

The No Asshole Rule: Building A Civilized Workplace And Surviving One That Isn't

The No Asshole RuleBuilding a Civilized Workplace and Surviving One That Isn'tBusiness Plus Wall Street Journal Bestseller "The pick of 2014's management books." –Andrew Hill, Financial Times "One of the top business books of the year." –Harvey Schacter, The Globe and Mail Bestselling author, Robert Sutton and Stanford colleague, Huggy Rao tackle a challenge that determines every organization's success: how to scale up farther, faster, and more effectively as an organization grows. Sutton and Rao have devoted much of the last decade to uncovering what it takes to build and uncover pockets of exemplary performance, to help spread them, and to keep recharging organizations with ever better work practices. Drawing on inside accounts and case studies and academic research from a wealth of industries-- including start-ups, pharmaceuticals, airlines, retail, financial services, high-tech, education, non-profits, government, and healthcare-- Sutton and Rao identify the key scaling challenges that confront every organization. They tackle the difficult trade-offs that organizations must make between whether to encourage individualized approaches tailored to local needs or to replicate the same practices and customs as an organization or program expands. They reveal how the best leaders and teams develop, spread, and instill the right mindsets in their people-- rather than ruining or watering down the very things that have fueled successful growth in the past. They unpack the principles that help to cascade excellence throughout an organization, as well as show how to eliminate destructive beliefs and behaviors that will hold them back. Scaling Up Excellence is the first major business book devoted to this universal and vexing challenge and it is destined to become the standard bearer in the field.

Sharing the results of her four-year research journey in simple, jargon-free language, Pryce-Jones exposes the secrets of being happy at work. Focuses on what happiness really means in a work context and why it matters to individuals and organisations in both human and financial terms Equips readers with the information, knowledge and skills to make the most of the nearly 100,000 hours that they'll spend at work over a lifetime Demystifies psychological research through a fascinating array of anecdotes, case studies, and interviews from people in the trenches of the working world, including business world-leaders, politicians, particle physicists, and philosophers, sheep farmers, waitresses, journalists, teachers, and lawyers, to name just a few The definitive guide to working with -- and surviving -- bullies, creeps, jerks, tyrants, tormentors, despots, backstabbers, egomaniacs, and all the other assholes who do their best to destroy you at work. "What an asshole!" How many times have you said that about someone at work? You're not alone! In this groundbreaking book, Stanford University professor Robert I. Sutton builds on his acclaimed Harvard Business Review article to show you the best ways to deal with assholes...and why they can be so destructive to your company. Practical, compassionate, and in places downright funny, this guide offers: Strategies on how to pinpoint and eliminate negative influences for good Illuminating case histories from major organizations A self-diagnostic test and a program to identify and keep your own "inner jerk" from coming out The No Asshole Rule is a New York Times, Wall Street Journal, USA Today and Business Week bestseller.

Weird Ideas That Work

From Hiring and Firing to Imparting New Skills, an Essential Guide to Management Strategies

Getting to More Without Settling for Less

The No Asshole Rule by Robert I. Sutton (Summary)

How to Identify and Overcome Abuse in the Workplace

How to Deal with People Who Treat You Like Dirt

A Tactical Guide to Taking Charge

The Science and Art of Receiving Feedback Well

Face it, whether your company has 10 employees or 10,000, you must grapple with people you can't stand in the office. Luckily Jonathan Littman and Marc Hershon have written I Hate People!, a smart, counter-intuitive, and irreverent turn on the classic workplace self-help book that will show you how to identify the Ten Least Wanted -- the people you hate -- while revealing the strategies to neutralize them. Learn to fly right by the "Stop Sign" (nay-sayer) and rise above the pronouncements of the "Know-it-None." I Hate People! will teach you how to carve out more time for yourself by becoming a "Soloist" -- one of those bold individuals daring to work alone or collaborate with a handful of other talented people...while artfully deflecting the rest.

Get a head start on making and decision-making and deal with hard facts rather than half-truths or hype. This book guides managers in using this approach to dismantle six widely held--but ultimately flawed--management beliefs in core areas including leadership, strategy, change, talent, financial incentives, and work-life balance. The authors show managers how to find and apply the best practices for their companies, rather than blindly copy what seems to have worked elsewhere. This practical and candid book challenges leaders to commit to evidence-based management as a way of organizational life--and shows how to finally turn this common sense into common practice.

