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## Fix It: Getting Accountability Right

*Roger Connors, Tom Smith*  
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**Roger Connors, Tom Smith : Fix It: Getting Accountability Right** before purchasing it in order to gage whether or not it would be worth my time, and all praised Fix It: Getting Accountability Right:

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This is a very practical book with ideas on how to handle dysfunctional teams.

From the world's leading experts on workplace accountability comes the most comprehensive study on the subject, revealing the cure that could fix low employee engagement in the workplace once and for all. One factor, more than any other, causes the problems business leaders fear most. Lackluster performance, sinking profits, and unmet stockholder expectations all stem from one source: a massive decline in employee engagement. Rather than blaming employees themselves for the decline, however, the Workplace Accountability Study reveals how to fix it: the secret lies with those who lead and manage our organizations. To inspire employees to be fully engaged, mentally and emotionally, in their work, leaders must first and foremost fix accountability in themselves, their teams, and the entire enterprise. But how? To answer that question, Roger Connors and Tom Smith—cofounders of Partners In Leadership, the Accountability Training and Culture Change Company, and the authors of the New York Times bestseller *The Oz Principle*, the definitive bible on workplace accountability—have joined forces with three expert field practitioners. The resulting book not only presents eye-opening insights drawn from the authors' three-year, first-of-its-kind Workplace Accountability Study, it also offers 240 proven solutions advanced by 120 successful leaders interviewed exclusively for this book. Their combined wisdom can help you solve every conceivable accountability problem, whenever and wherever it pops up. Since one size does not fit all in today's challenging business environment, this official sequel to *The Oz Principle* provides an innovative, self-directed journey into accountability that enables you to tailor solutions to your own unique situation. Fix It tackles the 16 Accountability Traits consistently found in highly accountable, effective people, teams, and organizations, and it guides you to the ones you need to fix right now. You will design your personally tailored path through the book: 1. In Part 1, you create your Fix It Bucket List by taking the three-minute Fix It Assessment. 2. In Part 2, you spend fifteen minutes reading about the Accountability Trait in question. 3. In Part 3, you explore several tried-and-true solutions that will work for you, your team, or your entire organization. Fix It is destined to become an indispensable leadership and management resource for resolving any pressing problem in your organization. Whatever you need, from more accountability and ownership to greater engagement and leadership, this book will help you get the results you need. For more information, visit: [www.fixit-book.com](http://www.fixit-book.com) From the Hardcover edition.

"The tools in Fix It can be used the instant you put the book down. It is a treasure trove of insights on how to create accountability for results!" —BRAD LEE, President, Breg, Inc. "I read Fix It as I was flying across the country this week. I have never read a better structured leadership book; truly innovative. This is a breakthrough!" —JACK BUTORAC, Chairman and CEO, Marc's Pizza "Fix It is the perfect sequel to *The Oz Principle*; it should be on everyone's desk and used frequently as a leadership best practice reference book." —GARY GESSEL, President and COO, Milgard Windows Doors "The ideas presented in Fix It . . . are simple, practical, and easily cascaded across a large enterprise, resulting in the kind of real alignment that ultimately generates better results." —PIETRO SATRIANO, President and CEO, US Foods "With the principles presented in Fix It, we are now seeing collaboration, teamwork, and patient-centeredness we haven't seen for years." —DR. CHARLES PECK, CEO, Athens Regional "As an Oz reader, Fix It went beyond my expectations. The authors have gone the extra mile, again, and shared incredible research and practices that empower leaders to create thriving businesses." —LISA LUTOFF-PERLO, President and CEO, Celebrity Cruises "This timely read is a practical collection of years of concrete experience and offers a pragmatic and powerful approach to fix it and getting accountability right!" —JC TELLIER, CEO, UCB "I expect Fix It to become a reference manual for my students at Wharton as well as my friends and colleagues who are CEOs." —DAVID S. POTTRUCK, Chairman, HighTower Advisors; Faculty, Wharton School of Business; Former Charles Schwab CEO About the Author ROGER CONNORS and TOM SMITH are cofounders of Partners In Leadership, the Accountability Training and Culture Change Company, with thousands of clients all over the world. They are the coauthors of the New York Times bestselling books *The Oz Principle*, *How Did That Happen?*, *Change the Culture, Change the Game*, and *The Wisdom of Oz*. Joining them is thirty-year veteran writer and practitioner CRAIG HICKMAN, a coauthor of *The Oz Principle* and a partner at Partners In Leadership. Also contributing are TRACY SKOUSEN and MARCUS NICOLLS, both senior partners at Partners In Leadership and distinguished practitioners and executive coaches of the Partners In Leadership Accountability Methodology.