

Gallup Coaching Kit

The essential workbook for coaching clients written by Jeffrey E. Auerbach, Ph.D., founder of College of Executive Coaching and Past Vice President of the International Coach Federation.

A 2018 Nautilus Book Award Winner for Business and Leadership! The founder of Menlo Innovations and author of the business culture cult classic *Joy, Inc* offers an inspirational guide to leaders seeking joy in the challenge of leading others. Rich Sheridan's *Joy, Inc.* told the story of how his tiny software company in Ann Arbor, Michigan achieved success and renown by embracing offbeat culture and human-centered values. In *Chief Joy Officer*, he turns his attention from culture to leadership, and draws on his experience running Menlo and consulting elsewhere to offer a wise, provocative guide on how anyone can build leadership capacity for joy within their own organization. *Chief Joy Officer* offers sage, hard-won advice to any manager or leader who yearns to make more of an impact on the lives of others, including: * Self-understanding is the cornerstone for every virtue of leadership: authenticity, trust, humility, and optimism. * Good leaders make more leaders: Learn to judge your performance not on whether people are doing what they're told, but whether they're developing independent leadership capacity. * Influencing up is just as important as influencing down: how to encourage different thinking in those above you in your organizations. Filled with colorful anecdotes from Sheridan's personal journey and wisdom from many leadership mentors, *Chief Joy Officer* offers an approachable, down-to-earth philosophy and practice that will help even the most disillusioned of middle managers bring a renewed sense of purpose to their work building others.

In his classic book, *The Five Dysfunctions of a Team*, Patrick Lencioni laid out a groundbreaking approach for tackling the perilous group behaviors that destroy teamwork. Here he turns his focus to the individual, revealing the three indispensable virtues of an ideal team player. In *The Ideal Team Player*, Lencioni tells the story of Jeff Shanley, a leader desperate to save his uncle's company by restoring its cultural commitment to teamwork. Jeff must crack the code on the virtues that real team players possess, and then build a culture of hiring and development around those virtues. Beyond the fable, Lencioni presents a practical framework and actionable tools for identifying, hiring, and developing ideal team players. Whether you're a leader trying to create a culture around teamwork, a staffing professional looking to hire real team players, or a team player wanting to improve yourself, this book will prove to be as useful as it is compelling.

A guide to succeeding in business teaches readers how to fix what is wrong without ignoring what works; the five steps to identifying personal and organizational strengths; the four methods to managing weaknesses; and more. National ad/promo. Easy to photocopy or modify to suit your own practice, *The Coaching Starter Kit* is a complete toolkit of coaching basics and advice that will equip you well as you enter the coaching field.

How can you discover your children's unique talents? And how can you use your own talents and strengths to be the most effective and supportive parent possible? *Strengths Based Parenting* addresses these and other questions on parents' minds. But

unlike many parenting books, Strengths Based Parenting focuses on identifying and understanding what your children are naturally good at and where they thrive -- not on their weaknesses. The book also helps you uncover your own innate talents and effectively apply them to your individual parenting style. You'll find stories, examples and practical advice as well as a strengths assessment access code for parents and one for kids, so you can take the first step to discovering your innate talents and those of your children. Grounded in decades of Gallup research on strengths psychology -- as highlighted in Gallup's StrengthsFinder 2.0, which has sold nearly 5 million copies to date -- Strengths Based Parenting shows you how to uncover your kids' top talents and your own.

