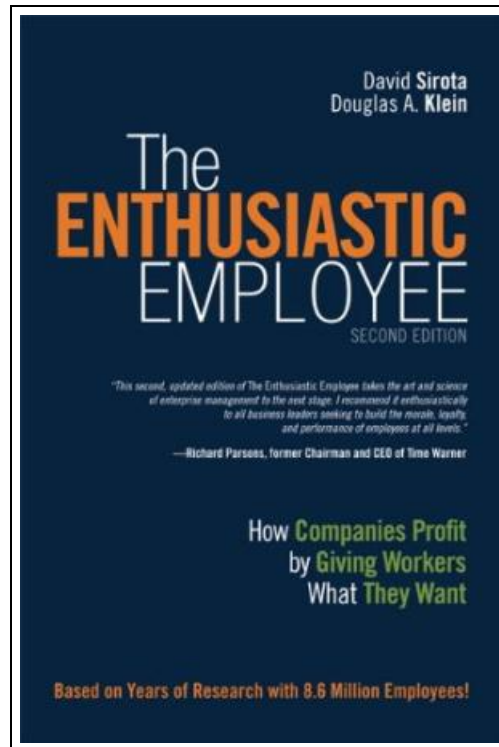


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Pearson FT Press, 2013. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: This book is about employee enthusiasm: that special, invigorating, purposeful and emotional state that's always present in the most successful organizations. Most people are enthusiastic when they're hired: hopeful, ready to work hard, eager to contribute. What happens? Management, that's what. The Enthusiastic Employee is an action-oriented book that helps companies obtain more from workers - the basic premise is that under the right kind of leadership, the more one side wins in a collaborative relationship, the more for the other side. The book is heavily evidence-based (using extensive employee survey data) and lays out two basic ideas: the "Three-Factor Theory" of human motivation at work and the "Partnership" company culture that is based on the Three-Factor Theory and that, by far, brings out the best in people as they respond with enthusiasm about what they do and the company they do it for. Drawing on research with 13,000,000+ employees in 840+ companies, The Enthusiastic Employee, Second Edition tells you what managers (from first-line supervisor to senior leadership) do wrong. Then it tells you something much more important: what to do instead. David Sirota and Douglas Klein detail exactly how to create an environment where enthusiasm flourishes and businesses excel. Extensively updated with new research, case studies, and techniques (they have added over 8.6 million employees and over 400 companies to their analyses), it now contains a detailed study of Mayo Clinic, one of the world's most effective healthcare organizations and a true representation of the principle of partnership, as well as more in-depth descriptions of private sector exemplars of partnership, such as Costco. Other new chapters include: how the Great Recession really impacted workers' morale (bottom-line, it didn't) and...

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