Shares cases of employee mistreatment from factory workers to corporate executives, describes the types of tactics used by abusive bosses, and offers advice on handling the situation

Do you want more free book summaries like this? Download our app for free at <https://www.QuickRead.com/App> and get access to hundreds of free book and audiobook summaries. Building a Civilized Workplace and Surviving One that Isn't How do you react when you meet a mean-spirited person? If you're anything like author Robert Sutton, you probably think: "Wow, what an asshole!" Maybe you call them something else, like bullies, creeps, jerks, tyrants, or egomaniacs. But overall, asshole seems to best capture the fear and loathing you have for these nasty people. Unfortunately, most of us have to deal with assholes in the workplace, and Sutton aims to show how destructive these people are to their colleagues and organizations. You'll learn how to keep these types of jerks out of the workplace as well as how to handle the ones you are stuck with. As you read, you'll learn the total cost of assholes in business, why emotionally distancing yourself is key, and how sometimes being an asshole can be effective.

Your 7 Step Guide to Saying Goodbye to Guys and Finding the Real Man You're Looking for

How to End Unnecessary Roughness in the Workplace

The No Asshole Rule

Ordinary People, Extraordinary Products

The Power of Focus

Good Boss, Bad Boss

When Buyers Say No

Chantal Heide, the leading voice in Conscious Dating, helps singles hit the refresh button in the dating world with her sound advice and techniques offered up in No More Assholes. Through simple explanations and anecdotal stories, learn the science of attraction and human behaviour, avoid dating pitfalls, and attract the ideal relationship you want faster. Chantal leads ground-breaking seminars designed to teach women how to connect with themselves and others, including the kind of partner who will treat them with the utmost love and respect. Her seven steps are invaluable tools for life, not just dating. You'll gain a greater sense of your own true worth and increased confidence knowing how to communicate what you want in a relationship, without the fear of sounding needy or unrealistic. From getting over an ex to conflict resolution once you meet the right person, Chantal teaches you how to find and keep a loving relationship that will satisfy your soul. She helps you understand human behaviour and recognize our amazing ability to create a fulfilling spiritual connection. Chantal skillfully sets you on a path of intimacy with yourself and teaches you how to engage with others in a way that opens the door to a deeply loving and lasting relationship. If you're looking for a book that will enrich your love life 'for life,' this is the one! 'Very, very effective. Great advice, and concise. What people really need to know to move into an really great love.' - Chris Patton, author of Showing Up, Becoming The Me I Want To Be

The best organizations have the best talent... Financial incentives drive company performance... Firms must change or die. Popular axioms like these drive business decisions every day. Yet too much common management "wisdom" isn't wise at all--but, instead, flawed knowledge based on "best practices" that are actually poor, incomplete, or outright obsolete. Worse, legions of managers use this dubious knowledge to make decisions that are hazardous to organizational health. Jeffrey Pfeffer and Robert I. Sutton show how companies can bolster performance and trump the competition through evidence-based management, and decision-making and deal with hard facts rather than half-truths or hype. This book guides managers in using this approach to dismantle six widely held--but ultimately flawed--management beliefs in core areas including leadership, strategy, change, talent, financial incentives, and work-life balance. The authors show managers how to find and apply the best practices for their companies, rather than blindly copy what seems to have worked elsewhere. This practical and candid book challenges leaders to commit to evidence-based management as a way of organizational life--and shows how to finally turn this common sense into common practice.

Life in the Caspian Republic has taught Agneta Nikolai South two truths. 1. No One and work just hard enough not to make enemies. Here, in the last sanctuary for the dying embers of the human race in a world run by artificial intelligence, if you stray from the path--your life is forfeit. But when a Party propagandist is killed--and it is discovered as a "machine"--he's given a new mission: chaperone the widow, Lily, who has arrived to claim her husband's remains. But when South sees that she, the first "machine" ever allowed into the country, bears an uncanny resemblance to his late wife, he's thrown into a maelstrom of betrayal, murder, and conspiracy that may bring down the Republic for good. WHEN THE SPARROW FALLS illuminates authoritarianism, complicity, and identity in the digital age, in a page turning, darkly-funny, frightening and touching story that recalls Philip K. Dick, John Le Carré and Kurt Vonnegut in equal measure. At the Publisher's request, this title is being sold without Digital Rights Management Software (DRM) applied.

