Great Gatsby (1925) is a novel by F. Scott Fitzgerald. Published at the height of Fitzgerald's career as a leading writer of American fiction, The Great Gatsby was reviewed poorly by contemporary critics, but has since been recognized as a groundbreaking work for its vision of American decadence and decay. Adapted into several influential films and adored by generations of readers and writers, The Great Gatsby is not only Fitzgerald's crowning achievement, but one of the finest novels ever written. Nick Carraway is a young veteran and Yale graduate who moves to New York in search of work. He rents a bungalow on Long Island next door to the extravagant mansion of Jay Gatsby, a magnanimous millionaire with a mysterious past. There, he reconnects with his distant cousin Daisy and her husband Tom Buchanan, a flagrant philanderer who brings Nick to the city in order to spend time with Myrtle, his impoverished mistress. Soon, he receives an invitation to a party at the Gatsby mansion, where he gets terribly drunk and meets his neighbor, who swears they served together in the Great War. As time goes by, the two begin a tenuous friendship bolstered by stories of the war and a mutual fondness for alcohol. When Nick discovers that Gatsby and Daisy have a complicated history with one another, he starts to question not only the nature of his neighbor's kindness, but his own desire to make it big in New York. The Great Gatsby is a tragic tale of ambition and romance set in the Roaring Twenties, a decade born from war and lost to economic disaster. With a beautifully designed cover and professionally typeset manuscript, this new edition of F. Scott Fitzgerald's The Great Gatsby is a classic work of American literature reimagined for modern readers.

MOORE/DEALING WITH DARWIN

Written from the employees' viewpoint, this book explains why good working relationships form the core of effective workplace recognition.

This sixth edition of the number one bestselling employee retention book in the world (over 800,000 copies sold) puts a new emphasis on diversity and inclusion but keeps the same appealing format: twenty-six simple strategies from A to Z. Despite booms and busts, technology advances, talent wars, layoffs, and even a global pandemic, people want what they've always wanted. Employees want—and now expect—meaningful work, supportive bosses, regular recognition, and a chance to learn and grow. And managers want their amazing people to stay—for at least a little while longer. For two decades, this Wall Street Journal bestseller—over 800,000 sold—has offered twenty-six simple strategies, from A to Z, that managers can use to address their employees' real concerns and keep them engaged. The authors have gone over every word of the previous edition, revising, updating, and streamlining. This edition includes a timely focus on diversity and inclusion in every chapter. For example, chapter 6 focuses on family. Different cultures view family responsibilities differently, so the authors address how to take that into consideration when a treasured employee asks for extended leave to care for a grandparent. And a new section called “Conversations That Count” offers discussion questions for sparking deeper conversation around the topics in the book. This new edition will ensure that Love 'Em or Lose 'Em will continue to help managers all over the world create a supportive workplace culture so they can fight burnout and keep the people they can least afford to lose.

Retaining top talent and making sure they feel engaged and appreciated is a perennial concern for every business. This is the fifth edition of the bestselling book on employee retention with over 600,000 copies sold globally.

Nineteenth-century scientist David Starr Jordan built one of the most important fish specimen collections ever seen, until the 1906 San Francisco earthquake shattered his life's work.

Your people might be your organization's greatest assets, but their interactions with one another are what determine the quality and the quantity of their contributions. Few organizations know how to generate the sense of excitement, energy, and shared mission that occurs when people truly join together. This book shows how, describing four simple behavioral keys that fundamentally change how people work together — building greater trust, understanding and collaboration.

Robots may one day rule the world, but what is a robot-ruled Earth like? Many think the first truly smart robots will be brain emulations or ems. Scan a human brain, then run a model with the same connections on a fast computer, and you have a robot brain, but recognizably human. Train an em to do some job and copy it a million times: an army of workers is at your disposal. When they can be made cheaply, within perhaps a century, ems will displace humans in most jobs. In this new economic era, the world economy may double in size every few weeks. Some say we can't know the future, especially following such a disruptive new technology, but Professor Robin Hanson sets out to prove them wrong. Applying decades of expertise in physics, computer science, and economics, he uses standard theories to paint a detailed picture of a world dominated by ems. While human lives don't change greatly in the em era, em lives are as different from ours as our lives are from those of our farmer and forager ancestors. Ems make us question common assumptions of moral progress, because they reject many of the values we hold dear. Read about em mind speeds, body sizes, job training and career paths, energy use and cooling infrastructure, virtual reality, aging and retirement, death and immortality, security, wealth inequality, religion, teleportation, identity, cities, politics, law, war, status, friendship and love. This book shows you just how strange your descendants may be, though ems are no stranger than we would appear to our ancestors. To most ems, it seems good to be an em.

