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Record Nr.	UNINA9910456330203321
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Titolo	Nice teams finish last [[electronic resource]] : the secret to unleashing your team's maximum potential / / Brian Cole Miller
Pubbl/distr/stampa	New York, : American Management Association, 2010
ISBN	1-282-56864-7 9786612568640 0-8144-1394-3
Edizione	[1st edition]
Descrizione fisica	1 online resource (224 p.)
Disciplina	658.4/022
Soggetti	Teams in the workplace Communication in organizations Interpersonal communication 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 and index.
Nota di contenuto	Contents; Acknowledgments; Introduction; 1. NICE Teams Are . . . Well, NICE!; 2. The Opposite of NICE Is MEAN, Isn't It?; 3. The Sweet Spot Between NICE and FIERCE: BOLD; 4. BOLD Principles; 5. BOLD Feedback; 6. BOLD Requests; 7. BOLD Disagreements; 8. Become BOLD; Appendix 1: NICE Team Assessment; Appendix 2: Team Member Style Assessment; Appendix 3: BOLD Conversation Assessment; Appendix 4: BOLD Feedback Planning Sheet; Appendix 5: BOLD Request Planning Sheet; Index; About the Author
Sommario/riassunto	There's nothing nice about lack of results. This powerful book of exercises helps teams get less "nice" and become more effective.