Presents a history of the word "asshole"--from its use by World War II servicemen to express frustration at arrogant superiors to its first use in print by Norman Mailer to George W. Bush's use of the word to describe a journalist.

Maximizing Your Psychological Capital for Success

Jerks at Work

I Hate People!

11 1/2 Practices for Promoting, Managing, and Sustaining Innovation

How to Think, Create, and Lead in Unconventional Ways

How to Deal With Difficult People

Bull's Eye

How to Create and Sustain High-Quality Connections at Work

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 anecdote, 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 is just as important is 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.

What is it about the top tech product companies such as Amazon, Apple, Google, Netflix and Tesla that enables their record of consistent innovation? Most people think it 's because these companies are somehow able to find and attract a level of talent that makes this innovation possible. But the real advantage these companies have is not so much who they hire, but rather how they enable their people to work together to solve hard problems and create extraordinary products. As legendary Silicon Valley coach--and coach to the founders of several of today 's leading tech companies--Bill Campbell said, "Leadership is about recognizing that there's a greatness in everyone, and your job is to create an environment where that greatness can emerge." The goal of EMPOWERED is to provide you, as a leader of product management, product design, or engineering, with everything you 'll need to create just such an environment. As partners at The Silicon Valley Product Group, Marty Cagan and Chris Jones have long worked to reveal the best practices of the most consistently innovative companies in the world. A natural companion to the bestseller INSPIRED, EMPOWERED tackles head-on the reason why most companies fail to truly leverage the potential of their people to innovate: product leadership. The book covers: what it means to be an empowered product team, and how this is different from the "feature teams" used by most companies to build technology products recruiting and coaching the members of product teams, first to comprehend, and then to reach their potential creating an inspiring product vision along with an insights-driven product strategy translating that strategy into action by empowering teams with specific objectives--problems to solve--rather than features to build redefining the relationship of the product teams to the rest of the company detailing the changes necessary to effectively and successfully transform your organization to truly empowered product teams EMPOWERED puts decades of lessons learned from the best leaders of the top technology companies in your hand as a guide. It shows you how to become the leader your team and company needs to not only survive but thrive.

"Finally, the unraveling, seemingly inexplicable phenomenon that is the political rise of Donald Trump explained--just in time to save democracy and the world. When Aaron James first published his groundbreaking and bestselling book Assholes: A Theory in 2012, little did he or we know that he had written one of the prophetic books of our time. Donald Trump was featured prominently in that book as an exemplary asshole, of course. In this new work broadside, Aaron James applies the tenets of asshole theory rigorously and directly to the man as Trump continues his rapid ascent to an unprecedented presidential candidacy. Never has an account of the asshole as a major problem for the rest of us been more called for. Never have the techniques of what James calls 'asshole management' been so desperately needed. I'm not joking. A book of potentially world historical importance. At the very least an instant bestseller!"

The most useful, well-written, and emotionally compelling business book I have read in years. I couldn't put it down." --Robert I. Sutton, Stanford Professor and author of The No Asshole Rule "A must-read for every leader in their field." --Daniel H. Pink, bestselling author of To Sell is Human Incivility is silently chipping away at people, organizations, and our economy. Slightness, insensitivities, and rude behaviors can cut deeply. Moreover, incivility hijacks focus. Even if people want to perform well, they can't. Customers too are less likely to buy from a company with an employee who is perceived as rude. Ultimately, incivility cuts the bottom line. In Mastering Civility, Christine Porath shows how people can enhance their influence and effectiveness with civility. Combining scientific research with fascinating evidence from popular culture and fields such as neuroscience, medicine, and psychology, this book provides managers and employers with a much-needed wake-up call, while also reminding them of what they can do right now to improve the quality of their workplaces.

Straight-Talk at Work

How to Deal with Crappy Leaders and Jerks at Work

A Theory

No More Assholes

How to Be the Best... and Learn from the Worst

Building a Civilized Workplace and Surviving One that Isn't

Scaling Up

This is a complete and practical guide which highlights the authors' new strategic approaches to selling when the buyer initially declines or is resistant on a sales opportunity. Hopkins and Katt explain that most sales reps take a traditional linear approach to selling, but that the trick in closing is in taking a more creative and circular approach. That's the key. It all starts with how the buyer initially says, "No." Too many sales reps don't pay close attention as to how that's presented. Hopkins and Katt point out that "no" may signify all sorts of other options -- avenues that can eventually lead to the buyer actually saying yes. The authors introduce a novel concept called the Circle of Persuasion which offers sales reps a new approach in this potentially tricky process. Along the way, WHEN BUYERS SAY NO details prescriptive steps and even sample dialogues that will instruct and guide sales professionals on how to best cultivate buyer-seller relationships. There's particular emphasis on how to establish the kind of rapport that ultimately leads to a successful close.