From the creator of the popular website Ask a Manager and New York's work-advice columnist comes a witty, practical guide to 200 difficult professional conversations—featuring all-new advice! There's a reason Alison Green has been called “the Dear Abby of the work world.” Ten years as a workplace-advice columnist have taught her that people avoid awkward conversations in the office because they simply don't know what to say. Thankfully, Green does—and in this incredibly helpful book, she tackles the tough discussions you may need to have during your career. You'll learn what to say when • coworkers push their work on you—then take credit for it • you accidentally trash-talk someone in an email then hit “reply all” • you're being micromanaged—or not being managed at all • you catch a colleague in a lie • your boss seems unhappy with your work • your cubemate's loud speakerphone is making you homicidal • you got drunk at the holiday party Praise for Ask a Manager “A must-read for anyone who works . . . [Alison Green's] advice boils down to the idea that you should be professional (even when others are not) and that communicating in a straightforward manner with candor and kindness will get you far, no matter where you work.”—Booklist (starred review) “The author's friendly, warm, no-nonsense writing is a pleasure to read, and her advice can be widely applied to relationships in all areas of readers' lives. Ideal for anyone new to the job market or new to management, or anyone hoping to improve their work experience.”—Library Journal (starred review) “I am a huge fan of Alison Green's Ask a Manager column. This book is

even better. It teaches us how to deal with many of the most vexing big and little problems in our workplaces—and to do so with grace, confidence, and a sense of humor.”—Robert Sutton, Stanford professor and author of *The No Asshole Rule* and *The Asshole Survival Guide* “Ask a Manager is the ultimate playbook for navigating the traditional workforce in a diplomatic but firm way.”—Erin Lowry, author of *Broke Millennial: Stop Scraping By and Get Your Financial Life Together*

"Love 'Em or Lose 'Em offers busy managers a fresh viewpoint that clearly links business success to retention of talent" --- Richard J. Leider, Founder, the Inventure Group, co-author of *Claiming Your Place at the Fire: Living the Second Half of Your Life on Purpose*.

The current way of treating people at work has failed. Globally, only 30% of employees are engaged in their jobs, and in this fast-paced world that's just not enough. The world's best companies understand this, and have been quietly treating people differently for nearly two decades. Now you can learn their secrets and discover The Engagement Bridge™ model, proven to build bottom line value for companies through sustainable employee engagement. Companies with the best cultures generate stock market returns of twice the general market and enjoy half the employee turnover of their peers. Their staff innovate more, deliver better customer service and, hands-down, beat the competition. These companies outperform and disrupt their markets. They break the rules of traditional HR, they rebel against the status quo. Build it has found these rebels and the rulebreakers. From small startups to global powerhouses, this book shows that courage, commitment, and a people-centric mindset, rather than money and resources, are what you need to turn an average business into a category leader. The book follows the clear and proven Engagement Bridge™ model, developed from working with thousands of leading companies worldwide on their own employee engagement journeys. The practical model highlights the areas that leaders need to examine in order to build a highly engaged company culture and provides a framework for success. Build it is packed with tips, tools and real-life examples from employers including NASDAQ, Unilever, IBM, KPMG, 3M, and McDonald's to help you start doing this not tomorrow, but today. Readers will learn: How employee engagement helps companies perform The key factors that drive engagement, and how they work together What the world's most rebellious companies have done to break the rules of traditional HR and improve engagement How to implement The Engagement Bridge™ model to boost productivity, innovation, and better decision-making Unique in this category, Build it is written from two sharply different perspectives. Glenn Elliott is a multi-award winning Entrepreneur of the Year, CEO and growth investor. He talks candidly about the mistakes and missteps he has made whilst building Reward Gateway into a \$300m category leader in employee engagement technology. Debra Corey brings 30 years experience in senior level HR roles at global companies such as Gap, Quintiles, Honeywell and Merlin Entertainments. She shares the practical tools and case studies that can kickstart your employee engagement plan, bringing her own pragmatic and engaging style to each situation.

