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Titolo	Accountability [[electronic resource]] : managing for maximum results // Sam R. Lloyd
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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
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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 110).
Nota di contenuto	""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"" ""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 & Management Skills""; ""Defining Leadership""; ""Setting Goals to Communicate Your Vision""; ""Involving Employees to Create Buy-In"" ""Determining the Action Steps""""Empowering Employees Through Delegating""; ""Why Is Delegation So Difficult?""; ""Case Study: Delegating or Dumping?""; ""Preparing To Delegate""; ""The Delegation

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""