Introduces the proven rules that a company can use to promote innovation, arguing that the corporate world should hire misfits and encourage them to defy the existing culture and actively consider ideas that appear ridiculous or impractical.

Taming the Abrasive Manager is an ideal resource for managers, human resource professionals, coaches, and anyone who works for or with an abrasive boss. Executive coach Dr. Laura Crawshaw--known as the "Boss Whisperer" for her work in this field--shares her discoveries on how to tame the deep fears that drive abrasive managers to attack their coworkers. In her straight-shooting style, Crawshaw offers invaluable insights gained from her encounters with abrasive bosses in corporate jungles who aggressively defend against threats to their dominance in the high-risk business of survival. These insights, combined with lessons learned from employees and organizations who have successfully reined in their unmanageable bosses, provide realistic solutions that will improve the workplace for everyone.

These days it's increasingly rare to have a stable career in any field. More and more of us are blending big company jobs, startup gigs, freelance work, and volunteer side projects. We take chances to expand our knowledge, capabilities, and experience. But how do we make sense of that kind of career - and explain it? Pamela Slim, the acclaimed author of Escape from Cubicle Nation, gives us the tools to have meaningful careers in this new world of work. She shows how to find the connections among diverse accomplishments, sell your story, and continually reinvent and relaunch your brand.

Smart Tactics for Overcoming the Problem People in Your Life

Body of Work

Toxic Coworkers and What to Do About Them

WordPress.com and the Future of Work

Ascend of the A-word

Escape From Cubicle Nation

Beyond Bullsh*t

The Laws of Subtraction: 6 Simple Rules for Winning in the Age of Excess Everything

Your aim in life should be to achieve all of the wonderful things that are possible for you. There is no reason for you not to be earning twice as much as you are today, or even five or ten times as much. Your potential is practically limitless, if you could just learn how to utilize it. Clarity, Focus, and Concentration: Three strong, simple attributes needed to hone in your potential and hit the bull's eye! And just as you can develop your physical muscles through hard work and concentration, you can develop your mental muscles through continuous repetition. You have the ability right now to achieve more than you ever have before. Bull's Eye will teach you how to unleash your powers for success and accomplish more in the next few months than many people do in a lifetime.

At a time when the scene is firm behind WordPress.com and the unique work culture that contributes to its phenomenal success \$0 million websites, or twenty percent of the entire web, use WordPress software. The force behind WordPress.com is a convention-defying company called Automattic, Inc., whose 120 employees work from anywhere in the world they wish, barely use email, and launch improvements to their products dozens of times a day. With a fraction of the resources of Google, Amazon, or Facebook, they have a similar impact on the future of the Internet. How is this possible? What's different about how they work, and what can other companies learn from their methods? To find out, former Microsoft veteran Scott Berkun worked as a manager at WordPress.com, leading a team of young programmers developing new ideas. The Year Without Pants shares the secrets of WordPress.com's phenomenal success from the inside. Berkun's story reveals insights on creativity, productivity, and leadership from the kind of workplace that might be everyone's future. Offers a fast-paced and entertaining insider's account of how an amazing, powerful organization achieves impressive results Includes vital lessons about work culture and managing creativity Written by author and popular blogger Scott Berkun (scottberkun.com) The Year Without Pants shares what every organization can learn from the world-changing ideas for the future of work at the heart of Automattic's success.

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 taming 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 can count, Jerks at Work is the ultimate playbook you wish you didn't need but will always turn to.

