

## Stay Interview And Exit Interview Questions Workshops

***"In this ... guide to the ever-changing modern workplace, Kathryn Minshew and Alexandra Cavoulacos, the co-founders of [the] career website TheMuse.com, show how to play the game by the New Rules, [explaining] how to figure out exactly what your values and your skills are and how they best play out in the marketplace ... [They] guide you as you sort through your countless options [and] communicate who you are and why you are valuable and stand out from the crowd"--***

***Read this million-copy bestseller for leadership insights about top-down change to improve productivity in your business starting with the most important person: You. When Captain Abrashoff took over as commander of USS Benfold, it was like a business that had all the latest technology but only some of the productivity. Knowing that responsibility for improving performance rested with him, he realized he had to improve his own leadership skills before he could improve his ship. Within months, he created a crew of confident and inspired problem-solvers eager to take the initiative and responsibility for their actions. The slogan on board became "It's your ship," and Benfold was soon recognized far and wide as a model of naval efficiency. How did Abrashoff do it? Against the backdrop of today's United States Navy, Abrashoff shares his secrets of successful management including: See the ship through the eyes of the crew: By soliciting a sailor's suggestions, Abrashoff drastically reduced tedious chores that provided little additional value. Communicate, communicate, communicate: The more Abrashoff communicated the plan, the better the crew's performance. His crew eventually started calling him "Megaphone Mike," since they heard from him so often. Create discipline by focusing on purpose: Discipline skyrocketed when Abrashoff's crew believed that what they were doing was important. Listen aggressively: After learning that many sailors wanted to use the GI Bill, Abrashoff brought a test official aboard the ship-and held the SATs forty miles off the Iraqi coast. From achieving amazing cost savings to winning the highest gunnery score in the Pacific Fleet, Captain Abrashoff's extraordinary campaign sent shock waves through the U.S. Navy. It can help you change the course of your ship, no matter where your business battles are fought.***

***An Updated Classic for Reducing Turnover and Improving Engagement. For decades organizations have struggled to better engage and retain their best employees. Retention expert Richard Finnegan proposes a proven and proactive approach, the Stay Interview: an easy-to-use tool to uncover, anticipate, and resolve issues and concerns before your best employees leave. Stay Interviews do three things that employee surveys do not: they deliver information that can be used today; they give practical insights for engaging and retaining top performers; and they provide managers with a reliable process for developing individual stay plans. One of SHRM's all-time bestselling books, The Power of Stay Interviews, is now revised and updated to reflect Generations at work, including Millennials and Older Workers, brand-new Stay Interview questions, and introduces "Finnegan's Arrow"--a potent business-driven strategy for Stay Interviews.***

***In this pathbreaking book, world-renowned Harvard Business School service firm experts James L. Heskett, W. Earl Sasser, Jr. and Leonard A. Schlesinger reveal that leading companies stay on top by managing the service profit chain. Why are a select few service firms better at what they do -- year in and year out -- than their competitors? For most senior managers, the profusion of anecdotal "service excellence" books fails to address this key question. Based on five years of painstaking research, the authors show how managers at American Express, Southwest Airlines, Banc One, Waste Management, USAA, MBNA, Intuit, British Airways, Taco Bell, Fairfield Inns, Ritz-Carlton Hotel, and the Merry Maids subsidiary of ServiceMaster employ a quantifiable set of relationships that directly links profit and growth to not only customer loyalty and satisfaction, but to employee loyalty, satisfaction, and productivity. The strongest relationships the authors discovered are those between (1) profit and customer loyalty; (2) employee loyalty and customer loyalty; and (3) employee satisfaction and customer satisfaction. Moreover, these relationships are mutually reinforcing; that is, satisfied customers contribute to employee satisfaction and vice versa. Here, finally, is the foundation for a powerful strategic service vision, a model on which any manager can build more focused operations and marketing capabilities. For example, the authors demonstrate how, in Banc One's operating divisions, a direct relationship between customer loyalty measured by the "depth" of a relationship, the number of banking services a customer utilizes, and profitability led the bank to encourage existing customers to further extend the bank services they use. Taco Bell has found that their stores in the top quadrant of customer satisfaction ratings outperform their other stores on all measures. At American Express Travel Services, offices that ticket quickly and accurately are more profitable than those which don't. With hundreds of examples like these, the authors show how to manage the customer-employee "satisfaction mirror" and the customer value equation to achieve a "customer's eye view" of goods and services. They describe how companies in any service industry can (1) measure service profit chain relationships across operating units; (2) communicate the resulting self-appraisal; (3) develop a "balanced scorecard" of performance; (4) develop a recognitions and rewards system tied to established measures; (5) communicate results company-wide; (6) develop an internal "best practice" information exchange; and (7) improve overall service profit chain performance. What difference can service profit chain management make? A lot. Between 1986 and 1995, the common stock prices of the companies studied by the authors increased 147%, nearly twice as fast as the price of the stocks of their closest competitors. The proven success and high-yielding results from these high-achieving companies will make The Service Profit Chain required reading for senior, division, and business unit managers in all service companies, as well as for students of service management.***