Praise for *Practical Negotiating: Tools, Tactics & Techniques* "Practical Negotiating is an innovative, resourceful, and-as its name implies-practical guide to the art and science of negotiating. Unlike many books on negotiating, which are filled with theories and anecdotes, this one is rich with examples, tactics, and tips, which makes it the indispensable book when you are going into any negotiation." —Terry R. Bacon, President, Lore International Institute and author of *What People Want: A Manager's Guide to Building Relationships That Work* "There is something in this book for the most experienced negotiator and the novice. Gosselin's no-nonsense prescriptions and recommendations will hit home and give you new ideas for the most difficult of negotiating situations. Anyone in the business world will want this great bible of effective negotiating right near their desk and phone!" —Dr. Beverly Kaye, CEO and founder, Career Systems International and coauthor of *Love 'Em or Lose 'Em: Getting Good People to Stay* "Gosselin has written a thoughtful, engaging, and practical guide on a topic of increasing importance to leaders and organizations. There is something here for anyone who wants to learn how to deal more effectively with the inevitable conflicts that occur in working with clients, customers, and colleagues." —Peter Cairo, PhD, Partner, Mercer Delta Consulting and coauthor of *Why CEOs Fail: The 17 Behaviors That Can Derail Your Climb to the Top and How to Manage Them* "Forget the image of negotiation being a battlefield. Gosselin guides you in the development of a road map so both sides become winners and leave the table victorious. His writing is just like his training-clear, concise, and practical. You can apply the process immediately. A handbook for life, it's practical, thoughtful, and insightful." —Steven Myers, Manager, Lighting Education and Sales Training, Philips Lighting Company "Skip the workshops and buy *Practical Negotiating*. After field-testing the content through decades of experience, Gosselin has packed this useful book with processes that work and great questions and worksheets that force the material to become real and personal. *Practical Negotiating* will change your thinking about negotiating, and more importantly, will change your behavior. Highly recommended." —Steve Hopkins, Publisher, Executive Times "Gosselin is a most articulate and engaging businessman, and this, coupled with a keen intellect and sharp observation of behavior (and a great sense of humor!) make this a must-read. His deep understanding of effective models of negotiation and their practical application make him one of the leaders in this field." —Keith G. Slater, former director of International Development, Ingersoll Rand "This book is aptly titled as it provides the practical 'how to' for planning and executing effective negotiations. It's rich with examples, exercises, and reusable tools." —Dr. Rita Smith, Dean, Ingersoll Rand University

Assigned to work together to plan a former class's 10th-year reunion, two overachieving rivals with Ivy League ambitions begin to realize that their longtime competition is being gradually replaced by mutual affection.

Two management consultants share examples of how today's companies have applied retention strategies and increased retention rates, with a twenty-six-point program emphasizing careful listening, concern for employee's personal development, good communication, and other strategies that managers can begin to implement immediately and inexpensively. Original. 50,000 first printing.

o Do you love your customers? o Do they know it? o Do they love you? One of the biggest reasons businesses lose customers is indifference. Simply put, if you don't love your customers, somebody else will, earning their business. Without customers, you have no business. When your customers feel loved, they buy more, buy more often, are more loyal, are willing to pay more, and they refer you to others. And you also end up lowering your costs associated with business development. Based on my years of business experience that includes B2B and retail sales, marketing and customer service, I wrote this book to share with you 57 ways you can love your customers, in ways that are truly meaningful and memorable. Applying these will help you strengthen your business relationships and your business, make business more enjoyable, and make you much more money.

