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Titolo	Accountability [[electronic resource] ] : managing for maximum results // Sam R. Lloyd
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ISBN	1-4175-3312-9
Descrizione fisica	1 online resource (118 p.)
Collana	A fifty-minute series book
Disciplina	658.3
Soggetti	Personnel management Responsibility Supervision of employees Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 110).
Nota di contenuto	<p>""Title""; ""Copyright""; ""About the Author""; ""How to Use This Book""; ""Preface""; ""Contents""; ""PART 1 The Case for Accountability""; ""Getting Work Done Through Others""; ""Case Study: Sharing the Workload""; ""Gathering Feedback""; ""HOW AM I DOING?""; ""PART 2 The Manager/Employee Relationship""; ""Establishing Positive Expectations""; ""Self-Fulfilling Prophecy""; ""Case Study: A Negative Self-Fulfilling Prophecy""; ""Putting Self-Fulfilling Prophecy to Work""; ""Case Study: A Positive Self-Fulfilling Prophecy""; ""Creating Rapport""; ""Using the Pacing Technique""</p> <p>""Improving Listening Skills""""Common Responses and Their Risks""; ""Diffusing Emotion Through Active Listening""; ""Listening with Empathy""; ""Lessening Employee Dependency""; ""The Cycle of Dependency""; ""The Downward Spiral""; ""Promoting Accountability""; ""Developing Relationship Contracts""; ""A Valid Contract""; ""Mutual Agreement""; ""Mutual Benefit""; ""Mutual Ability""; ""Legality""; ""DRAFT YOUR OWN CONTRACT""; ""PART 3 Leadership &amp; Management Skills""; ""Defining Leadership""; ""Setting Goals to Communicate Your Vision""; ""Involving Employees to Create Buy-In""</p> <p>""Determining the Action Steps""""Empowering Employees Through Delegating""; ""Why Is Delegation So Difficult?""; ""Case Study: Delegating or Dumping?""; ""Preparing To Delegate""; ""The Delegation</p>

Discussion"; "Case Study: Delegating to Empower"; "Recovering and Learning from Mistakes"; "The Cost of Mishandling Mistakes"; "Case Study: One Mistake Leads to Another"; "Coaching Employees Through Their Mistakes"; "Case Study: A Positive Learning Experience"; "PART 4 Communication Tools That Build Accountability"; "Matching Personality Type"; "The Four Personality Types"  
"Delegating to Personality Type""Communicating Win-Win Messages"; "Nonassertive"; "Aggressive"; "Assertive"; "Body Language Speaks Volumes"; "Case Study: Accountability through Communication"; "Giving Strokes to Get Results"; "The Need for Attention"; "What You Stroke Is What You Get!"; "Stroking in the Workplace"; "A Recognition Certificate"; "Confronting Unacceptable Behavior"; "The Positive Side of Confrontation"; "Caring Confrontation Formula"; "1 Identify the behavior."; "2 Identify the tangible effects."; "3 Identify your own feelings."  
"4 Identify the change you desire."""Case Study: Antagonizing Co-Workers"; "Confrontation Made Easy"; "Engage in Active Listening"; "Performing a Relationship Audit"; "THE RELATIONSHIP AUDIT WORKSHEET"; "Discussing the Relationship Audit"; "A Sample Relationship Audit Discussion"; "Comments about the Sample Discussion"; "The Discussion Continues"; "Additional Comments"; "PART 5 Follow-Up Ideas for Skill Development"; "Maintain Your Momentum"; "Establish an Action Plan"; "Reward Yourself"; "Continue to Work at It"; "APPENDIX"  
"Authora€™s Notes on the Case Studies"

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