***Stay Interviews***

***Ask a Manager***

***Complaint!***

***Build Products Businesses Want***

***The Matilda Principle***

***The Muse Playbook for Navigating the Modern Workplace***

***Lean B2B***

The signs of discontent are all there, yet they are ignored. Workplaces are suffering from unnecessary turnover, unfilled positions, lost customers, overworked staff, and

compromised profit. Taking the guesswork out of engagement and retention, EmployER Engagement is the fresh and dissenting voice on the employment relationship. You've heard it too many times: "I've got to update my résumé." "I can't work for that jerk anymore." "I'm sick of having that carrot dangling in my face." "This is a dead-end job; I'm out." It happens every day. The signs of discontent are all there, yet they are ignored. Workplaces are suffering from unnecessary turnover, unfilled positions, lost customers, overworked staff, and compromised profit. Employee morale is flat, clever but empty perks continue to fail, and everyone knows that employee engagement scores are a joke. Poaching is the new best practice, and employees are bailing. Like it or not, employees have control in this high-stakes, employee-in-control market. And this employee market will continue for some time. It's simple demographic science. US workers will hold the hammer for years to come. Here's the deal, employer: There are plenty of people to do all the work that needs to be done; they're just working somewhere else. Employees don't need you; you need them. So how can you recruit the best employees and keep them working for you? The answer is clear: companies CAN and MUST become better employers. Taking the guesswork out of engagement and retention, EmployER Engagement is the fresh and dissenting voice on the employment relationship.

FINALIST FOR THE BOOKER PRIZE & WINNER OF THE L.A. TIMES BOOK PRIZE FOR FICTION and THE ASPEN WORDS LITERARY PRIZE "It was as if Hamid knew what was going to happen to America and the world, and gave us a road map to our future... At once terrifying and ... oddly hopeful." —Ayelet Waldman, The New York Times Book Review "Moving, audacious, and indelibly human." —Entertainment Weekly, "A" rating The New York Times bestselling novel: an astonishingly visionary love story that imagines the forces that drive ordinary people from their homes into the uncertain embrace of new lands, from the author of The Reluctant Fundamentalist and the forthcoming The Last White Man. In a country teetering on the brink of civil war, two young people meet—sensual, fiercely independent Nadia and gentle, restrained Saeed. They embark on a furtive love affair, and are soon cloistered in a premature intimacy by the unrest roiling their city. When it explodes, turning familiar streets into a patchwork of checkpoints and bomb blasts, they begin to hear whispers about doors—doors that can whisk people far away, if perilously and for a price. As the violence escalates, Nadia and Saeed decide that they no longer have a choice. Leaving their homeland and their old lives behind, they find a door and step through. . . . Exit West follows these remarkable characters as they emerge into an alien and uncertain future, struggling to hold on to each other, to their past, to the very sense of who they are. Profoundly intimate and powerfully inventive, it tells an unforgettable story of love, loyalty, and courage that is both completely of our time and for all time.

Updated with stories from people who have been inspired by the original text, a guide to connecting with what matters most identifies four phrases for honoring relationships, letting go of unhealthy emotions, and living life fully.

Workplace negativity may seem like an intangible problem but it has very tangible consequences for the companies it afflicts. A management specialist now shows how to accentuate the positive, say no to negativity, and keep the "negativity virus" at bay.

Hello Stay Interviews, Goodbye Talent Loss

The Employee Experience

Influencing practice and process

EmployER Engagement

A Guide to Unlocking Your Team's Potential

Shattering the Barriers That Still Hold Women Back at Work

Up Is Not the Only Way

The Employee Experience: A Capstone Guide to Peak Performance is a book about people--celebrating people, appreciating people, letting them be heard, engaging them in meaningful ways, and leading them to greatness. A superior employee experience is the driving force behind a thriving organization. It starts with effective leadership--putting customers second and your employees first. In our work over the past decade, we've uncovered a collection of solutions that have been used over and over to achieve positive results. This book, which is as enjoyable to read as it is informative, is a means to get these solutions in your hands. Whether you are leading an organization-wide transformation, a new leader just starting out, or maybe just looking for a few tips to elevate your leadership, your team, or your results--this book is filled with real stories and real solutions that can help.

