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87CKQZ - DANIELLE HAILEY

Get Ahead, Gain Influence, Get What You Want Office politics are an unavoidable fact of life in every workplace. To accomplish your personal and business goals, you must learn to successfully play the political game in your organization. Whether you are a new player or a seasoned veteran, Secrets to Winning at Office Politics can help you increase your personal power without compromising your integrity or taking advantage of others. This smart, practical guide shows you how to stop wasting energy on things you can't change and start taking steps to get what you want. Written by an organizational psychologist and corporate consultant, Marie G. McIntyre's Secrets to Winning at Office Politics uses real-life examples of political winners and losers to illustrate the behaviors that contribute to success or failure at work. You will be shown techniques for managing your boss more effectively, improving your influence skills, changing the way you are perceived, and dealing with difficult people. Using these proven strategies for political success, you will then be able to create a Political Game Plan that outlines the steps necessary to accomplish your own individual goals.

This short and focused book provides a manager with practical ways of dealing with difficult employees. The highly charged and complex reality of today's workplace environment is the perfect breeding ground for management nightmares. The author will help you learn to negotiate the rocky terrain of power differentials in boss-subordinate interactions by drawing on years of her own experience managing irritating individuals in every conceivable environment. Once you've identified and labeled problematic interactions with tough personnel, you can start making changes to get your team back on track.

Counsels managers on how to minimize the costs of high turnover, low morale and poor collaboration associated with difficult employees, outlining strategies for attracting and attaining desirable job candidates, communicating effectively and establishing action plans for transforming problematic workers into positive performers. Original.

A practical and hilarious guide to getting difficult people off your back, for anyone pulling their hair out over an irritating colleague who's not technically breaking any rules From open floor plans and Zoom calls to Slack channels, the workplace has changed a lot over the years. But there's one thing that never changes: you'll always encounter jerks. Jerks at Work is the definitive guide to dealing with—and ultimately breaking free from—the overbearing bosses, irritating coworkers, and all-around difficult people who make work and life miserable. Social psychologist Tessa West has spent years leveraging science to help people solve interpersonal conflicts in the workplace. What she discovered is that most of our go-to tactics don't work because they fail to address the specific motivations that drive bad behavior. In this book, she takes you on a rollicking deep dive of the seven jerks you're most likely to encounter at the office, drawing on decades of original research to expose their inner workings and weak points—and ultimately deliver an effective game plan for stopping each type before they take you down with them. Jerks at Work is packed with everyday examples and clever strategies, such as how to: • Stop a Bulldozer from gaining influence by making sure they're not the first to speak up in meetings • Report a Kiss Up/Kick Downer to a manager who idolizes them without looking like the bad guy • Protect your high-achieving team from Free Riders without stifling collaboration • Use a Gaslighter's tactics to beat them at their own game For anyone who's said "I can't stand that jerk!" more times than they'd like to admit, Jerks at Work is the ultimate playbook you wish you didn't need but will always turn to.

Nationally syndicated career columnist Joyce Lain Kennedy's ten best career books for 2007 How does an already busy manager deal with people whose personalities are difficult or even seriously disturbed? The answer lies in using practical psychology to understand just what it is that makes them tick, whether it's something as common as being introverted or extroverted . . . or something much more serious. From Difficult to Disturbed helps readers become better managers by providing insight into both big and small people-problems that can seriously disrupt the workplace if they're not handled correctly. The book contains down-to-earth solutions for dealing with: Personality Types including avoidant, dependent, histrionic, narcissistic, or antisocial workers - Common People Problems such as unproductive, angry, uncooperative, or chronic problem employees - Mental Disorders such as depression, bipolar disorder, schizophrenia, anxiety and panic disorders, as well as alcohol and substance abuse Every workplace is filled with a wide range of personalities. This book gives managers the insight, understanding, and tools they need to get the best from those who present the toughest problems.

