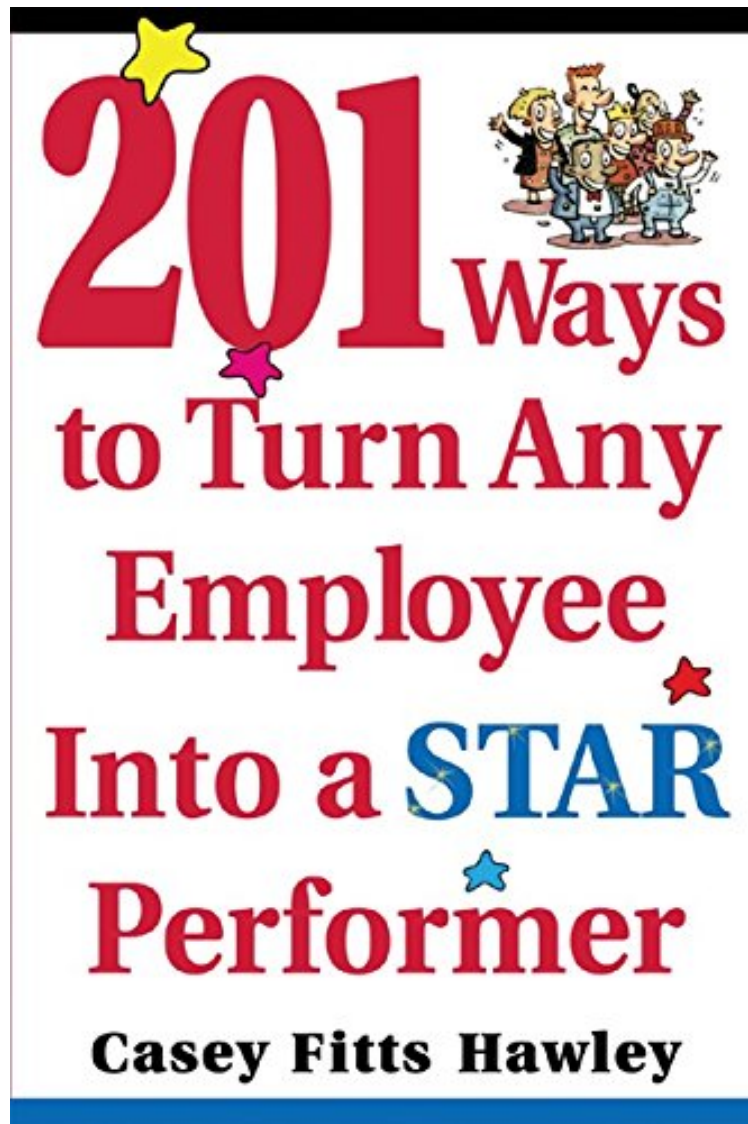


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201 Ways to Turn Any Employee Into a Star Player

Casey Fitts Hawley

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The only resource a manager needs to turn a problem employee into a top performer
201 Ways to Turn Any Employee into a Star Performer arms managers with the strategies they need to deal with the full range of employee problems--including tardiness, low-quality work, constant complaining, and much more. Consultant Casey Hawley's unique approach to personnel problems replaces harsh discipline with positive, goal-oriented tactics that turn failing employees into team players. This straightforward guide gives managers the tools and training to:
Identify problems before they become serious
Develop the art of constructive feedback
Deal with defensive reactions from employees
Understand which problems need to be managed and which ones don't
Uncover the cause of a problem and help an employee talk about it
Foster discussion in group conflict situations
Create goals for employee improvement
Follow up on employee progress

From the Back Cover
Transform problem employees into top performers
The constant complainer. The office gossip. The sloppy worker. Sooner or later, every manager has to confront problem employees like these--and it's imperative that the result is a win-win situation. Now there's a breakthrough guide that provides over 201 strategies to effectively change behaviors, boost performance, and make every employee in your company successful. Perfect to use with performance reviews or as soon as a problem arises, **201 Ways to Turn Any Employee Into a Star Performer** arms you with proven solutions for dozens of common workplace problems--everything from excessive smoke breaks and lack of initiative to tardiness and low-quality work. Consultant Casey Fitts Hawley's unique approach replaces harsh discipline with positive, goal-oriented tactics that will turn your failing staff members into star team players. Featuring winning interventions designed for today's employees and workplace, this guide equips you with succinct, easy-to-implement plans for transforming problem behavior and achieving lasting change. You get the tools you need to:
Identify problems before they become serious
Develop the art of constructive feedback
Create goals for long-term performance excellence
Help employees take an active role in their turnaround
Understand which problems need to be managed and which ones don't
Deal with defensive reactions from employees
Foster discussion in group conflict situations
Don't wait for the next performance review. Use the tested techniques in **201 Ways to Turn Any Employee Into a Star Performer** and set your organization on the path to stellar performance--one employee at a time.
About the Author
Casey Fitts Hawley (Marietta, GA) teaches workshops on employee development and works as a consultant to companies such as BellSouth, Georgia-Pacific, and GTE.