Cheng, a former McKinsey management consultant, reveals his proven, insider's method for acing the case interview.

A NEW YORK TIMES NOTABLE BOOK OF THE YEAR • From the widely acclaimed, bestselling author of American War—a beautifully written, unrelentingly dramatic, and profoundly moving novel that looks at the global refugee crisis through the eyes of a child. "Told from the point of view of two children, on the ground and at sea, the story so astutely unpacks the us-versus-them dynamics of our divided world that it deserves to be an instant classic." —The New York Times Book Review More bodies have washed up on the shores of a small island. Another overfilled, ill-equipped, dilapidated ship has sunk under the weight of its too many passengers: Syrians, Ethiopians, Egyptians, Lebanese, Palestinians, all of them desperate to escape untenable lives back in their homelands. But miraculously, someone has survived the passage: nine-year-old Amir, a Syrian boy who is soon rescued by Vänna. Vänna is a teenage girl, who, despite being native to the island, experiences her own sense of homelessness in a place

and among people she has come to disdain. And though Vänna and Amir are complete strangers, though they don't speak a common language, Vänna is determined to do whatever it takes to save the boy. In alternating chapters, we learn about Amir's life and how he came to be on the boat, and we follow him and the girl as they make their way toward safety. What Strange Paradise is the story of two children finding their way through a hostile world. But it is also a story of empathy and indifference, of hope and despair—and about the way each of those things can blind us to reality.

In this One Book, One New York 2019 nominee from the author of National Book Award Finalist Pachinko, the Korean-American daughter of first-generation immigrants strives to join Manhattan's inner circle. Meet Casey Han: a strong-willed, Queens-bred daughter of Korean immigrants immersed in a glamorous Manhattan lifestyle she can't afford. Casey is eager to make it on her own, away from the judgements of her parents' tight-knit community, but she soon finds that her Princeton economics degree isn't enough to rid her of ever-growing credit card debt and a toxic boyfriend. When a chance encounter with an old friend lands her a new opportunity, she's determined to carve a space for herself in a glittering world of privilege, power, and wealth—but at what cost? Set in a city where millionaires scramble for the free lunches the poor are too proud to accept, this sharp-eyed epic of love, greed, and ambition is a compelling portrait of intergenerational strife, immigrant struggle, and social and economic mobility. Addictively readable, Min Jin Lee's bestselling debut *Free Food for Millionaires* exposes the intricate layers of a community clinging to its old ways in a city packed with haves and have-nots.

**Getting Good People to Stay: Easyread Large Bold Edition**

**The Power of Stay Interviews for Engagement and Retention**

**A Guide to the New Way We Work**

**An Exploratory Study of Stay Interviews as a Retention Tool**

**Never Too Old to Get Rich**

**Free Food for Millionaires**

**Service Profit Chain**

Up Was Never for Everyone! Move up or move out. When those two options appear to be the only ones, dissatisfaction grows and engagement suffers. In decades of studying careers around the globe, Beverly Kaye, Lindy Williams, and Lynn Cowart have found that, in fact, there are more options. And rethinking career mobility can lead you to them! The authors show how managers, coaches, and employees can partner to determine what's best and what's next. Keep the same job but discover new ways to learn and grow? Explore moving to a position that could be a better fit? Step back without getting derailed? This book encourages readers to take a "kaleidoscope" view—to be open to ever-shifting patterns of opportunities and possibilities—so they can create a unique, personalized path to a truly rewarding career. When David Westin became president of ABC News in March 1997, the division was treading water. "It looked like all the really important news was behind us," he writes. Hardly. For the next thirteen years, Westin would preside over ABC News during some of the most important and perplexing events in its history: □ President Clinton's impeachment □ The tied 2000 presidential election □ The 9/11 attacks □ Conflicts in Iraq and Afghanistan □ The swift boat smear campaign against Senator John Kerry Exit Interview is a behind-the-scenes look at Westin's tenure and the major news that marked it. He takes us inside the chaos of the newsroom—alongside major players such as Peter Jennings, Barbara Walters, Diane Sawyer, and Bob Woodruff—where what looks clear and certain from the outside is often mired in conflict and urgency. Neither an apologia nor a critique, the book charts the ups and downs of fourteen formative years in network news, addressing basic questions about how our news is reported, from the point of view of someone who was there. With milestones from the recent past, Westin explores the uncertainty inherent in his job, and its central question: Is it possible for journalists to be both good at their jobs and people of good moral character?

