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Why Good People
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Think Fast, Talk

Smart:

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Techniques

Learn how to manage
people and be a
better leader THE 7

HABITS OF HIGHLY

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every manager's job

is changing people's

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someone's

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performance, get them to better manage relationships with colleagues, or to stop them doing something. Yet, despite the fact that changing people's behavior is such an important skill for managers, too many are unsure how to actually go about it.

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Behavior: A Practical
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'With their terrific
MAPS model, the
authors offer insights,
tools, techniques,
examples, and
assessments that will
help any leader to
change employee
behavior. Rapid
change has become
the new normal, and

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this book is a tremendous asset for leaders who want to become architects of change in the 21st century.

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To help employees
change their
behavior, for both the
employees ' and the
company ' s benefit.
Managers can do so
by building essential

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skills or encouraging direct reports to stop doing something or to do it better or differently. According to an IMD global study of 500 executives, managers believe that only one in two attempts to change employee behavior is successful.

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Change employees

behavior by applying

intrinsic motivation,

enhancing their

psychological capital,

and creating a

supportive

environment.

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In order to help your
employee achieve
performance

improvement, “ you
want to immediately
correct behaviors that
are getting in the way
of success and help
them to develop the
skills that will move...

How To Change Your
Employee's Behavior -

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Forbes Employee

An important part of every manager's job

is changing people's

behavior: to improve someone's

performance, get

them to better

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An important part of every manager's job is changing people's behavior: to improve someone's performance, get them to better manage relationships with colleagues, or to stop them doing

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something. Yet, despite the fact that changing people's behavior is such an important skill for managers, too many are unsure how to actually go about it. This book reveals the simple, but powerful techniques ...

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by Nik Kinley Shlomo

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[Nik Kinley; Shlomo Ben-Hur] -- An important part of every manager's job is changing people's behavior: to improve someone's performance, get them to better manage relationships with colleagues, or to stop them doing something. ...

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Changing employee behavior : a practical guide for ...

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This book reveals the simple, but powerful techniques for changing behavior that experts from a range of disciplines have been using for years, making them available to all managers in a single and comprehensive toolkit for change that managers can use to drive and

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improve the performance of their staff. Based on research conducted for this book, it introduces practical techniques drawn from the fields of psychology, psychotherapy, and behavioral economics, and show how they can be applied to address some of the

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most common, every-day challenges that managers face.

#changingpeople

For Managers

An accessible and comprehensive toolkit for change that managers can use to drive and improve the performance of their staff.

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Problems with costs, quality, productivity and attendance, primarily stem from bad behavioural patterns encouraged within the organization. To prevent and manage these problems, a behavioural approach to managing people is often the most effective. This

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dynamic textbook illustrates how behaviour analysis theory can be used to alter how people behave in the workplace. It takes a highly practical look at management strategies, showing how managers can identify, measure and analyze undesirable behaviour. Using real

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life case study

examples to show the implementation of effective change strategies, the

authors investigate a

range of situations from behavioural self-

management, to changing the

behaviour of large groups. Topics

covered include:

history of behavioural

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theory and

psychology

traditional

approaches to

management self-

management

managing groups

organizational level

management.

Providing a

theoretically

grounded yet highly

practical perspective,

this significant

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textbook is an essential purchase for all those seeking to understand how to manage people and organizations more effectively.

Why is it so hard to make lasting changes in our companies, in our communities, and in our own lives? The primary obstacle is a

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conflict that's built into our brains, say Chip and Dan Heath, authors of the critically acclaimed bestseller *Made to Stick*. Psychologists have discovered that our minds are ruled by two different systems - the rational mind and the emotional mind—that compete for control.

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The rational mind wants a great beach body; the emotional mind wants that Oreo cookie. The rational mind wants to change something at work; the emotional mind loves the comfort of the existing routine. This tension can doom a change effort - but if it is overcome, change can come

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quickly. In Switch, the Heaths show how everyday people - employees and managers, parents and nurses - have united both minds and, as a result, achieved dramatic results: • The lowly medical interns who managed to defeat an entrenched, decades-old medical practice

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that was endangering patients • The home-organizing guru who developed a simple technique for overcoming the dread of housekeeping • The manager who transformed a lackadaisical customer-support team into service zealots by removing a standard tool of

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customer service In a compelling, story-driven narrative, the Heaths bring together decades of counterintuitive research in psychology, sociology, and other fields to shed new light on how we can effect transformative change. Switch shows that successful

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Changes follow a pattern, a pattern you can use to make the changes that matter to you, whether your interest is in changing the world or changing your waistline.