#1 NEW YORK TIMES BESTSELLER • Brené Brown has taught us what it means to dare greatly, rise strong, and brave the wilderness. Now, based on new research conducted with leaders, change makers, and culture shifters, she's showing us how to put those ideas into practice so we can step up and lead. Look for Brené Brown's new podcast, Dare to Lead, as well as her ongoing podcast Unlocking Us! **NAMED ONE OF THE BEST BOOKS OF THE YEAR BY BLOOMBERG Leadership** is not about titles, status, and wielding power. A leader is anyone who takes responsibility for recognizing the potential in people and ideas, and has the courage to develop that potential. When we dare to lead, we don't pretend to have the right answers; we stay curious and ask the right questions. We don't see power as finite and hoard it; we know that power becomes infinite when we share it with others. We don't avoid difficult conversations and situations; we lean into vulnerability when it's necessary to do good work. But daring leadership in a culture defined by scarcity, fear, and uncertainty requires skill-building around traits that are deeply and uniquely human. The irony is that we're choosing not to invest in developing the hearts and minds of leaders at the exact same time as we're scrambling to figure out what we have to offer that machines and AI can't do better and faster. What can we do better? Empathy, connection, and courage, to start. Four-time #1 New York Times bestselling author Brené Brown has spent the past two decades studying the emotions and experiences that give meaning to our lives, and the past seven years working with transformative leaders and teams spanning the globe. She found that leaders in organizations ranging from small entrepreneurial startups and family-owned businesses to nonprofits, civic organizations, and Fortune 50 companies all ask the same question: How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture? In this new book, Brown uses research, stories, and examples to answer these questions in the no-BS style that millions of readers have come to expect and love. Brown writes, "One of the most important findings of my career is that daring leadership is a collection of four skill sets that are 100 percent teachable, observable, and measurable. It's learning and unlearning that requires brave work, tough conversations, and showing up with your whole heart. Easy? No. Because choosing courage over comfort is not always our default. Worth it? Always. We want to be brave with our lives and our work. It's why we're here." Whether you've read Daring Greatly and Rising Strong or you're new to Brené Brown's work, this book is for anyone who wants to step up and into brave leadership.

Adventure - real adventure - delivers colourful bruises. Sara Moss' debut memoir charts more than a decade of exploration. It's

geography bound with desire, desolation and courage in everyday life. Take a breath, a deep one, and prepare to go... Find success and well-being by identifying dominant talent themes in yourself and your associates—from one of the top StrengthsFinder coaches. Wouldn't it be great if everyone knew and understood their strengths so we could all work together more effectively? Now you can take the next step to advance the strengths mission. Expanding Your Strengths introduces you to theme dynamics and includes access to an interactive Web app you can use with the people you manage and coach. The portability of the Web app allows you to pull it up on your desktop, phone or tablet or on third-party devices. Access the Web app anywhere—from your own office to a client's conference room to a college classroom—for coaching sessions, one-on-one discussions or high-level meetings. This powerful resource allows you to dynamically select theme pairings, see how different talent themes combine and complement each other, and explore the StrengthsFinder talent themes one by one. Take your relationships to the next level. Use this book and Web app to create stronger teams, coach friends and associates, and develop your employees.

Written by the originators and leaders of the Appreciative Inquiry (AI) movement itself, this short, practical guide offers an approach to organizational change based on the possibility of a more desirable future, experience with the whole system, and activities that signal "something different is happening this time." That difference systematically taps the potential of human beings to make themselves, their organizations, and their communities more adaptive and more effective. AI, a theory of collaborative change, erases the winner/loser paradigm in favor of coordinated actions and closer relationships that lead to solutions at once simpler and more effective.

If you're a business owner who wants to accelerate your company's growth, but do it in a way that enables you to get your life back, this bestseller is for you. Inside you'll find a concrete, step-by-step map to empower you to build an owner-independent company and get your life back. You'll Learn:- The only sustainable way to escape the Self-Employment Trap(tm)- The 4 most costly excuses that hold business owners back- The 8 essential building blocks upon which to scale your company- 25 formats to package your business systems- A powerful 1-page quarterly action plan format- 6 time mastery strategies to free up a full day each week to build your business- And much more...

