

Lynne Cunningham's
Book Review

I just read a great book that I think should be added to your Service Excellence Library.

Book	<i>The Truth About Getting the Best From People</i>
Author	Martha I. Finney
Pillar of Excellence	People
Publisher's Book Description	<p>Build a culture of engagement...one person, one interaction at a time <i>You can</i> build and lead teams full of self-motivated, innovative contributors: people who love their jobs, believe in their mission, and perform with focus, enthusiasm, and creativity! This book reveals 49 PROVEN LEADERSHIP PRINCIPLES for getting the best from <i>every</i> employee, <i>every</i> team, <i>every</i> organization!</p> <ul style="list-style-type: none"> •The truth about building a self-driven workforce that's positive, committed, <i>passionate</i> •The truth about what <i>really</i> motivates people--and what <i>doesn't</i> •The truth about leading with authenticity, clarity, consistency, and inspiration <p><i>You can</i> build and lead teams full of self-motivated, innovative contributors: people who love their jobs, believe in their mission, and perform with focus, enthusiasm, and creativity! Top leadership consultant Martha Finney reveals 49 proven leadership principles for getting the best from every employee, every team, every organization. She shows how to build a workforce that's positive, committed, <i>passionate</i>...how to <i>really</i> motivate people, even on a tight budget...how to lead with authenticity, clarity, consistency, and inspiration. These skills offer powerful, quantifiable business value. They are <i>completely learnable</i>--and this book is the fastest way to master them. It distills the world's best thinking on getting the best from people: <i>the truth, and nothing but the truth!</i></p>
LC Review	This is a very readable book. Its 49 short, highly quotable and inspirational chapters are an easy read. The book could be used for a weekly managers' discussion by reading one chapter a week. It would be an excellent preassignment for a Leadership Development Institute focusing on moving your People Pillar metrics – employee engagement, reward and recognition, and employee retention.
Page	<i>Lynne suggests that you pay special attention to some of these features in the book.</i>
11	Motivation is about making a positive difference in people's everyday lives.
14	Trivialize employee engagement, and you're going to be playing the Hell edition of Twister.
18	As a manager, you have a brand, too. The way you treat your people categorizes you as a certain type of commodity among your most valued customers – your employees.
22+	According to the Hay Group, as much as 30 percent difference in business performance can be attributed directly to the way managers treat employees.

	<i>Includes a sample employee survey that builds on the Gallup Q-12 questions with questions about your confidence and trust in leadership.</i>
31	Do my behaviors set the example for the kind of healthy, collaborative culture I want to establish in my group?
38	Visionaries break new ground. Beat cops avoid breaking rules.
47	Being responsible for your employees' happiness isn't about creating a line item in the budget for unlimited miniature golf or a free-flowing chocolate fountain. It's about creating a workplace culture that allows your people to sustain a positive and flexible attitude about themselves, their coworkers, and the work they're doing.
54+	<p>Unless there's a death in the family, there's nothing more important on your schedule than your new hire's first week.</p> <ul style="list-style-type: none"> ▼ Don't assign a buddy. Be the buddy. ▼ Fill her lunch docket. ▼ Give her a project to complete that first week. ▼ Cut her a break. ▼ Don't rush this process.
87	Your job as manager is to sell the value of the mundane as much as the marvelous.
90	The ideal future is built on what's already great, highly functioning, healthy and whole.
97+	<p>B players on your A team.</p> <p>B players are brilliant at what they do, so they don't need a spotlight to shine. B players, in short, are the ones you can't do without.</p>
101+	<p>High performers have enough coffee mugs.</p> <ul style="list-style-type: none"> ▼ Lavish the recognition; spare the rewards ▼ When you do give tangible rewards, make those rewards specific to the person or to the accomplishment that's being celebrated ▼ Give them a gift certificate to their future ▼ Give them the chance to benefit the future of others ▼ Let people see that you're trying
122+	<p>According to a survey conducted by the <i>Gallup Management Journal</i>, 59% of engaged employees strongly agreed with the statement that their current job "brings out their most creative ideas." The more engaged the employee the more likely she will offer new ideas.</p> <p>Engaged employees are more likely to be positively receptive to ideas offered by their teammates.</p> <p>Good ideas become great ones when they're safely bounced around a team of well-willed colleagues who thrive on each other's inspirations.</p>

155	If you receive bad news on a regular basis, you can be quite sure you're getting the whole store – or one that's close to it. This is your chance to demonstrate to your people that they can trust you with the trouble as much as they can with the celebrations.	
181 – 183	Games don'ts build teams. The best team-building experiences in the world are the ones that allow passionate, dedicated, and talented people to get the chance to give their best toward a common goal.	
196	Engaged employees know who's boss. That's you. And you owe it to your people to exercise your mandate to get results by tapping into their most dedicated passions and efforts. It's your job to get the best from your people. When you do it well, your people get the best from you.	
Overall rating	Excellent – it's on my Christmas giving list for colleagues	
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Price	\$18.99	Discounted on www.amazon.com
Recommended by	Colleen Cayes who helped edit the book.	Also available as a Kindle book

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