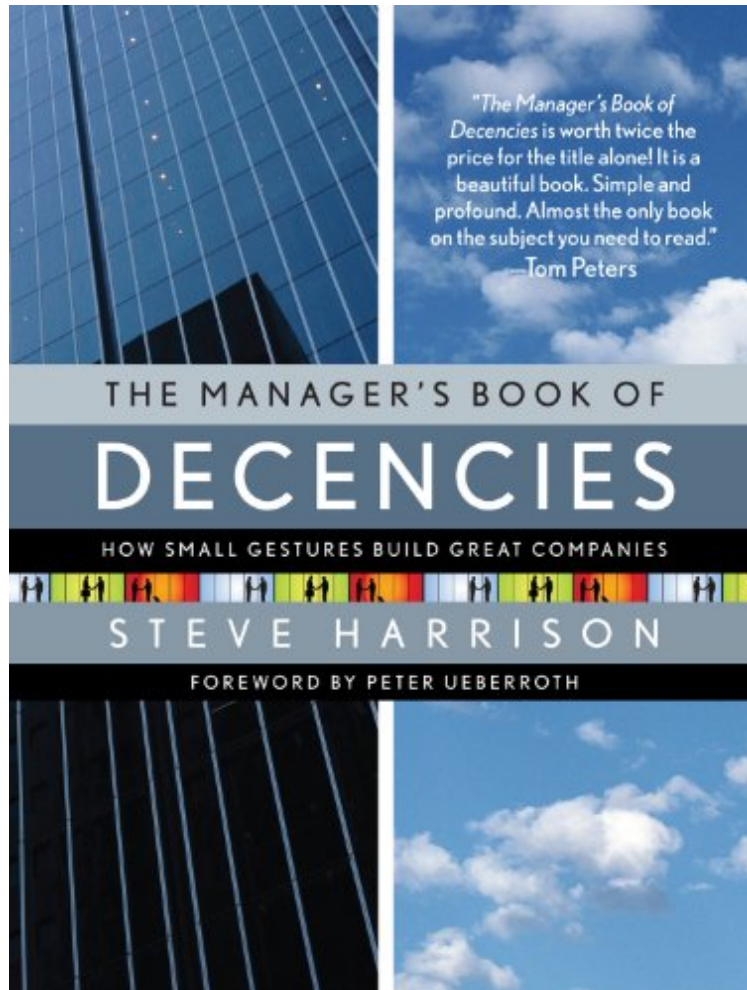


The Manager's Book of Decencies: How Small Gestures Build Great Companies

Steve G. Harrison

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Steve G. Harrison : The Manager's Book of Decencies: How Small Gestures Build Great Companies before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Manager's Book of Decencies: How Small Gestures Build Great Companies:

0 of 0 people found the following review helpful. Makes you thinkBy TatiannaJEven though you won't implement a lot of the things in this book, it does make you rethink how you approach employees, customers, bosses and co-workers. It even changes how you approach random people! There's no decency too small, and this book illustrates that it will produce benefits. I'm not talking about giving more, but giving what you give in a more effective manner. Making people feel appreciated and how to do it without going overboard. I wish it had more examples of small, cost-effective ways to set forth. Some of the examples are great, but a bit unrealistic for smaller companies. Still, it's a fantastic book and I recommend you read it. It will truly change the way you think.0 of 0 people found the following review helpful.

Good for new leaders
By don uselmann
I had read the book and thought it a great thought starter for self reflection on one's personal style. It's also a quick and easy read so I gifted it to someone who was recently promoted to a much larger responsibility as I thought he would be too busy to read something too heavy.
5 of 5 people found the following review helpful. Make a Difference in Your Organization. Starting today.
By Orville Pierson
Managers at any level sometimes feel that change is arduous, if not impossible. Most significant changes in the way an organization operates require a big pile of money, some kind of culture change or both. Most managers don't have a pile of money to invest even when they can demonstrate the potential ROI. And culture change takes forever, even if someone can figure out how to do it, which doesn't very often happen.
Steve Harrison's book is about how any manager who decides to do it can change the culture of their organization, or at least their part of the organization -- without investing very much time and without investing any money at all. It's all about remembering to do the little things that mean so much to employees. When a manager models the right behaviors on a daily basis, it creates goodwill that affects not only employees, but also spills over to customers, vendors and everyone else the company deals with.
Does it guarantee increased revenue and profits? No, but it helps. And it definitely helps make the organization a more desirable place to work.
I know that the things Steve describes in his book are effective because I've had the privilege of watching him do them in his company, Lee Hecht Harrison (Yeah, that last one is him), for many years - with excellent results. LHH has been repeatedly recognized over the years as a "best place to work." And the collection of great people that Steve helped to attract have also been very successful in keeping the business solidly profitable as well.
So if you're looking for a way you can make a real difference as a manager, reading this book is a great way to start. It's a good read too, something you can finish on the last 90 minutes of your next plane ride. You know, after you're done with the spreadsheets.

There is a philosophy of doing business that goes beyond the transfer of goods and services. It calls for a transfer of values known as of small decencies. This book shows the way. Steve Harrison, longtime management and corporate culture innovator, knows one simple truth: The long term success of any company, small or large, local or global, depends largely on its culture. Change a company's internal culture for the better, and results skyrocket. But can a manager really adjust the culture of an entire work force, especially in a large corporation? Small decencies make it easy, and in this book Harrison describes dozens of such decencies, all field-tested by the best companies in the world. All represent small changes that produce big results. Addressing concerns at every level of corporate culture, from the entry level to the CEO's office, Harrison shows how decencies will enhance communication, build teamwork, boost productivity, and create a stronger dedication to a shared mission company-wide. The Manager's Book of Decencies provides real-life examples of small decencies that result in major business impact, and that you can put to use in your company. What is a Small Decency? Greet coworkers authentically and personally Remember to say thank you-or better yet, write thank you notes For meetings you convene, be the first to sit down and the last to get up Welcome visitors by name. Better yet call them "guests"; Answer your own telephone Give away recognition when things go well; hoard responsibility when they don't Convey bad news in person When you make a mistake, admit it and apologize The Manager's Book of Decencies delivers a top-to-bottom approach to creating the kind of positive corporate culture, which has shown time and again to improve performance, attract and retain top talent, promote well-behaved organizations, and advance a vision of shared values. This is crucial reading for every manager.

From the Back Cover
The Definitive Guide to Building a Positive Corporate Culture
"Respect for people is an essential value for anyone who is truly serious about business and organizational success. In The Manager's Book of Decencies, Steve Harrison demonstrates that such respect must not only be visible, it must also be felt by recipients. There is no room in business today for hubris, arrogance or ignorance of this value."
-John D. Hofmeister, President and US Country Chair, Shell Oil Company
"An inspiring book guaranteed to raise people's confidence that their small decent gestures will have a notable impact on the well-being of others and the quality of the workplace. Steve Harrison has done a masterful job of uncovering the value of everyday goodness."
-Amy Lyman, cofounder and Chair, The Great Place to Work Institute
"This book is a gift to people who long to transform their organization, but feel powerless to do so. Steve Harrison's wisdom and good common sense shows them the way to do just that!"
-Jinny Ditzler, author of Your Best Year Yet!
"A trove of simple but powerful ideas you'll wish you had thought of on your own, years ago. I'm inspired to do better."
-Trish Carter, President, Dancing Deer Baking Company, Inc.
About the Author
Steve Harrison is chairman of Lee Hecht Harrison, the global performance leader in career management and leadership consulting, and former chief ethics and compliance officer of Adecco Group, the largest HR solutions company in the world.