A Shift Up! ?Have you ever wondered why you feel stuck or keep experiencing the same frustrations over and over? Are you wanting to experience a Shift Up! from depleting and draining relationships so you can live in high energy and performance every day? Life-Changing Strategies. The authors of Shift Up! and the thought leader team of People Acuity™, a Minnesota-based Strengths Strategy® company understand that you cannot grow by focusing on your weaknesses. Knowing your strengths will never lead to living and working in optimal ways, but knowing and using effective Strengths Strategies will. In her debut book, DeAnna shares some of the most successful Strengths Strategies that she and her colleagues developed and implemented with thousands of people across the globe. The strategies in this book are truly transformational. Positive Effects. As you start applying each strategy, you'll experience a Shift Up! and: • know the power of enhanced relationships • experience the excitement of being fully committed to your work and your life • feel the joy of deeper fulfillment and purpose in your personal life and in your work • watch your performance rise • gain the ability to intelligently influence others to join you Optimal Energy, Performance, and Relationships. Your greatest fulfillment and most outstanding performance have the same common root: the ability to apply your strengths to make a difference. With practice, you'll find these Strengths Strategies accelerate your energy, performance, and relationships, enabling you to excel in all life areas and become the very best you that you are capable of being. Explains how to identify and maximize sales talent, outlines the basic steps of the selling process, and includes an access code to an online

assessment test.

The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles -- including limits on nurses' scope of practice -- should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

Engage the World Change the World Deep Learning has claimed the attention of educators and policymakers around the world. This book not only defines what deep learning is, but takes up the question of how to mobilize complex, whole-system change and transform learning for all students. Deep Learning is a global partnership that works to: transform the role of teachers to that of activators who design experiences that build global competencies using real-life problem solving; and supports schools, districts, and systems to shift practice and how to measure learning in authentic ways. This comprehensive strategy incorporates practical tools and processes to engage students, educators, and families in new partnerships and drive deep learning.

Based on the largest worldwide study of employee engagement and more than a decade of research, Gallup explains the 12 elements essential to motivating employees and features the inspiring stories of 12 managers who succeeded in these dimensions. More than a decade ago, Gallup combed through its database of more than 1 million employee and manager interviews to identify the elements most important in sustaining workplace excellence. These elements were revealed in the international bestseller *First, Break All the Rules*. *12: The Elements of Great Managing* is that book's long-awaited sequel. It follows great managers as they harness employee engagement to turn around a failing call center, save a struggling hotel, improve patient care in a hospital, maintain production through power outages, and successfully face a host of other challenges in settings around the world. Gallup's study now includes 10 million employee and manager interviews spanning 114 countries and conducted in 41 languages. In *12*, Gallup weaves its latest insights with recent discoveries in the fields of neuroscience, game theory, psychology, sociology and economics. Written for managers and employees of companies large and small, *12* explains what every company needs to know about creating and sustaining employee engagement.

NEW YORK TIMES BESTSELLER. A habit expert from Stanford University shares his breakthrough method for building habits quickly and easily. With *Tiny Habits* you'll increase productivity by tapping into positive emotions to create a happier and healthier life. Dr. Fogg's new and extremely practical method picks up where *Atomic Habits* left off. "There are many great books on the topic [of habits]: *The Power of Habit*, *Atomic Habits*, but this offers the most comprehensive, practical, simple, and compassionate method I've ever come across." ??—?? John Stepper, Goodreads user BJ FOGG is here to change your life??—??and revolutionize how we think about human behavior. Based on twenty years of research and Fogg's experience coaching more than 40,000 people, *Tiny Habits* cracks the code of habit formation. With

breakthrough discoveries in every chapter, you'll learn the simplest proven ways to transform your life. Fogg shows you how to feel good about your successes instead of bad about your failures. This proven, step-by-step guide will help you design habits and make them stick through positive emotion and celebrating small successes. Whether you want to lose weight, de-stress, sleep better, or be more productive each day, Tiny Habits makes it easy to achieve—by starting small.

"Character" has become a front-and-center topic in contemporary discourse, but this term does not have a fixed meaning. Character may be simply defined by what someone does not do, but a more active and thorough definition is necessary, one that addresses certain vital questions. Is character a singular characteristic of an individual, or is it composed of different aspects? Does character—however we define it—exist in degrees, or is it simply something one happens to have? How can character be developed? Can it be learned? Relatedly, can it be taught, and who might be the most effective teacher? What roles are played by family, schools, the media, religion, and the larger culture? This groundbreaking handbook of character strengths and virtues is the first progress report from a prestigious group of researchers who have undertaken the systematic classification and measurement of widely valued positive traits. They approach good character in terms of separate strengths—authenticity, persistence, kindness, gratitude, hope, humor, and so on—each of which exists in degrees. Character Strengths and Virtues classifies twenty-four specific strengths under six broad virtues that consistently emerge across history and culture: wisdom, courage, humanity, justice, temperance, and transcendence. Each strength is thoroughly examined in its own chapter, with special attention to its meaning, explanation, measurement, causes, correlates, consequences, and development across the life span, as well as to strategies for its deliberate cultivation. This book demands the attention of anyone interested in psychology and what it can teach about the good life.