The Asshole Whisperer contains true stories and tips to deal with crappy leaders and jerks at work. You will learn how to use corporate values to hold people at work accountable for their conduct, how to give feedback about attitudes or behavior, and how to quickly assess and utilize personality traits to your benefit. Why? So, you can meet your goals and deadlines and to put it simply, get shit done. Assholes are part of our lives. We can't escape them as they are everywhere. However, it is how we deal with them that makes the difference. As the Asshole Whisperer at work, you will be able to tame people who exhibit a crappy attitude and shitty behavior regardless of their technical work performance. Wendy Sellers, The HR Lady(R), is the author of "The Asshole Whisperer, How to Deal with Crappy Leaders and Jerks at Work" and "Suck It Up, Buttercup. Be a Leader People Will Follow." As a writer, speaker and HR consultant across the USA, she keeps it real, gets to the point fast and there is never any sugar coating! Also available on Kindle.

The Asshole Whisperer

When the Sparrow Falls

Over 325 Ready-to-Use Words and Phrases for Working with Challenging Personalities

Thanks for the Feedback

Essential Strategies for Keeping a Sale Moving Forward

A Theory of Donald Trump

A Six-Step Guide for Department Chairs

Management 101

A crash course in managing productive, successful, and happy employees! Effective employee management is imperative to a business' success, but all too often management books turn the important details of best practices into tedious reading that would put even a CEO to sleep. Management 101 cuts out the boring explanations of management policies, and instead provides hand-on lessons that keep you engaged as you learn how to manage productive, happy employees. From hiring and firing to delegating and coaching, this primer is packed with hundreds of entertaining tidbits and concepts that you won't be able to get anywhere else. So whether you're a business owner, a middle-manager with many direct reports, or an entry-level employee learning to supervise interns, Management 101 has all the answers--even the ones you didn't know you were looking for.

DOWN LET PROBLEM PEOPLE GET TO YOU! Whether it's a manager who keeps moving the goal posts, an uncooperative colleague, negative friend, or critical family member, some people are just plain hard to get along with. Often, your immediate response is to shrink or sulk, become defensive or attack. But there are smarter moves to make when dealing with difficult people. This book explains how to cope with a range of situations with difficult people and to focus on what you can change. This book will help you to: Understand what makes difficult people tick and how best to handle them Learn ways to confidently stand up to others and resist the urge to attack back Develop strategies to calmly navigate emotionally-charged situations Deal with all kinds of difficult people - hostile, manipulative and the impossible Know when to choose your battles, and when to walk away Why let someone else's bad attitude ruin your day? How to Deal With Difficult People arms you with all the tools and tactics you need to handle all kinds of people - to make your life less stressful and a great deal easier.

Pamela Slim, a former corporate training manager, left her office job twelve years ago to go solo and has enjoyed every bit of it. In her groundbreaking book, based on her popular blog Escape from Cubicle Nation, Slim explores both the emotional issues of leaving the corporate world and the nuts and bolts of launching a business. Drawing on her own career, as well as stories from her coaching clients and blog readers, Slim will help readers weigh their options, and make a successful escape if they decide to go for it.

Corrosive work relationships are like black holes that swallow upenergy that people need to do their jobs. In contrast, high-qualityrelationships generate and sustain energy, equipping people to dowork and do it well. Grounded in solid research, this book uses energy as ameasurement to describe the power of positive and negativeconnections in people's experience at work. Author Jane Duttonprovides three pathways for turning negative connections intopositive ones that create and sustain employee resilience andflexibility, facilitate the speed and quality of learning, andbuild individual commitment and cooperation. Through compelling and illustrative stories, Energize YourWorkplace offers managers, executives, and human resourceprofessionals the resources they need to build high-qualityconnections in the workplace.