Employee engagement, impact, ROI—if you can't connect the three, your program's in trouble. The number of employees who sleepwalk through the day or undermine the work of their engaged counterparts is on the rise. More and more companies are turning to engagement programs to recoup lost revenue and productivity. But these pricey endeavors can lose critical funding when they are designed without business impact in mind. In *Measuring the Success of Employee Engagement*, renowned experts Jack Phillips and Patti Phillips and knowledge organization expert Rebecca Ray help you make the business case for an employee engagement initiative. More important, you'll discover what it takes to build a program with the end in mind. By following real case studies that show the Phillips's ROI Methodology in action, you'll learn how to avoid narrowly focusing your efforts on behavioral outcomes alone. *Measuring the Success of Employee Engagement* is an essential resource for all who support employee engagement efforts, from the chief learning officer to individual members of employee engagement teams. Ensure that your employees drive innovation and increase sales with an engagement program that earns its keep.

NEW EDITION, REVISED AND UPDATED Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. And with so many surveys reporting that employees are unhappy and not working up to their full potential, engagement is a second serious and costly issue. The latest edition of this

Wall Street Journal bestseller offers twenty-six simple strategies—from A to Z—that managers can use to address their employees' real concerns and keep them engaged. The fifth edition has been revised and updated throughout and includes many more international examples, reflecting the fact that Love 'Em or Lose 'Em is available in twenty-two languages, from Albanian and Arabic to Thai and Turkish. Its message is truly one that spans continents and cultures.

When it comes to evaluating a firm, leadership matters. We know that financial outcomes can predict about 50 percent of a firm's market value. Intangibles like strategy, brand, talent, R&D, innovation, risk, and so on account for the rest. But leadership underlies them all. And despite how important we know it is, we've been forced to rely on subjective and unreliable ways to measure its impact—until now. In this landmark book, leadership scholar, author, and consultant Dave Ulrich proposes a “leadership capital index”—a Moody's or Standard and Poor's rating for leadership. Drawing on research from investors and business leaders, and synthesizing the work of dozens of consulting firms and leadership experts, Ulrich analyzes two broad domains, each comprising five factors. The individual domain includes personal qualities, strategic prowess, execution proficiency, interpersonal skills, and fit between the leader's style and the organization's market promises. The organizational domain encompasses a leader's ability to create customer-focused cultures, manage talent, demand accountability, use information to gain competitive advantage, and set up work processes to deal with change. Ulrich details rigorous metrics and methods for evaluating leaders on each of these factors. The result is a groundbreaking book that will be of vital interest not only to equity and debt investors but also to boards of directors, executive teams, human resource and leadership development professionals, government and ratings agencies—and of course to leaders themselves.

Stay interviews prevent exit interviews! You can't afford to lose them. They're your stars and your solid citizens. You wonder if they're happy in your organization—and what might keep them there. To find out, you could: A. Conduct a survey—then try to guess who said what. B. Take note of their latest tattoos. Is your company logo among them? C. Ask, “What will keep you here?” The correct answer is C. It's the opening line of a great stay interview, and it could make the difference between keeping and losing your best people. Worried that your talented people will want things you can't deliver, like more money or a big promotion? Beverly Kaye and Sharon Jordan-Evans have a simple four-step process for dealing with that. Not sure how to get started? They provide dozens of suggested questions and icebreakers. Think you don't have time? They offer all kinds of creative time-saving options for where, when, and how you can do stay interviews.

The mega-bestseller with more than 2 million readers, soon to be a major television series From the #1 New York Times-bestselling author of The Lincoln Highway and Rules of Civility, a beautifully transporting novel about a man who is ordered to spend the rest of his life inside a luxury hotel In 1922, Count Alexander Rostov is deemed an unrepentant aristocrat by a Bolshevik tribunal, and is sentenced to house arrest in the Metropol, a grand hotel across the street from the Kremlin. Rostov, an indomitable man of erudition and wit, has never worked a day in his life, and must now live in an attic room while some of the most tumultuous decades in Russian history are unfolding outside the hotel's doors. Unexpectedly, his reduced circumstances provide him entry into a much larger world of emotional discovery. Brimming with humor, a glittering cast of characters, and one beautifully rendered scene after another, this singular novel casts a spell as it relates the count's endeavor to gain a deeper understanding of what it means to be a man of purpose.