Every manager has to deal with difficult employees. However, what separates the great managers is their ability to turn them into productive team players. Control freaks. Narcissists. Slackers. Cynics. Their outbursts, irrational demands, gripes, and countless other disruptions need to be dealt with, and you are the unlucky one with that job description. This book turns this seemingly difficult chore into a straight-forward process that gently, yet effectively, improves behaviors. It all begins with understanding a core truth: most people actually want to contribute results, not cause headaches. When the manager resets to that fundamental principle, the potential for change can reveal itself in even the most hopeless situations. Written by tech industry expert Alan Willett, Leading the Unleadable explains how to: Master the necessary mindset Explain the problem calmly in a short feedback session Get a commitment to change, then follow up Coach others to replicate the process Develop the situational awareness required to spot future trouble before it hits Are you a great manager? Of course you believe you are. So don't just put up with your difficult employees. Anyone can do that. Turn them into the tremendous team players everyone wants them to be!

The 10th-anniversary edition of the New York Times business bestseller-now updated with "Answers to Ten Questions People Ask" We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you Getting to Yes, Difficult Conversations provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to: · Decipher the underlying structure of every difficult conversation · Start a conversation without defensiveness · Listen for the meaning of what is not said · Stay balanced in the face of attacks and accusations · Move from emotion to productive problem solving

Change initiatives fail because humans are hardwired to return to what's worked for us in the past. This book offers a straightforward process for rewiring ourselves and those we lead to be more change-capable. Erika Andersen says avoiding change has been a historical imperative. In this book, she shows how we can overcome that reluctance and get good at making necessary change. Using a fictional story about a jewelry business changing generational hands, Andersen lays out a five-step model for addressing both this human side of change and its practical aspects: Step 1: Clarify the change and why it's needed—Get clear on what the change is and the benefits it will bring. Step 2: Envision the future state—Build a shared picture of the post-change future. Step 3: Build the change—Bring together a change team, engage key stakeholders, and plan the change. Step 4: Lead the transition—Build a transition plan that supports the human side of the change, then engage the whole organization in making the change. Step 5: Keep the change going—Work to make your organization permanently more change-capable. With opportunities to self-reflect and try out the ideas and approaches throughout, this book is a practical guide to thriving in this era of nonstop change.

Even the most dedicated, competent government managers can feel overwhelmed when it comes to motivating and managing their employees. And while they strive for excellence in themselves and in their team, many feel that stringent and convoluted regulations mean their hands are tied when it comes to developing their people. but the truth is that with the right strategies and skills, you can inspire superior performance from your employees - both consistently and effectively. Managing Government Employees offers dozens of techniques for meeting the challenges and stressful situations supervisors face on a daily basis. With the same award-winning tactics that he has learned and applied during his years as a manager in various government agencies, Stewart Liff provides the perfect antidote for managers frustrated by government bureaucracy.

The key to a harmonious, highly effective work environment is not by ensuring you work among carbon-copies of yourself whose personalities never clash with one another or with you. That pipe dream could not ever happen, nor would it result in a successful team collaboration even if it could. Instead, most of us are going to work today with individuals who at times come across as incompetent, lazy, spotlight-hugging, whiny, or backstabbing. And then tomorrow we go to work with them again . . . and again . . . and again.Like it or not, the bulk of our waking hours are spent with people at work--people who can grate on our nerves. Therefore, learning to interact effectively with difficult employees, colleagues, and bosses is an absolute essential for our success. With Powerful Phrases for Dealing with Difficult People, anyone can learn how to confront head-on the difficult situations that can

arise when dealing with these personalities, before they fester and spread. Helpful features inside this practical and easy-to-use book include:• Thirty common personality traits, behaviors, and workplace scenarios along with the phrases that work best with each • Nonverbal communication skills to back up your words • Sample dialogues that demonstrate how phrasing improves interactions • A five-step process for moving from conflict to resolution • "Why This Works" sections that provide detailed explanations-Button-pushing situations are going to come up today at work--and tomorrow too. Don't let them rent space inside of you and turning everything to mold. Instead, choose to deploy simple phrases to regain control and resolve conflicts. When you do, you, your colleagues, and your company will be all the better for it!

To move forward in the school improvement process, school leaders must address the behaviors of difficult and resistant staff members while sending the message that a few people cannot halt change. This book will help school leaders understand how to prevent and address negative behaviors to ensure positive school change.