Helps aspiring college students discover where their strengths truly lie and how to develop them to reach their full potential at school and later in the real world.

Developing Strengths-Based Project Teams integrates common project management and strengths-based talent development language to help you and your project team learn about and become a strengths-based project team. Everyone has talents and strengths. Everyone does projects. This book is designed for project managers, team members, and stakeholders who have an interest in talent development—not only their own talents and strengths, but also the combined talents and strengths of their project teams. Learn about the characteristics of a strengths-based project team. Apply a series of building blocks for individual and team strengths-based development. Through exercises, templates, action plans, and reflective questions, learn how to cultivate the collective strengths of project team members to become a strengths-based project team. Explore the various project management roles for sustaining a strengths-based project team culture. Create an environment in which team members can use their talent development tools long-term to develop and apply what they naturally do best—resulting in higher project team performance.

Leverage your CliftonStrengths(R) results by anchoring them with the targeted use of essential oils. Each strength has been paired with a specific essential oil based on its chemical constituents and their effects on the mind, body, and well-being. By utilizing the sense of smell, the human body's most powerful sense, we create established connections, or anchors, that allow us to wield our strengths at will. Invest in who you are and turn your innate talent into productivity and strength. Learn how to use your CliftonStrengths(R) talent themes intentionally thus turning a moment of opportunity into a moment of success. Anchor To Your Strengths is the next step towards mastery of your strengths.

This effective guide shows you how to identify and develop the strengths of both yourself and your people, and ensure that talent is spotted

and nurtured at every step. Strengths-Focused Leadership is the only step-by-step practical guide on the market to identifying and enhancing people's innate strengths - which leads to higher levels of energy, job satisfaction and engagement. Rather than relying on online assessment tools, this book shows you how to discover your strengths yourself and how to use this process to assist others. The authors have used their executive coaching backgrounds to build a practical model for using and applying the strengths focus. The MORE model focuses on 4 key elements: **Myself** – how do I identify and develop my own strengths and overcome my weaknesses? **Others** – how do I help my people do the same? **Regular conversations** – how do I ensure that 'strengths thinking' becomes part of business as usual? **Employee processes** – how do I apply a strengths focus to recruitment, induction and performance? Broken into 3 chapters on each element, the Model teaches you how to use the strengths focus to tackle key business challenges – collaboration, change and strategy.

Winner of the 2020 Society of Professors of Education Outstanding Book Award Drawing on personal stories, research, and historical events, an esteemed educator offers a vision of educational justice inspired by the rebellious spirit and methods of abolitionists. Drawing on her life's work of teaching and researching in urban schools, Bettina Love persuasively argues that educators must teach students about racial violence, oppression, and how to make sustainable change in their communities through radical civic initiatives and movements. She argues that the US educational system is maintained by and profits from the suffering of children of color. Instead of trying to repair a flawed system, educational reformers offer survival tactics in the forms of test-taking skills, acronyms, grit labs, and character education, which Love calls the educational survival complex. To dismantle the educational survival complex and to achieve educational freedom—not merely reform—teachers, parents, and community leaders must approach education with the imagination, determination, boldness, and urgency of an abolitionist. Following in the tradition of activists like Ella Baker, Bayard Rustin, and Fannie Lou Hamer, *We Want to Do More Than Survive* introduces an alternative to traditional modes of educational reform and expands our ideas of civic engagement and intersectional justice.

