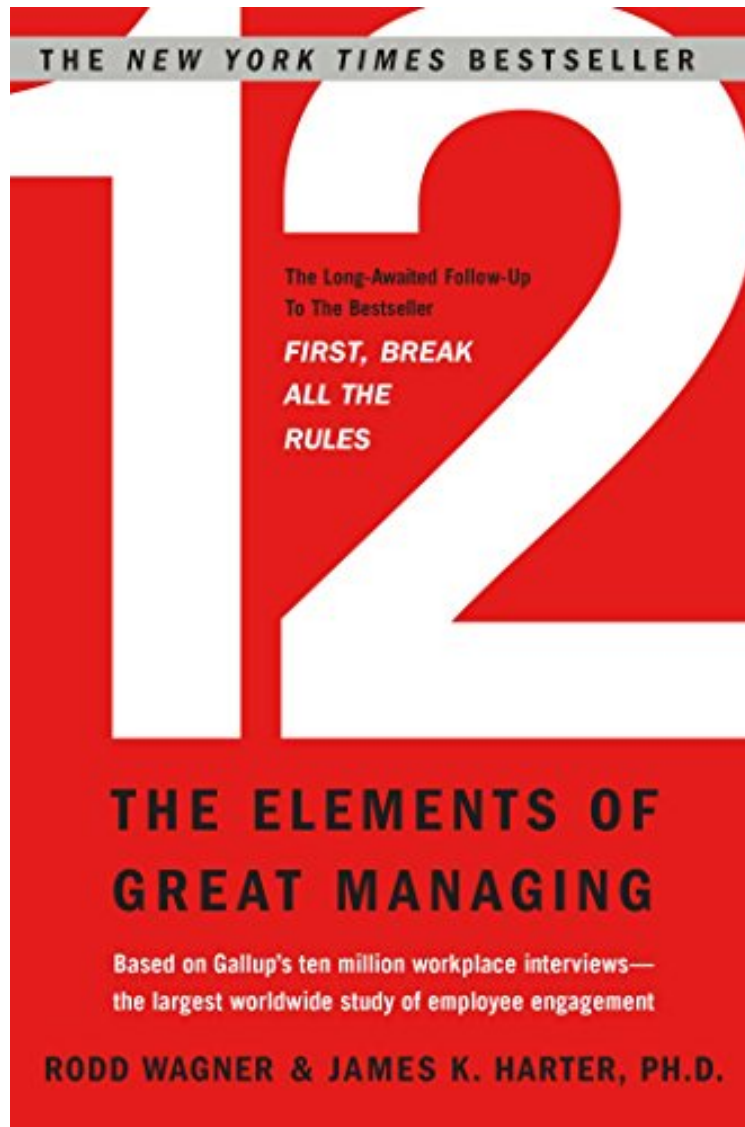


(Mobile book) 12: The Elements of Great Managing

12: The Elements of Great Managing

Rodd Wagner, James Harter

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Rodd Wagner, James Harter : 12: The Elements of Great Managing before purchasing it in order to gage whether or not it would be worth my time, and all praised 12: The Elements of Great Managing:

3 of 3 people found the following review helpful. Kindle Version IS Low QualityBy David PierpointI wasn't sure what a previous reviewer meant when he referred to the Kindle version being a problem. However, given that there aren't multiple digital versions, I went ahead and purchased. Now I see what he meant. For some reason, the type-face quality on this ebook is VERY LOW quality. Not smooth and crisp like most other Kindle titles. And the full-screen spacing/kerning does cause some very odd word-breaks (slightly annoying, but not as bad as the type-face issue).That

aside, it is readable and the book IS a good follow-up to First Break All The Rules in my opinion. So the readability is just an unfortunate annoyance -- which is why I give it a 3-star rating. Would have given a 4-star rating if the quality was on par. Regardless, unless you want to purchase the print version, you don't have an alternative. 3 of 3 people found the following review helpful. Good book for those wrestling with employee engagement. By Tom Reeder, Co-Founder NextForge. Gallup after "30 years of in-depth research involving more than 17 million employees" have settled on 12 questions to get to the heart of employee engagement. 1. I know what is expected of me at work. 2. I have the materials and equipment I need to do my work right. 3. At work, I have the opportunity to do what I do best every day. 4. In the last seven days, I have received recognition or praise for doing good work. 5. My supervisor, or someone at work, seems to care about me as a person. 6. There is someone at work who encourages my development. 7. At work, my opinions seem to count. 8. The mission or purpose of my organization makes me feel my job is important. 9. My associates or fellow employees are committed to doing quality work. 10. I have a best friend at work. 11. In the last six months, someone at work has talked to me about my progress. 12. This last year, I have had opportunities at work to learn and grow. The book anecdotally describes each of the 12 questions/elements by chapter, mostly through the eyes of front-line managers. 0 of 0 people found the following review helpful. A great book on managing and leadership. By Customer. A great book on managing and leadership. It breaks down the concepts into easy ideas that people can take with them.

12: The Elements of Great Managing is the 2006 sequel to 1999's *First, Break All the Rules*, written by Marcus Buckingham and Curt Coffman. Based on Gallup's proprietary Q12 survey from the mid-1990s, 12 follows great managers as they harness employee engagement to turn around a failing call center, save a struggling hotel, improve patient care in a hospital, maintain production through power outages, and successfully face a host of other challenges in settings around the world. The authors weave Gallup insights from 1999 to 2006 with discoveries in the fields of neuroscience, game theory, psychology, sociology, and economics.

"For a book essentially about empathy, '12: The Elements of Great Managing' is a little full of itself. It turns out that the Gallup Organization considers '12' the follow-up to 'First, Break All the Rules.' Why? Because both books rely on polling information gleaned from the company's database and because the new book's numerical title refers to the dozen traits shared by exceptional managers, as defined by 'First, Break All the Rules.' This time out, Gallup employees Rodd Wagner and James K. Harter are credited as the authors, though it's clear from the start who is really in charge: Messrs. Wagner and Harter's bosses." - The Wall Street Journal, January 10, 2007