Not Sure How to Talk to Your Employee or Boss About a Sensitive Issue? Not for Long! Learn Tactful, Considerate Ways to Respond to 120 Difficult Situations - Keep Reading! No matter what your situation is, dealing with some type of conflict always gives way to anxiety and fear - prompting us to ask questions like "What if I offend them?", "What if they take it the wrong way?", or "What if they get mad at me?" All these WHAT Ifs are very valid questions to ask. Difficult conversations have always been a challenge, no matter how confident, tactful, or courageous a person may be. However, addressing difficult issues properly is always the key that opens the door to a resolution - especially in the workplace! It's a necessity that goes with the territory of being a person who interacts with others daily. And if you want to be an effective leader or a great employee, the willingness to have difficult conversations is always the first piece of the puzzle. So, how do you properly address tricky issues without stepping on other people's toes? You can start by poring over the information-rich pages of Dave Young's bestselling book "120 Difficult Conversations to Have With Employees". In this helpful resource, managers will learn how to discuss performance, inappropriate conduct, and other common work situations. Employees will able be able to learn from the insights on how to approach difficult situations with their colleagues or their bosses. With 120 situations covered using a concise, well-defined question-and-answer format, you can easily find and follow what is relevant to you!

What's a rookie manager to do? Faced with new responsibilities, and in need of quick, dependable guidance, novice managers can't afford to learn by trial and error. The First-Time Manager is the answer, dispensing the bottom-line wisdom they need to succeed. A true management classic, the book covers essential topics such as hiring and firing, leadership, motivation, managing time, dealing with superiors, and much more. Written in an inviting and accessible style, the revised sixth edition includes new material on increasing employee engagement, encouraging innovation and initiative, helping team members optimize their talents, improving outcomes, and distinguishing oneself as a leader. Packed with immediately usable insight on everything from building a team environment to conducting performance appraisals, The First-Time Manager remains the ultimate guide for anyone starting his or her career in management.

Are you avoiding an uncomfortable conversation at work? If you're an executive or a team leader, strengthening your organization's ability to have difficult conversations is necessary and worth the discomfort. The key to successful dialogue starts and ends with changing the conversation. Recognizing that it takes two people to engage in meaningful outcomes, Can We Talk? outlines what each contributor needs to do to achieve the best possible result. Using examples from everyday work situations, this book offers guidance on how to create the right conditions for a meaningful discussion. The author identifies the seven key principles that enable both parties to gain a deeper understanding of what the other person may be thinking and will help establish their point of view more clearly: confidence, clarity, compassion, curiosity, compromise, credibility, courage. Can We Talk? includes examples and advice from those who have been there and thrived, as well as lessons learned from conversation failures and example scripts of productive conversations. Readers will learn how to prepare, start and manage the potentially challenging exchange of words that typically occur at work, and come away with an understanding that for any conversation to take place, both parties must be engaged.

Unlike other career books, this book offers managers a team-focused approach to neutralizing a not-so-pleasant—or productive—-

working atmosphere. Instead of isolating the one problem employee, relevant teams are considered as part of the solution. The result? Solutions stick and there's less likelihood of the bad apple ruining the bunch. Complete with situational advice and case studies taken straight from the trenches, this simple and straightforward guide teaches managers how to: Calm down combatants Motivate wasters Silence gossips De-arm backstabbers Convince passive-aggressives to open up Teach narcissists the importance of the team This book helps managers decide what the right course of action is—whether it means chastising negative behavior, encouraging positive outlooks, separating certain folks, creating teams for success, giving employees warnings, and/or firing the ones who are pretty much rotten through and through. This book is essential reading for any manager looking to ensure a pleasant, productive—and fruitful—work environment.

Perfect Phrases for the Right Situation, Every Time Whether it's hiring employees or creating teams, the Perfect Phrases series has the tools for precise, effective communication in any situation. With Perfect Phrases books, you have all the phrases you need to get things done, right at your fingertips!

Don't Let Negaholics Rule Your Workplace! As a manager, you're sandwiched between the pressure of senior executives and the demands of your own staff memebers. The last thing you need is an unruly employee whose chronic "negaholic" attitude upsets your office applecart and affects the morale of your entire staff. Managing Difficult People gives you the tools you need to cope with all kinds of difficult employees. From sneaky slackers to resident office tormentors, this handy guide cuts to the chase, helping you identify and deal with specific personality types such as The Bully, The Complainer or Whiner, The Procrastinator, The Know-It-All, The Silent Type, The Social Butterfly, The "No People Skills" Person, The Rookie, The Overly Sensitive Person, and The Manipulator.