A Simple system to help your team execute better and faster All growing companies encounter ceilings of complexity, usually when they hit certain employee or revenue milestones. In order to burst through ceiling after ceiling and innovate with growth, a company must develop a reliable system that prompts leaders to be proactive and pivot when the need arises. Drawing on his experience as a successful serial entrepreneurial and speaker, author Patrick Thean demonstrates how to identify the signs of setbacks before they occur, track those signs, and make adjustments to keep your plan on track and accelerate growth. Thean introduces a simple system to empower everyone in your company to be focused, aligned, and accountable, a three-rhythm process for effective execution: • **Think Rhythm**: A rhythm of strategic thinking to keep your teams focused and working on the future of your business. • **Plan Rhythm**: A rhythm of planning that will allow you to choose the right priorities and get your departments or divisions aligned with those priorities. • **Do Rhythm**: A rhythm of executing your plan and making effective and timely adjustments every week. Thean's process applies to any growing business and ensures that your organization gets into the habit of achieving success, week after week, quarter after quarter, year after year.

SPORTS AND ENTERTAINMENT MARKETING. 3E incorporates feedback from instructors across the country and has expanded by three chapters. The popular sports and entertainment topics continue to be the foundation for teaching marketing concepts. Each marketing function is incorporated throughout the text and is highlighted with an icon to indicate how it is used in the marketing process. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

An illustrated adaptation of the long-running bestseller *How Full Is Your Bucket?* (more than 400,000 copies sold) for kids — told through the story of a boy who learns a valuable “bucket filling” metaphor and watches it come to life as the day unfolds. Every moment matters. Each of us has an invisible bucket. When our bucket is full, we feel great. When it’s empty, we feel awful. Yet most children (and many adults) don’t realize the importance of having a full bucket throughout the day. In *How Full Is Your Bucket? For Kids*, Felix begins to see how every interaction in a day either fills or empties his bucket. Felix then realizes that everything he says or does to other people fills or empties their buckets as well. Follow along with Felix as he learns how easy it can be to fill the buckets of his classmates, teachers and family members. Before the day is over, you’ll see how Felix learns to be a great bucket filler, and in the process, discovers that filling someone else’s bucket also fills his own.

Two leadership consultants identify three keys to being a more effective leader: knowing your strengths and investing in others' strengths, getting people with the right strengths on your team, and understanding and meeting the four basic needs of those who look to you for leadership.

The Coaching Starter Kit Everything You Need to Know to Launch and Expand Your Coaching Practice W. W. Norton & Company

Students who use their natural talents achieve the most --- but they need to know what those talents are. StrengthsQuest includes the Clifton StrengthsFinder, an online assessment that reveals students’ top five themes of talent. And StrengthsQuest also helps students make the most of those talents. Students and learners of all ages continually face the challenges of gaining direction, making decisions, and building self-confidence. Fortunately, the keys to successfully meeting these challenges — your own natural talents — already exist within you. Through these talents, you will produce your greatest achievements. Over the course of 30 years, Gallup conducted millions of psychological interviews and identified 34 themes of talent that are indicative of success. In the StrengthsQuest program, Gallup offers you the opportunity to discover talents from your top five themes and build on them to achieve academic, career, and personal excellence. More than 100,000 students have benefited from the program. Your quest starts with the Clifton StrengthsFinder, a 30-minute assessment that reveals your top five themes of talent. This online assessment is your entryway to a variety of experiences that will help you discover your greatest talents and develop strengths. You’ll gain access to action items specific to your top themes, covering general academic life, study habits, relationships, and career. You’ll also be challenged to think about applying your talents for success in other settings, such as on projects and teams and in leadership. StrengthsQuest was written by the late Donald O. Clifton, who was the former chairman of Gallup; coauthor of the bestseller *Now, Discover Your Strengths*; and recognized as the Father of Strengths-Based Psychology and the late Edward “Chip” Anderson, who taught education, psychology, and leadership at UCLA and Azusa Pacific University. Revised portions of the text were written by Laurie A. Schreiner, who has taught psychology and higher education at Azusa Pacific University and Eastern University. Your quest starts with the Clifton StrengthsFinder, a 30-minute assessment that reveals your top five themes of talent. This online assessment is your entryway to a variety of experiences that will help you discover your greatest talents and develop strengths. You’ll gain access to action items specific to your top themes, covering general academic life, study habits,

relationships, and career. You'll also be challenged to think about applying your talents for success in other settings, such as on projects and teams, and in leadership. StrengthsQuest was written by the late Donald O. Clifton, former chairman of Gallup, coauthor of the bestseller *Now, Discover Your Strengths*, and recognized as the Father of Strengths-Based Psychology and the late Edward "Chip" Anderson, who taught education, psychology, and leadership at UCLA and Azusa Pacific University. Revised portions of the text were written by Laurie A. Schreiner, who has taught psychology and higher education at Azusa Pacific University and Eastern University.