Every leader understands the burning need for change—and every leader knows how

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risky it is, and how often it fails. To make organizational change work, you need to base it on science, not intuition. Despite hundreds of books on change, failure rates remain sky high. Are there deep flaws in the guidance change leaders are given? While eschewing the pat answers, linear

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models, and change recipes offered elsewhere, Paul Gibbons offers the first blueprint for change that fully reflects the newest advances in mindfulness, behavioral economics, the psychology of risk-taking, neuroscience, mindfulness, and complexity theory.

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Change management, ostensibly the craft of making change happen, is rife with myth, pseudoscience, and flawed ideas from pop psychology. In Gibbons' view, change management should be

“ euthanized ” and replaced with change agile businesses, with change leaders at

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every level. To achieve that, business education and leadership training in organizations needs to become more accountable for real results, not just participant satisfaction (the “edutainment” culture). Twenty-first century change leaders need to focus

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less on project results, more on creating agile cultures and businesses full of staff who have “get to ” rather than “ have to ” attitudes. To do that, change leaders will have to leave behind the old paradigm of “ carrots and sticks, ” both of which destroy engagement. “ New

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analytics” offer more data-driven approaches to decision making, but present a host of people challenges—where petabyte information flows meet traditional decision-making structures. These approaches will have to be complemented with “leading with

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science” —that is, using evidence-based management to inform strategy and policy decisions. In The Science of Successful Organizational Change , you'll learn: How the VUCA (Volatile, Uncertain, Complex, and Ambiguous) world affects the scale and

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pace of change in today ' s businesses
How understanding of flaws in human decision-making can help leaders guide their teams toward wiser strategic decisions when the stakes are largest—including “ when to trust your guy and when to trust a model ” and

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“when all of us are smarter than one of us” How new advances in neuroscience have altered best practices in influencing colleagues; negotiating with partners; engaging followers' hearts, minds, and behaviors; and managing resistance How

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leading organizations are making use of the science of mindfulness to create agile learners and agile cultures How new ideas from analytics, forecasting, and risk are humbling those who thought they knew the future—and how the human side of analytics and the

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psychology of risk are paradoxically more important in this technologically enabled world What complexity theory means for decision-making in the context of your own business How to create resilient and agile business cultures and anti-fragile, dynamic business structures

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To link science with your "on-the-ground" reality, Gibbons tells "warts and all "

stories from his twenty-plus years consulting to top teams and at the largest businesses in the world. You'll find case studies from well-known companies like IBM and Shell and CEO interviews

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from Nokia and
Barclays Bank.

A new wave of
products is helping
people change their
behavior and daily
routines, whether
it ' s exercising more
(Jawbone Up), taking
control of their
finances
(HelloWallet), or
organizing their email

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(Mailbox). This practical guide shows you how to design these types of products for users seeking to take action and achieve specific goals. Stephen Wendel, HelloWallet ' s head researcher, takes you step-by-step through the process of applying behavioral

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economics and
psychology to the
practical problems of
product design and
development. Using a
combination of lean
and agile
development
methods, you ' ll
learn a simple
iterative approach for
identifying target
users and behaviors,
building the product,

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and gauging its effectiveness.

Discover how to create easy-to-use

products to help

people make positive changes. Learn the

three main strategies

to help people change

behavior Identify

your target audience

and the behaviors

they seek to change

Extract user stories

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and identify obstacles
to behavior change
Develop effective
interface designs that
are enjoyable to use
Measure your
product ' s impact
and learn ways to
improve it Use
practical examples
from products like
Nest, Fitbit, and
Opower

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Draw on evidence from neuroscience to help ensure effective and successful organizational change by improving employee engagement, productivity and resilience.

There are many different types and causes of trauma and

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Employee

stress in the
workplace that can
impact employee
behavior and

performance.

Corporations have a
social responsibility
to assist in the overall
wellbeing of their
employees by
ensuring that their
leaders are
emotionally
intelligent and that

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their organization is
compliant with moral
business standards.

Occupational Stress:

Breakthroughs in

Research and Practice

examines the

psychological,

physical, and

physiological effects

of a negative work

environment. It also

explores how to cope

with work-related

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stress. Highlighting a range of topics such as job satisfaction, work overload, and work-life balance, this publication is an ideal reference source for managers, professionals, researchers, academicians, and graduate-level students in a variety of fields.

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Offers advice on how to lead an organization into change, including establishing a sense of urgency, developing a vision and strategy, and generating short-term wins.

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