Career development is a responsibility that managers know they should do and frequently even want to do. Despite that, it's always getting back-burnered. There are lots of reasons. But the #1 reason managers give is that they don't have time. Don't have time for the meetings. The forms. The moving people around like chess pieces. But news flash: employees will leave if they aren't developed. In this book Beverly Kaye and Julie Guilioni invite managers to re-frame career development in such a way that responsibility rests squarely with the employee and their role is more about prompting, guiding, reflecting, exploring ideas, activating enthusiasm, and driving action rather than actually doing all the work. This happens through the simple act of conversation. And career development conversations can be easily integrated into the normal course of business, not separated out as a special task. Kaye and Guilioni identify three types of career development conversations and provide questions, templates, tips and tactics for having them. Managers can stop worrying, avoiding, delaying or taking on too much responsibility for their employees' career... and just start talking.

Being a manager is tough, and being a first-time manager is even tougher. Idiot's Guides: Management Skills is a hands-on guide to helping managers of all experience levels survive and thrive in the often murky and difficult world of management. Readers of all skill levels will benefit from this book. First-time managers will learn how to make the transition from peer to leader, how to formulate their own management style, the basics of managing people, how to recruit and hire key talent, and how to communicate constructively. Experienced managers will benefit from proven advice and techniques to help fine-tune their skills and deal with many of the most common problems that every manager is confronted with - from hiring and firing, to dealing with problem employees, to motivating and inspiring employees to be self-driven and successful. Along the way all readers will learn essential skills that will help them be more successful as a manager and employee.

Of all the obstacles and surprises managers know are heading their way each day, the one they least anticipate and prepare for is the resignation of a seemingly happy and extremely valued employee. It's the cement truck they never saw coming their way--but they could have. This invaluable resource introduces managers to a powerful new engagement and retention tool that they absolutely must begin utilizing ASAP: the stay interview. Smart companies and managers who have realized the importance of being proactive with their employees and not taking anything for granted have begun conducting these periodic reviews in order to discover why their important talent might leave and to solve any problems before they actually quit. Written by the retention expert who pioneered the process, The Stay Interview shows managers how to:

- Prepare for the stay interview
- Anticipate an employee's top issues
- Respond to difficult questions
- Listen effectively and dig deeper
- Craft a detailed and effective stay plan complete with timeline
- Assess each employee's level of engagement, predict potential exits, and communicate results to upper management

When you have the right people in place, you can't risk losing them. Complete with the five best questions to ask and sample scripts for different situations, The Stay Interview provides the key to saving yourself unnecessary headaches and surprises.

This is the first authoritative book on building employee resource groups (ERGs) to empower underrepresented employees and positively impact DEI efforts within organizations and in society at large. Employee resource groups (ERGs) have been present for decades. Originating out of affirmative action policies, they have evolved into powerful sources of employee activity and engagement that organizations have leveraged to support business goals. But ERGs can help create a more inclusive and just world at the same time that they serve company interests. The focus for this book is on both how to manage ERGs effectively and why organizations should pay close attention to these groups as a source for engagement, innovation, belonging, feedback, and direction on tough issues. Farzana Nayani provides foundational tools and frameworks for starting and supporting an ERG. She also offers guidance for how ERGs can create impact in diversity, equity and inclusion efforts and can motivate action toward a more equitable society overall. This is not just a handbook or a reference guide. It also serves as a deeper call to action around

how, with more effective ERGs, we can truly progress toward the DEI goals that we are all setting out to accomplish.