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.

From the author of the groundbreaking *Leader Board: The DNA of High Performance Teams*, a call to action for leaders to transform in the face of a global employee engagement crisis.

One of the biggest problems facing businesses today is a failure of leadership that costs billions in low employee engagement and missed opportunities for organizational change. Poorly led teams are running on autopilot while their organizations struggle to stay alive. To survive, they need leaders willing to kick things up a notch. In *"Ultra Leadership,"* corporate coach and leadership expert Greg Giuliano issues a call to action for anyone currently leading others or aspiring to do so. He lays out the mindset/skillset that separate "ultra" leaders from the usual and ordinary, and provides simple, easy-to-follow steps to create stronger engagement and higher performance. Putting the essential components of ultra leadership into practice, leaders can become more intentional and

more impactful. They will grow their capacity to inspire others, and will see a remarkable shift in employee enthusiasm, engagement, and contribution. "Anyone facing stagnant processes, corporate infighting, and the usual roadblocks at work will deeply appreciate the great lessons in Ultra Leadership. Adapt a breakthrough leadership strategy that will fundamentally change your workplace, and your personal leadership style, for the better!" Marshall Goldsmith - Author of the #1 "New York Times" bestseller, "Triggers"

This easy to follow new guide outlines exactly what it really takes to establish a successful mentoring relationship, what techniques work, and how organizations and individuals can develop a successful mentoring process.

From Hello to Goodbye is the HR professional's complete guide to understanding the various ways business relationships end, managing disability and leave issues, properly classifying workers, maintaining an inclusive workplace, increasing retention, and avoiding litigation. The second edition has been updated to reflect new research and best practices in addition to recent legal and regulatory compliance complexities.

Six Sigma changed the face of manufacturing quality. Now, HumanSigma is poised to do the same for sales and services. Human Sigma offers an innovative research-based approach to one of the toughest challenges facing sales and services companies today: how to effectively manage the employee-customer encounter to drive business success. What would your company look like if you could increase the revenue and profitability potential of every customer by more than 20 percent? What if you could double the productivity of every employee? And what if these two phenomena together could drive overall organizational performance exponentially? What would your company look like? And how would you go about creating this kind of change? One thing is certain: Business leaders are never going to inspire higher levels of employee productivity and build more passionate customer relationships by doing the same things they have tried for the past 25 years. Business leaders need something fresh. Something new. The last thing they need is more of the same old conventional wisdom about "satisfying" their employees and their customers. Based on solid research by The Gallup Organization, Human Sigma will appeal to senior leaders and line managers alike who are looking for a way to dramatically increase productivity, retain a base of high value customers, and improve overall business performance. Human Sigma is:

- Rigorous: Based on research involving hundreds of companies, and over 10 million employees and 10 million customers around the world.
- Innovative: Cutting-edge management science supported by data, including brain imaging research into customer's emotional connections to the companies they love.
- Practical: The principles in the book were developed from observations of real-life successes, not some fictional freaks-of-nature that exist only in a laboratory. As such, the lessons contained in the book have been tested in the real world, and can be applied in many situations.
- Interactive: The book contains a code that can be used to estimate the potential value of HumanSigma to readers' organizations.

A "strengths"-based guide to inspiring congregations presents a unique plan for building community by encouraging individuals to share their talents with the group.

Radical Candor is the sweet spot between managers who are obnoxiously aggressive on the one side and ruinously empathetic on the other. It is about providing guidance, which involves a mix of praise as well as criticism, delivered to produce better results and help employees develop their skills and boundaries of success. Great bosses have a strong relationship with their employees, and Kim Scott Malone has identified three simple principles for building better relationships with your employees: make it personal, get stuff done, and understand why it