Stay interviews prevent exit interviews! You can't afford to lose them. They're your stars and your solid citizens. You wonder if they're happy in your organization—and what might keep them there. To find out, you could: A. Conduct a survey—then try to guess who said what. B. Take note of their latest tattoos. Is your company logo among them? C. Ask, "What will keep you here?" The correct answer is C. It's the opening line of a great stay interview, and it could make the difference between keeping and losing your best people. Worried that your talented people will want things you can't deliver, like more money or a big promotion? Beverly Kaye and Sharon Jordan-Evans have a simple four-step process for dealing with that. Not sure how to get started? They provide dozens of suggested questions and icebreakers. Think you don't have time? They offer all kinds of creative time-saving options for where, when, and how you can do stay interviews.

« This is a must read for every B2B entrepreneur, SaaS creator or consultant and business school student. It's the kind of book you don't read once, you go back to it on a regular basis. » - Carmen Gereá, CEO & Co-founder, UsabilityChefs Lean B2B helps entrepreneurs and innovators quickly find traction in the enterprise. Packed with more than 20 case studies and used by thousands around the world, Lean B2B consolidates the best thinking around Business- to-Business (B2B) customer development to help entrepreneurs and innovators focus on the right things each step of the way, leaving as little as possible to luck. The book helps: □ Assess the market potential of opportunities to find the right opportunity for your team □ Find early adopters, quickly establish credibility and convince business stakeholders to work with you □ Find and prioritize business problems in corporations and identify the stakeholders with the power to influence a purchase decision □ Create a minimum viable product and a compelling offer, validate a solution and evaluate whether your team has found product-market fit □ Identify and avoid common

challenges faced by entrepreneurs and learn ninja techniques to speed up product-market validation « The book will pay itself off in the first couple of pages! » - Ben Sardella, Co-Founder, Datanyze ██████ 86% of Readers Rated it 5-Stars ██████ « Treat this book like a map to show you where you are and a compass to show you the direction. I wish I could have read it 2 or 3 years ago. » - Jonathan Gebauer, Founder, exploreB2B « Lean B2B is filled with rock-solid advice for technology entrepreneurs who want a rapid-growth trajectory. Read it to increase your certainty and your success rate. » - Jill Konrath, Author of AGILE SELLING and Selling to Big Companies « Probably the most slept on book in the Lean startup market right now.... There is no sugarcoating here. Garbugli tells you exactly what needs to happen and how to make it happen... literally holds your hand and spells it out. I was really impressed with the overall depth and advice presented. » - AJ, B2B Entrepreneur « The book I read of which I have learned the most. » - Etienne Thouin, Founder and CTO, SQLNext Software « This book is essential reading for would-be entrepreneurs who face the daunting task of entering B2B markets. » - Paul Gillin, Co-Author, Social Marketing to the Business Customer

Help Them Grow Or Watch Them Go

Fearless Salary Negotiation

Teacher Toolkit

The Stay Interview

Helping You Survive Your First Five Years

A Book About Living

Managing Workplace Negativity

**Start a successful business mid-life** When you think of someone launching a start-up, the image of a twenty-something techie probably springs to mind. However, Gen Xers and Baby Boomers are just as likely to start businesses and reinvent themselves later in life. **Never Too Old to Get Rich** is an exciting roadmap for anyone age 50+ looking to be their own boss and launch their dream business. This book provides up-to-date resources and guidance for launching a business when you're 50+. There are snappy profiles of more than a dozen successful older entrepreneurs, describing their inspirational journeys launching businesses and nonprofits, followed by Q&A conversations, and pull-out boxes containing action steps. The author walks you through her three-part fitness program: guidelines for becoming financially fit, physically fit, and spiritually fit, before delving more deeply into how would-be entrepreneurs over 50 can succeed. • Describes how you can find capital to start your own business • Offers encouraging stories of real people who have become their own bosses and succeeded as entrepreneurs • Written by PBS Next Avenue's entrepreneur expert, Kerry Hannon • Teaches you how to start your own business **Never Too Old to Get Rich** is the ideal book for older readers looking to pursue new business ventures later in life.

From bestselling writer David Graeber—"a master of opening up thought and stimulating debate" (Slate)—a powerful argument against the rise of meaningless, unfulfilling jobs...and their consequences. Does your job make a meaningful contribution to the world? In the spring of 2013, David Graeber asked this question in a playful, provocative essay titled "On the Phenomenon of Bullshit Jobs." It went viral. After one million online views in seventeen different languages, people all over the world are still debating the answer. There are hordes of people—HR consultants, communication coordinators, telemarketing researchers, corporate lawyers—whose jobs are useless, and, tragically, they know it. These people are caught in bullshit jobs. Graeber explores one of society's most vexing and deeply felt concerns, indicting among other villains a particular strain of finance capitalism that betrays ideals shared by thinkers ranging from Keynes to Lincoln. "Clever and charismatic" (The New Yorker), **Bullshit Jobs** gives individuals, corporations, and societies permission to undergo a shift in values, placing creative and caring work at the center of our culture. This book is for everyone who wants to turn their vocation back into an avocation and "a thought-provoking examination of our working lives" (Financial Times).