Praise for BEST PRACTICES in TALENT MANAGEMENT "This book includes the most up-to-date thinking, tools, models, instruments and case studies necessary to identify, lead, and manage talent within your organization and with a focus on results. It provides it all—from thought leadership to real-world practice." PATRICK CARMICHAEL HEAD OF TALENT MANAGEMENT, REFINING, MARKETING, AND INTERNATIONAL OPERATIONS, SAUDI ARAMCO "This is a superb compendium of stories that give the reader a peek behind the curtains of top notch organizations who have wrestled with current issues of talent management. Their lessons learned are vital for leaders and practitioners who want a very valuable heads up." BEVERLY KAYE FOUNDER/CEO: CAREER SYSTEMS INTERNATIONAL AND CO-AUTHOR, LOVE 'EM OR LOSE 'EM "This is a must read for organization leaders and HR practitioners who cope with the today's most critical business challenge—talent management. This book provides a vast amount of thought provoking ideals, tools, and models, for building and implementing talent management strategies. I highly recommend it!" DALE HALM ORGANIZATION DEVELOPMENT PROGRAM MANAGER, ARIZONA PUBLIC SERVICE "If you are responsible for planning and implementing an effective talent and succession management strategy in your organization, this book provides the case study examples you are looking for." DORIS SIMS AUTHOR, BUILDING TOMORROW'S TALENT "A must read for all managers who wish to implement a best practice talent management program within their organization" FARIBORZ GHADAR WILLIAM A. SCHREYER PROFESSOR OF GLOBAL MANAGEMENT, POLICIES AND PLANNING SENIOR ADVISOR AND DISTINGUISHED SENIOR SCHOLAR CENTER FOR STRATEGIC AND INTERNATIONAL AFFAIRS FOUNDING DIRECTOR CENTER FOR GLOBAL BUSINESS STUDIES

Updated to provide coverage of present-day concerns in such areas as the economy, the job market and technological advances, an expanded second edition also includes revised sections on FMLA, health-insurance changes and the latest compensation laws. Unlock the hidden skills within your organization to keep your employees happy and engaged, improve your organization's agility, and lower your costs. What if the talent you're seeking to hire is already on your company's payroll but going untapped? Employees often have capabilities and aspirations that go far beyond their current job descriptions. The Inside Gig will show you how to optimize and energize your workforce by deploying the skills of the employees you already have inside your firm across organizational boundaries. Written by thought leaders and practitioners in the future of work, this book will explain how to: Uncover the hidden skills within your workforce Create a new "Talent Operating Model" to uncover and cost-effectively match the right talent to real-time business challenges Apply machine learning and AI to managing the allocation of resources across departments Bust the "functional silos" in your company to create agile, collaborative teams Improve employee retention by offering employees the opportunity to expand their careers within your organization rather than leaving in search of new challenges In a rapidly changing economy that demands the constant reskilling of workers, the future belongs to companies that can access and deploy talent quickly and efficiently. Read The Inside Gig to start gaining your competitive edge today.

Retaining top talent and making sure employees feel engaged and appreciated is a perennial concern for every business. With over 710,000 copies sold globally, comes the fifth edition of this bestselling book by Beverly Kaye and Sharon Jordan-Evans. Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. And with so many surveys reporting that employees are unhappy and not working up to their full potential, engagement is a second serious and costly issue. The latest edition of this Wall Street Journal bestseller offers twenty-six simple strategies—from A to Z—that managers can use to address their employees' real concerns and keep them engaged. The fifth edition has been revised and updated throughout and includes many more international examples, reflecting the fact that Love 'Em or Lose 'Em is available in twenty-two languages, from Albanian and Arabic to Thai and Turkish. Its message is truly one that spans continents and cultures.

The latest novel from the #1 internationally best-selling author of *The Alchemist*. There is nothing wrong with anxiety. Although we cannot control God's time, it is part of the human condition to want to receive the thing we are waiting for as quickly as possible. Or to drive away whatever is causing our fear. . . . Anxiety was born in the very same moment as mankind. And since we will never be able to master it, we will have to learn to live with it—just as we have learned to live with storms. * * * July 14, 1099. Jerusalem awaits the invasion of the crusaders who have surrounded the city's gates. There, inside the ancient city's walls, men and women of every age and every faith have gathered to hear the wise words of a mysterious man known only as the Copt. He has summoned the townspeople to address their fears with truth: "Tomorrow, harmony will become discord. Joy will be replaced by grief. Peace will give way to war. . . . None of us can know what tomorrow will hold, because each day has its good and its bad moments. So, when you ask your questions, forget about the troops outside and the fear inside. Our task is not to leave a record of what happened on this date for those who will inherit the Earth; history will take care of that. Therefore, we will speak about our daily lives, about the difficulties we have had to face." The people begin with questions about defeat, struggle, and the nature of their enemies; they contemplate the will to change and the virtues of loyalty and solitude; and they ultimately turn to questions of beauty, love, wisdom, sex, elegance, and what the future holds. "What is success?" poses the Copt. "It is being able to go to bed each night with your soul at peace." * * * Now, these many centuries later, the wise man's answers are a record of the human values that have endured throughout time. And, in Paulo Coelho's hands, *The Manuscript Found in Accra* reveals that who we are, what we fear, and what we hope for the future come from the knowledge and belief that can be found within us, and not from the adversity that surrounds us. This eBook edition includes a Reading Group Guide.