Profiting from Evidence-based Management

A Manifesto for the Workplace

Mastering Civility

Finding the Thread That Ties Your Story Together

Building a Civilized Workplace and Surviving One That Isn't

Working with Problem Faculty

The Year Without Pants

From Corporate Prisoner to Thriving Entrepreneur

Now with a new chapter that focuses on what great bosses really do. Dr. Sutton reveals new insights that he's learned since the writing of Good Boss, Bad Boss. Sutton adds revelatory thoughts about such legendary bosses as Ed Catmull, Steve Jobs, A.G. Lafley, and many more, and how you can implement their techniques. If you are a boss who wants to do great work, what can you do about it? Good Boss, Bad Boss is devoted to answering that question. Stanford Professor Robert Sutton weaves together the best psychological and management research with compelling stories and cases to reveal the mindset and moves of the best (and worst) bosses. This book was inspired by the deluge of emails, research, phone calls, and conversations that Dr. Sutton experienced after publishing his blockbuster bestseller The No Asshole Rule. He realized that most of these stories and studies swirled around a central figure in every workplace: THE BOSS. These heart-breaking, inspiring, and sometimes funny stories taught Sutton that most bosses - and their followers - wanted a lot more than just a jerk-free workplace. They aspired to become (or work for) an all-around great boss, somebody with the skill and grit to inspire superior work, commitment, and dignity among their charges. As Dr. Sutton digs into the nitty-gritty of what the best (and worst) bosses do, a theme runs throughout Good Boss, Bad Boss - which brings together the diverse lessons and is a hallmark of great bosses: They work doggedly to "stay in tune" with how their followers (and superiors, peers, and customers too) react to what they say and do. The best bosses are acutely aware that their success depends on having the self-awareness to control their moods and moves, to accurately interpret their impact on others, and to make adjustments on the fly that continuously spark effort, dignity, and pride among their people.

It's the spirit of the message that sells! Dr. Bullshit, philosopher Aaron James presents a theory of the asshole that is both intellectually provocative and existentially necessary. What does it mean for someone to be an asshole? The answer is not obvious, despite the fact that we are often personally stuck dealing with people for whom there is no better name. Try as we might to avoid them, assholes are found everywhere--at work, at home, on the road, and in the public sphere. Encountering one causes great difficulty and personal strain, especially because we often cannot understand why exactly someone should be acting like that. Asshole management begins with asshole understanding. Much as Machiavelli illuminated political strategy for princes, this book finally gives us the concepts to think or say why assholes disturb us so, and explains why such people seem part of the human social condition, especially in an age of raging narcissism and unbridled capitalism. These concepts are also practically useful, as understanding the asshole we are stuck with helps us think constructively about how to handle problems he (and they are mostly all men) presents. We get a better sense of when the asshole is best resisted, and when he is best ignored--a better sense of what is, and what is not, worth fighting for.

Working with Problem Faculty When asked to name their number one concern and problem,department leaders overwhelmingly said that it was dealing withdifficult people. Now R. Kent Crookston draws on the wisdom ofseasoned department chairs, the academic literature, and his ownexperience as a department head and dean to shed new light on thisperennial problem. Working with Problem Faculty outlines apractical six-step process that aims at improving an entiredepartment and charts a clear course for dealing with problemfaculty by Clarifying values and expectations Following policy Building trust with colleagues Evaluating yourself and your perceptions Listening Taking appropriate action By following these six steps, department chairs are able tochallenge problem faculty with consideration, confidence, andeffectiveness. "Anyone seeking practical help in dealing with difficult peoplewill appreciate this book. Using relevant examples, Crookstondescribes a six-step process for managing people who might appear to be unmanageable." --Mary Lou Higginson, vice president for academicaffairs emeritus, Baldwin Wallace University "Crookston has done his homework. After careful research anddecades of personal experience Dr. Crookston shares a practical,insightful, and crucial handbook for addressing the most formidablechallenge all leaders face. And best of all, he doesn't just adviseon how to act when things go wrong, he gives proactive guidance toensure that things go right." --Joseph Grenny, New York Times bestsellingcoauthor of Change Anything and Crucial Conversations:Tools for Talking When Stakes are High

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 to control 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 explanationsButton-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!

Hard Facts, Dangerous Half-Truths, and Total Nonsense

Powerful Phrases for Dealing with Difficult People

Beating the Workplace Bully

Energize Your Workplace

How Great Leaders Elevate Human Energy and Eliminate Fear

Happiness at Work

Kick Loose from the Overbearing and Underhanded Jerks at Work and Get What You Want Out of Your Job