**Building a business** requires more than just a good product and talented people; it requires you to take a hard look at how you show up as a leader. **Open, Honest, and Direct** helps you dive into the heart of your business and your people, identifying changes you can make to transform the way you and your managers lead. Part business book, part personal-development guide, this is a how-to full of practical ways to not only build and lead a high-performance team but also bring out the best in your people. Being a successful manager is less about staying constantly on top of your team and more about providing clarity and context for people. Levy's method for creating open, honest, and direct leaders within an organization provides you with tactical tools you can put to use right away. This is a toolkit for designing a culture that supports employee performance and future-proofs your business. Many managers are promoted because they are great at what they do, but that doesn't necessarily translate into their ability to manage a team and get the most out of their people. In today's business environment where the competition for top talent is intense, it's integral to not only keep your top talent but also be able to coach all of your people and unlock their full potential. **Open, Honest, and Direct** is a field guide and powerful movement for leading that will give your organization the competitive edge it needs.

**THE NEW YORK TIMES BESTSELLER** The first inside story of one of TV's most popular and beloved dramas, **Grey's Anatomy**. More than fifteen years after its premiere, **Grey's Anatomy** remains one of the most beloved dramas on television and ABC's most important property. It typically wins its time slot and has ranked in the Top 20 most-watched shows in primetime for most of its seventeen-season run. It currently averages more than eight million viewers each week. Beyond that, it's been a cultural touchstone. It introduced the unique voice and vision of Shonda Rhimes; it made Ellen Pompeo, Sandra Oh and T.R. Knight household names; and injected words and phrases into the cultural lexicon, such as "McDreamy," "seriously," and "you're my person." And the behind-the-scenes drama has always been just as juicy as what was happening in front of the camera, from the controversial departure of Isaiah Washington to Katherine Heigl's fall from grace and Patrick Dempsey's shocking death episode. The show continued to hemorrhage key players, but the beloved hospital series never skipped a beat. **Lynette Rice's How to Save A Life** takes a totally unauthorized deep dive into the show's humble start, while offering exclusive intel on the behind-the-scenes culture, the most heartbreaking departures and the more polarizing plotlines. This exhaustively enthusiastic book is one that no **Grey's Anatomy** fan should be without.

The 7 Hidden Reasons Employees Leave

The New Rules of Work

**A Step-By-step Guide to Getting Paid What You're Worth**

**Rethinking Career Mobility**

**The Fresh and Dissenting Voice on the Employment Relationship**

**Career Conversations Employees Want**

**How To Lead People and Places That Thrive**

*In order to help individuals feel more engaged within work organizations and more satisfied with their jobs, employers have started to administer stay interviews within organizations, with the end goal being to retain organizational members. Stay interviews have become a proactive solution to the retention problem and have been seen as an alternative to the exit interview. This study proposes that through the use of stay interviews, organizational members will feel more engaged, satisfied, and committed to an organization, which will ultimately result in the retention of organizational members.*

*The Matilda Principle offers a coaching approach that builds positive teams regardless of organisational culture. It builds trust, motivation and positivity without attracting attention and without rocking the boat. In other words, it is covert team building. As a positive manager, you want people to do more than just show up. You also want people to enjoy working for you. You want them to trust you, to be motivated and loyal. In short, you want a positive team. But you also know your hands are tied. Decisions about better pay and conditions are made above your pay grade. The HR department determines how performance reviews and job design are managed. And your own boss isn't going to allow your team to work differently to other teams. But what if you could create a positive team under the radar? What if team building could be done without permission, as an act of creative subversion? In this book, Brad Desmond combines his wealth of experience as a psychologist and corporate trainer with cutting-edge studies into coaching and team building. With The Matilda Principle you will better connect with your people and bring out their best, leaving others to guess your secret.*