Presents advice for dealing with difficult individuals in the workplace, using examples of specific situations along with responses and actions that can be effective in reducing conflict.

"Looking to achieve greater results by creating a high-accountability culture in your organization? This book shows you how! By implementing this Accountability process, you can take your team to new levels of excellence. The practical methods outlined in this book will guide you to increase your personal and organization's success". --book cover.

Provides managers techniques such as intervention and arbitration to maintain a productive working environment despite problem employees, and discusses ways employees can effectively communicate with difficult bosses and co-workers.

Put every employee on the path to excellence! Solving Employee Performance Problems provides the tools you need to handle the most difficult employees—from the chronically late or distractingly dramatic to the disruptive, dishonest, or downright insubordinate. Taking a heavy-handed approach to such behaviors might make you feel good for a little while—but using the measured, proactive techniques outlined in this book will be better for you, your staff, and your business. With Solving Employee Performance Problems, you'll learn how to take ownership of your employees' behaviors, master conversations about poor performance, conduct productive follow-ups, and ultimately generate: Greater engagement and ownership of work Higher levels of collaboration and productivity Increased loyalty and retention rates Gainful ROI from everyone who works for you There's a direct link between growth of individual employees and organizational growth. Use Solving Employee Performance Problems to be someone who manages proactively. It's the only way to make a positive difference in the life of your employee—and make a positive impact on the future of your company.

Written by experienced administrators, this resource shows how to help marginal employees improve their performance and behavior and discusses what steps to take when termination becomes necessary.

Managers and supervisors will sharpen their analytical and decision-making skills with this new collection of fully reproducible case studies. Based on actual, real-life situations, these exercises prepare supervisors and team leaders for the challenging problems they face in today's complex workplace. Each case study includes: Summary of the case; Discussion questions which evoke thought and analysis; Suggested solutions to the problems presented. Training Objectives: Improve participant's listening skills; Empower employees to negotiate; solutions fairly; Provide opportunities for participants to practice new skills in a supportive environment; Illustrate the skills needed to respond productively to complex issues. Activities Cover: Performance appraisal; Managing effectively; Sexual harassment/discrimination; Managing disruptive employees; Coaching/counseling employees; Hiring the

right person

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

We are operating in a world defined by constant connection, rapid change, and abundant choices. News that once took months, even years, to spread now reaches across the globe in seconds. Advances in medicine and science are pushing boundaries with gene therapy and stem cell transplants. And decisions about where and how to work and live are nearly endless. As new knowledge--and the possibilities that arise from that knowledge--propels us forward, leadership readiness expert and renowned author Erika Andersen suggests that success in today's world requires the ability to acquire new knowledge and skills quickly and continuously--in spite of our mixed feelings about being a novice. In her newest book, Be Bad First, Erika explores how we can become masters of mastery; proficient in the kind of high-payoff learning that's needed today. With assessments and exercises at the close of every chapter, she encourages readers to embrace being bad on the way to being great--to be novices over and over again as we seek to learn and acquire the new skills that will allow us to thrive in this fast-changing world.

This book is about what YOU as a manager and leader bring to the table. It addresses two key questions: Is your leadership conducive to a positive work environment with few personnel concerns; and, when concerns do arise, are you prepared to handle them effectively and efficiently? The first part of this book focuses on avoiding difficulties through knowledgeable and inspired leadership. Part II of this work will demonstrate how to apply your personal strengths and your management and leadership skills to working successfully with difficult personnel concerns and in difficult situations.

A unique take on leadership from a popular Forbes blogger and nationally-known leadership coach Leading So People Will Follow explores the six leadership characteristics that inspire followers to fully support their leaders. Using Erika Andersen's proven framework, new leaders and veterans alike have increased their capacity for leading in a way that creates loyalty, commitment and results. Step by step, Andersen lays out six key attributes (far-sightedness, passion, courage, wisdom, generosity, and trustworthiness) and gives leaders the tools for developing them. This innovative book offers a practical guide for building the skills to become a truly 'followable' leader. Filled with examples from forward-thinking organizations such as Apple, NBC Universal, Union Square Hospitality Group, and MTV Networks Maps out the six attributes of leadership Includes a free online Followable Leader assessment Author Erika Andersen is one of Forbes' most popular bloggers and coaches some of the most successful leaders in America Using self-assessments, real-world examples, and concrete tools, Leading So People Will Follow helps build timeless core skills that work for leaders in any field.