The Asshole Survival Guide

"This book is a contemporary classic—a shrewd and spirited guide to protecting ourselves from the jerks, bullies, tyrants, and trolls who seek to demean. We desperately need this antidote to the a-holes in our midst."—Daniel H. Pink, best-selling author of To Sell Is Human and Drive How to avoid, outwit, and disarm assholes, from the author of the classic The No Asshole Rule As entertaining as it is useful, The Asshole Survival Guide delivers a cogent and methodical game plan for anybody who feels plagued by assholes. Sutton starts with diagnosis—what kind of asshole problem, exactly, are you dealing with? From there, he provides field-tested, evidence-based, and often surprising strategies for dealing with assholes—avoiding them, outwitting them, disarming them, sending them packing, and developing protective psychological armor. Sutton even teaches readers how to look inward to stifle their own inner jackass. Ultimately, this survival guide is about developing an outlook and personal plan that will help you preserve the sanity in your work life, and rescue all those perfectly good days from being ruined by some jerk. "Thought-provoking and often hilarious . . . An indispensable resource."—Cretchen Rubin, best-selling author of The Happiness Project and Better Than Before "At last . . . clear steps for rejecting, deflecting, and deflating the jerks who blight our lives . . . Useful, evidence-based, and fun to read."—Robert Cialdini, best-selling author of Influence and Pre-Suasion

Winner of a 2013 Small Business Book Award for Economics The world is more overwhelming than ever before. Our work is deeper and more demanding than ever. Our businesses are more complicated and difficult to manage than ever. Our economy is more uncertain than ever. Our resources are scarcer than ever. There is endless choice and feature overkill in all but the best experiences. Everybody knows everything about us. The simple life is a thing of the past. Everywhere, there's too much of the wrong stuff and not enough of the right. The noise is deafening, the signal weak.

Everything is too complicated and time-sucking. Welcome to the age of excess everything. Success in this new age looks different and demands a new skill: Subtraction. Subtraction is defined simply as the art of removing anything excessive, confusing, wasteful, unnatural, hazardous, hard to use, or ugly. . . or the discipline to refrain from adding it in the first place. And if subtraction is the new skill to be acquired, we need a guide to developing it. Enter The Laws of Subtraction. Through a dozen of the most compelling stories of breakthrough innovation culled from 2,000 cases and bolstered by uniquely personal essays contributed by over 50 of the most creative minds in business today, The Laws of Subtraction outlines six simple rules for winning in the age of excess everything, and delivers a single yet powerful idea: When you remove just the right things in just the right way, something very good happens. The Laws of Subtraction features contributions by over 50 highly regarded thinkers, creatives, and executives. On Law #1: What Isn't There Can Often Trump What Is "When you reduce the number of doors that someone can walk through, more people walk through the one that you want them to walk through." -- SCOTT BELSKY, founder and CEO of Behance and author of Making Ideas Happen On Law #2: The Simplest Rules Create the Most Effective Experience "Keeping it simple isn't easy. By exploiting subtraction in innovation, we've been able to create an environment of freedom and creativity that allows us to thrive." -- BRAD SMITH, CEO, Intuit On Law #3: Limiting Information Engages the Imagination "Subtraction can mean the difference between a highly persuasive presentation and a long, convoluted, and confusing one. Why say more when you can say less?" -- CARMINE GALLO, author of The Apple Experience On Law #4: Creativity Thrives Under Intelligent Constraints "Here's the key to the conundrum for managers who want to stoke the innovation fire: That close cousin of scarcity, constraint, can indeed foster creativity." -- TERESA AMABILE, author of The Progress Principle On Law #5: Break Is the Important Part of Breakthrough "If you kill the butterflies in your stomach, you'll kill the dream. Embrace the feeling. Save the butterflies." -- JONATHAN FIELDS, author of Uncertainty On Law #6: Doing

Something Isn't Always Better Than Doing Nothing "When we're faced with the greatest odds against us, often we need to edit rather than add." -- CHIP CONLEY, cofounder of Joie de Vivre Hospitality and author of Emotional Equations

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.

In this offbeat approach to leadership, college president Steven B. Sample—the man who turned the University of Southern California into one of the most respected and highly rated universities in the country—challenges many conventional teachings on the subject. Here, Sample outlines an iconoclastic style of leadership that flies in the face of current leadership thought, but a style that unquestionably works, nevertheless. Sample urges leaders and aspiring leaders to focus on some key counterintuitive truths. He offers his own down-to-earth, homespun, and often provocative advice on

some complex and thoughtful issues. And he provides many practical, if controversial, tactics for successful leadership, suggesting, among other things, that leaders should sometimes compromise their principles, not read everything that comes across their desks, and always put off decisions.

Brutal Bosses and Their Prey

Chief Joy Officer

Taming the Abrasive Manager

Assholism, the First Sixty Years

EMPOWERED

Creative Acts for Curious People

The Contrarian's Guide to Leadership

Building a Civilized Workplace and Surviving One That Isn't