*Ross Morrison McGill, aka @TeacherToolkit believes that becoming a teacher is one of the best decisions you will ever make, but after more than two decades in the classroom, he knows that it is not an easy journey! Packed with countless anecdotes, from disastrous observations to marking in the broom cupboard, TEACHER TOOLKIT is a compendium of teaching strategies and advice, which aims to motivate, comfort, amuse and above all reduce the workload of a new teacher. The book includes humorous illustrations, photocopiable templates, a new-look 5 minute plan and QR codes to useful videos. This limited edition hardback version will be an invaluable addition to your school CPD library or a long-lasting bible to keep with you throughout your teaching career. As anyone who has followed him on Twitter knows, Ross is not afraid to share the highs and lows of his own successes and failures. He strives to share great teaching practice, to save you time and to ensure you are the best teacher you can be, whatever the new policy or framework. His eagerly-awaited new book continues in this vein and is a must-read for all new teachers. Vitruvian teaching will help you survive your first five years: Year 1: Be resilient (surviving your NQT year) Year 2: Be intelligent (refining your teaching) Year 3: Be innovative (take risks) Year 4: Be collaborative (share and work with others now your classroom practice is secure) Year 5: Be aspirational (moving towards middle leadership) Start working towards Vitruvian today. 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*

*Dare to Care in the Workplace*

*The Four Things That Matter Most - 10th Anniversary Edition*

*A Novel*

*A Capstone Guide to Peak Performance*

*Management Techniques from the Best Damn Ship in the Navy*

*Case Interview Secrets*

*222 Secrets of Hiring, Managing, and Retaining Great Employees in Healthcare Practices*

*David Cameron was elected Conservative leader in 2005, promising to modernize the party following its three successive electoral defeats. He became Prime Minister in 2010, forming Britain's first coalition government in 70 years, at a moment of economic crisis, and went on to win the first outright Conservative majority for 23 years at the 2015 general election. In *For the Record*, he will explain how the governments he led transformed the UK economy while implementing a modern, compassionate agenda that included reforming education and welfare, legalizing gay marriage, honoring the UK's commitment to overseas aid and spearheading environmental policies. He will shed light on the seminal world events of his premiership—the Arab Spring; the rise of ISIS; the invasion of Ukraine; the conflicts in Libya, Iraq and Syria—as well as events at home, from the Olympic Games in 2012 to the Scottish referendum. He will provide, for the first time, his perspective on the EU referendum and his views on the future of Britain's place in the world following Brexit. Revealing the battles and achievements of his life and career in intimate and frank detail, *For the Record* will be an important assessment of the significant political events of the last decade, the nature of power and the role of leadership at a time of profound global change.*

*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 matters. Radical Candor offers a guide to those bewildered or exhausted by management, written for bosses and those who manage bosses. Drawing on years of first-hand experience, and distilled clearly to give actionable lessons to the reader, Radical Candor shows how to be successful while retaining your integrity and humanity. Radical Candor is the perfect handbook for those who are looking to find meaning in their job and create an environment where people both love their work, their colleagues and are motivated to strive to ever greater success.*

*In *Complaint!* Sara Ahmed examines what we can learn about power from those who complain about abuses of power. Drawing on oral and written testimonies from academics and students who have made complaints about harassment, bullying, and unequal working conditions at universities, Ahmed explores the gap between what is supposed to happen when complaints are made and what actually happens. To make complaints within institutions is to learn how they work and for whom they work: complaint as feminist pedagogy. Ahmed explores how complaints are made behind closed doors and how doors are often closed on those who complain. To open these doors---to get complaints through, keep them going, or keep them alive---Ahmed emphasizes, requires forming new kinds of collectives. This book offers a systematic analysis of the methods used to stop complaints and a powerful and poetic meditation on what complaints can be used to do. Following a long lineage of Black feminist and feminist of color critiques of the university, Ahmed delivers a timely consideration of how institutional change becomes possible and why it is necessary.*

*When reading current human capital management or human resources management textbooks, it is clear that many do not reflect current research. Even new Strategic HRM books are only recently reporting research that has been widely discussed in academic journals over the last 10 years. Discussion with those who span the academic/practice worlds shows that they have regularly been struck by the dissonance between the journals and the texts. They agree that there should be more commonality but suggest that, although some of the HRM journal articles may carry some implications for practice, many do not. They are often vague as to the real potential value of the research and only outline potential interventions in a very rudimentary way.*

*Covering a range of topics which affect the way that human capital is attracted, developed, managed and supported, this book presents recent research which can be applied to the real world. Written by practitioners with academics, each chapter provides an overview of the research, as well as the links to current human capital management practices and identifying potential implications for future implementation. The book is designed to be of interest to academic researchers, university professors and graduate students, and to management scientists, industry economists, government officials, public policy developers and analysts, research and laboratory managers, marketing, human resources and operations managers, in fact anyone who is interested at understanding the current progress of human resources management and human capital development.*