Praise for *The Work of Leaders* "The Work of Leaders is a bright gem of a book. In a crystal clear and to-the-point style, the authors make leadership instantly accessible with a memorable model, rock solid fundamentals, original research, compelling stories, and highly practical tips for putting the principles to immediate use. There are invaluable lessons on every page, and you'll enjoy discovering each one. We highly recommend *The Work of Leaders* to anyone who aspires to make extraordinary things happen in organizations." —JIM KOUZES & BARRY POSNER, authors of the bestselling *The Leadership Challenge*® "Clear, distinctive, intuitive, and deeply researched, *The Work of Leaders* gives every reader not only several 'a-ha!' moments, but smart, meaningful suggestions for changing the way we all lead." —ELAINE BIECH, author of *The Business of Consulting* "The authors have indeed done their homework! Their combined expertise and engaging writing gives their readers a one-stop shop for understanding and improving the way we lead. Bravo!" —BEVERLY KAYE, coauthor of *Love 'Em or Lose 'Em* "The Work of Leaders shows you how to create a thriving organization by setting a vision and then collaborating with your people to guide your company to success. It is the strategic tool you need to move your business forward, with imaginative writing and a practical approach you can use right away." —TOM MCKEE, CEO, The Ken Blanchard Companies "Anyone who is in a leadership position or is responsible for evaluating leaders should make this book a must-read. Collectively, the book's authors are unique in their knowledge, background and ability, which is what distinguishes this great piece of work from others of its kind." —SIDNEY FELTENSTEIN, former CEO, Yorkshire Global Restaurants

This practical, comprehensive guide to designing and running more effective meetings will result in less time wasted, more collaborative decision-making, and measurably improved business outcomes. There's nothing more frustrating than an unproductive meeting—except when it leads to another unproductive meeting. Yet every day millions of people conduct meetings—in person or online—without the critical

understanding or formal training on how to plan and lead them effectively. This book offers a structured method to ensure that meetings will produce clear and actionable results. Meetings that are profitable and productive ultimately lead to fewer meetings. This book offers leaders a significant edge by

- Empowering readers to help their groups create, innovate, and break through the barriers of miscommunication, politics, and intolerance
- Making it easier for them to help others forge consensus and shared understanding
- Providing them with proven agenda steps, tools, and detailed procedures

Readers will learn how to resolve or manage common problems, inspire creativity, and transfer ownership to their meeting participants while managing interpersonal conflicts and other disruptions that arise. In a world of back-to-back meetings, this book explains the how-to details behind game-changing tools and techniques.

Appreciative Intelligence provides a new answer to what enables successful people to dream up their extraordinary and innovative ideas; why employees, partners, colleagues, investors, and other stakeholders join them on the path to their goals, and how they achieve these goals despite obstacles and challenges. It is not simple optimism. People with appreciative intelligence are realistic and action oriented--they have the ability not just to identify positive potential, but to devise a course of action to take advantage of it. Drawing on their own original research and recent discoveries in psychology and cognitive neuroscience, Thatchenkery and Metzker outline the evidence for appreciative intelligence, detail its specific characteristics, and show how you can develop this skill and use it in your own life and work. They show how the most successful leaders are able to spread appreciative intelligence throughout an organization, and they offer tools and exercises you can use to increase your own level of appreciative intelligence and so become more creative, resilient, successful, and personally fulfilled.

Love 'Em Or Lose 'Em Getting Good People to Stay Berrett-Koehler Publishers

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