There was a time when people were committed to working hard and being productive in the work force. Today, however, some

workers have an entitlement mentality and the labor pool includes some people who donâ??t want a job - just a paycheck. In response to this trend, Glenn Shepard has written How to Manage Problem Employees. This comprehensive book will tell you how to set new hires up for success, structure compensation packages to maximize their involvement and work ethic, deal with problem areas before they become bad behavior, and motivate slow and often unmotivated employees. You'll learn the different personality types and how to handle specific manifestations of each, including gossiping, back stabbing, direct confrontation, hypochondriacs, breaking the chain of command, and sarcasm, as well as how to terminate employees while staying on solid legal ground.

All managers get saddled with "problem" employees from time to time; what sets great managers apart is how they deal with them. Drawing from real-life stories, this helpful and humorous guide provides readers with practical advice for handling a wide range of difficult types, including: * The Impossible "I"s: Incompetents, Idiots, and Imbeciles -- clueless employees who simply don't know what they're doing * The Bull in the Office China Shop -- the frequently angry worker ready to confront anyone and everyone * The Party-Time Performer -- the employee who, although great with people, constantly turns work-time into fun-time * I've Got a Problem -- employees whose work is compromised by any of a range of personal demons, from drug and alcohol problems to emotional issues From whiners and wastrels to the needy and nefarious, this book gives readers the tools they need to handle any type of difficult employee.

The coauthors of the New York Times–bestselling Difficult Conversations take on the toughest topic of all: how we see ourselves Douglas Stone and Sheila Heen have spent the past fifteen years working with corporations, nonprofits, governments, and families to determine what helps us learn and what gets in our way. In Thanks for the Feedback, they explain why receiving feedback is so crucial yet so challenging, offering a simple framework and powerful tools to help us take on life's blizzard of offhand comments, annual evaluations, and unsolicited input with curiosity and grace. They blend the latest insights from neuroscience and psychology with practical, hard-headed advice. Thanks for the Feedback is destined to become a classic in the fields of leadership, organizational behavior, and education.

Managing government employees presents unique challenges. Government managers may feel that stringent and convoluted regulations mean they "can't do that". Some others may use that perception as a crutch. But the truth for all of them is, yes, they can "do that" -- and they'd better. "That" means managing employees as proactively and decisively as their corporate counterparts, and holding their staffs, teams, and departments accountable for productivity and results. Managing Government Employees offers dozens of techniques for meeting the challenges and stressful situations supervisers face on a daily basis. Major topics include how to: * get maximum dedication and productivity from employees * improve results of poor performers and discipline or fire them when necessary * deal with union and EEO issues * cut through the red tape of government employment systems For managers frustrated by government bureaucracy, this book lets them know they have more power than they may think.

You're trying to help--but is it working? Helping others is a good thing. Often, as a leader, manager, doctor, teacher, or coach, it's central to your job. But even the most well-intentioned efforts to help others can be undermined by a simple truth: We almost always focus on trying to "fix" people, correcting problems or filling the gaps between where they are and where we think they should be. Unfortunately, this doesn't work well, if at all, to inspire sustained learning or positive change. There's a better way. In this powerful, practical book, emotional intelligence expert Richard Boyatzis and Weatherhead School of Management colleagues Melvin Smith and Ellen Van Oosten present a clear and hopeful message. The way to help someone learn and change, they say, cannot be focused primarily on fixing problems, but instead must connect to that person's positive vision of themselves or an inspiring dream or goal they've long held. This is what great coaches do--they know that people draw energy from their visions and dreams, and that same energy sustains their efforts to change, even through difficult times. In contrast, problem-centered approaches trigger physiological responses that make a person defensive and less open to new ideas. The authors use rich and moving real-life stories, as well as decades of original research, to show how this distinctively positive mode of coaching—what they call "coaching with compassion"--opens people up to thinking creatively and helps them to learn and grow in meaningful and sustainable ways. Filled with probing questions and exercises that encourage self-reflection, Helping People Change will forever alter the way all of us think about and practice what we do when we try to help.