***Radical Candor***

***Exit West***

***The Busy Leader's Handbook***

***How to Navigate Clueless Colleagues, Lunch-Stealing Bosses, and the Rest of Your Life at Work***

***Covert Strategies for Building Positive Teams in Difficult Environments, with Negative People and Stressful Workloads***

***It's Your Ship***

***Open, Honest, and Direct***

Of all the obstacles and surprises managers know are heading their way each day, the one they least anticipate and prepare for is the resignation of a seemingly happy and extremely valued employee. It's the cement truck they never saw coming their way--but they could have. This invaluable resource introduces managers to a powerful new engagement and retention tool that they absolutely must begin utilizing ASAP: the stay interview. Smart companies and managers who have realized the importance of being proactive with their employees and not taking anything for granted have begun conducting these periodic reviews in order to discover why their important talent might leave and to solve any problems before they actually quit. Written by the retention expert who pioneered the process, The Stay Interview shows managers how to:

- Prepare for the stay interview
- Anticipate an employee's top issues
- Respond to difficult questions
- Listen effectively and dig deeper
- Craft a detailed and effective stay plan complete with timeline
- Assess each employee's level of engagement, predict potential exits, and communicate results to upper management

When you have the right people in place, you can't risk losing them. Complete with the five best questions to ask and sample scripts for different situations, The Stay Interview provides the key to saving yourself unnecessary headaches and surprises.

Examines the reasons why companies lose their best employees, which range from poor management to toxic work environments, and offers advice on boosting employee confidence.

Why the gender gap persists and how we can close it. For years women have made up the majority of college-educated workers in the United States. In 2019, the gap between the percentage of women and the percentage of men in the workforce was the smallest on record. But despite these statistics, women remain underrepresented in positions of power and status, with the highest-paying jobs the most gender-imbalanced. Even in fields where the numbers of men and women are roughly equal, or where women actually make up the majority, leadership ranks remain male-dominated. The persistence of these inequalities begs the question: Why haven't we made more progress? In *Glass Half-Broken*, Colleen Ammerman and Boris Groysberg reveal the pervasive organizational obstacles and managerial actions—limited opportunities for development, lack of role models and sponsors, and bias in hiring, compensation, and promotion—that create gender imbalances. Bringing to light the key findings from the latest research in psychology, sociology, organizational behavior, and economics, Ammerman and Groysberg show that throughout their careers—from entry-level to mid-level to senior-level positions—women get pushed out of the leadership pipeline, each time for different reasons. Presenting organizational and managerial strategies designed to weaken and ultimately break down these barriers, *Glass Half-Broken* is the authoritative resource that managers and leaders at all levels can use to finally shatter the glass ceiling.

Drawing on real historical documents but infused with the intensity of imagination, sly humor, and intellectual fire for which award-winning author Rivka Galchen's writing is known, *Everyone Knows Your Mother Is a Witch* is a tale for our time—the story of how a community becomes implicated in collective aggression and hysterical fear. The year is 1619, in the German duchy of Württemberg. Plague is spreading. The Thirty Years War has begun, and fear and suspicion are in the air throughout the Holy Roman Empire. In the small town of Leonberg, Katherina Kepler is accused of being a witch. An illiterate widow, Katherina is known by her neighbors for her herbal remedies and the success of her children, including her eldest, Johannes, who is the Imperial Mathematician and renowned author of the laws of planetary motion. It's enough to make anyone jealous, and Katherina has done herself no favors by being out and about and in everyone's business. So when the deranged and insipid Ursula Reinbold (or as Katherina calls her, the Werewolf) accuses Katherina of offering her a bitter, witchy drink that has made her ill, Katherina is in trouble. Her scientist son must turn his attention from the music of the spheres to the job of defending his mother. Facing the threat of financial ruin, torture, and even execution, Katherina tells her side of the story to her friend and next-door neighbor Simon, a reclusive widower imperiled by his own secrets. Provocative and entertaining, Galchen's bold new novel touchingly illuminates a society, and a family, undone by superstition, the state, and the mortal convulsions of history.

***A Manager's Playbook***

***For the Record***

***Human Capital Management Research***

The Entrepreneur's Guide to Starting a Business Mid-Life

A Manager's Guide to Keeping the Best and Brightest

Exit Interview

Why Employees Stay

The easy way to boost employee engagement Today more than ever, companies and leaders need a road map to help them boost employee engagement levels. Employee Engagement For Dummies helps employers implement the necessary plans to create and sustain an engaging culture, allowing them to attract and retain the best people while boosting their productivity and creativity. Employee Engagement For Dummies helps you foster employee engagement, a concept that furthers an organization's interests through ensuring that employees remain involved in, committed to, and fulfilled by their work. It covers: practical steps to boost employee engagement with your company or team; how to engage different generations of employees; the keys to reduce voluntary employee turnover; practical tools to help retain and engage your employees; processes that will boost employee retention and productivity; hiring the best fits from the start; and much more. Helps you recognize and understand the impact of positive employee engagement Helps you attract and retain the best employees Employee Engagement For Dummies is for business leaders at all levels who are looking to better engage their employees and increase morale and productivity.

The workplace has changed forever. Working from home has become working from anywhere. Companies need to move forward and transition into this new era of remote work to grow and retain top talent. Is your company poised to falter or thrive in the hybrid environment? In this book, Kathleen Quinn Votaw shares her signature plan for creating people-centric, relationship-based workplaces where employees replace the nine-to-five work mentality with purpose and personal fulfillment. You'll learn the value of ... - breaking the status quo, - shifting into a strong company culture, - cultivating a workplace that values empathy, and - building a solid community that can withstand any storm. It takes everyone at a company working together to create a supportive employee experience. Put people first, and all else follows.

Based On The Research Findings From A Wide Variety Of Healthcare Providers, Clinic Administrators And Practice Managers, this resource Provides Simple, Easy-To-Use Advice And Techniques For Successfully Recruiting, Interviewing, Compensating, Managing, Motivating, Training, Evaluating, And Retaining Great Employees In The Clinical Practice Setting.

A comprehensive book of "need-to-know" insights for busy leaders Being a great leader means getting the fundamentals right. It also means consistently doing the "little things" that make a positive difference in the lives of employees, customers, and other stakeholders. The Busy Leader's Handbook: How to Lead People and Places That Thrive is a practical, easy-to-use book filled with gentle reminders of what we should be doing every day—especially when work is at its most intense. The Handbook is packed with proven best practices, tools, tips, and tactics for engaging employees, revitalizing cultures, delighting customers, and building high-performance companies. Short, succinct, and accessible, each chapter is "stand-alone," offering helpful advice for meeting common business challenges. Plus, the strategies, approaches, and tactics are designed to be put into action immediately. Best-selling author, businessman, visionary, and entrepreneur Quint Studer draws on his 30-plus years of experience in helping organizations of all sizes and leaders at every level reach peak performance. Comprehensive in scope, his book overflows with insights and practical advice to help you make smart leadership decisions. For example: Why putting the right foundational structures in place early on creates clarity and heads off problems that cause businesses to struggle and fail The importance of followership: why being a good leader requires that you first be a good follower Why we tend to run from self-disruption and a sense of being unsettled (and how to learn to embrace them instead) Why leaders should seek consent, not consensus How to engage employees and create a positive workplace culture How to help employees find meaning and purpose in their work How to conduct difficult conversations and resolve conflicts—and why having these skills (or not) can make or break you as a leader Advice for attracting and hiring the best talent, retaining them over time, and dealing with the low performers who drive them away Why mentoring is so powerful and how to encourage it inside your company Tips and tactics for seeing the world through your customer's eyes How to reduce customer anxiety (and encourage them to buy) with the right words at the right times for the right reasons The Busy Leader's Handbook functions as a desk reference and pocket guide for anyone in a leadership position. It's also a great training tool for onboarding new leaders. Whether you work for a start-up, a small or mid-size business, or a large corporation, this book will change how you think, inspire you to do your job better—and help your organization thrive.

Bullshit Jobs

Love 'em Or Lose 'em

How to Get What You Want by Saying What You mean

A Theory

How to Recognize the Subtle Signs and Act Before It's Too Late

Everyone Knows Your Mother Is a Witch

The Inside Story of Grey's Anatomy

Career development is a responsibility that managers know they should do and frequently even want to do. Despite that, it's always getting back-burnered. There are a million reasons managers give is that they don't have time. Don't have time for the meetings. The forms. The moving people around like chess pieces. But news flash: employees can be developed. In this book Beverly Kaye and Julie Guillioni invite managers to re-frame career development in such a way that responsibility rests squarely with the employees. It's about prompting, guiding, reflecting, exploring ideas, activating enthusiasm, and driving action rather than actually doing all the work. This happens through the simple . . . career development conversations can be easily integrated into the normal course of business, not separated out as a special task. Kaye and Guillioni identify three types of career development conversations and provide questions, templates, tips and tactics for having them. Managers can stop worrying, avoiding, delaying or taking on too much responsibility for their employees' career... and just start talking.

What Strange Paradise

Glass Half-Broken

A Former McKinsey Interviewer Reveals how to Get Multiple Job Offers in Consulting

How to Save a Life

A novel

Employee Engagement For Dummies