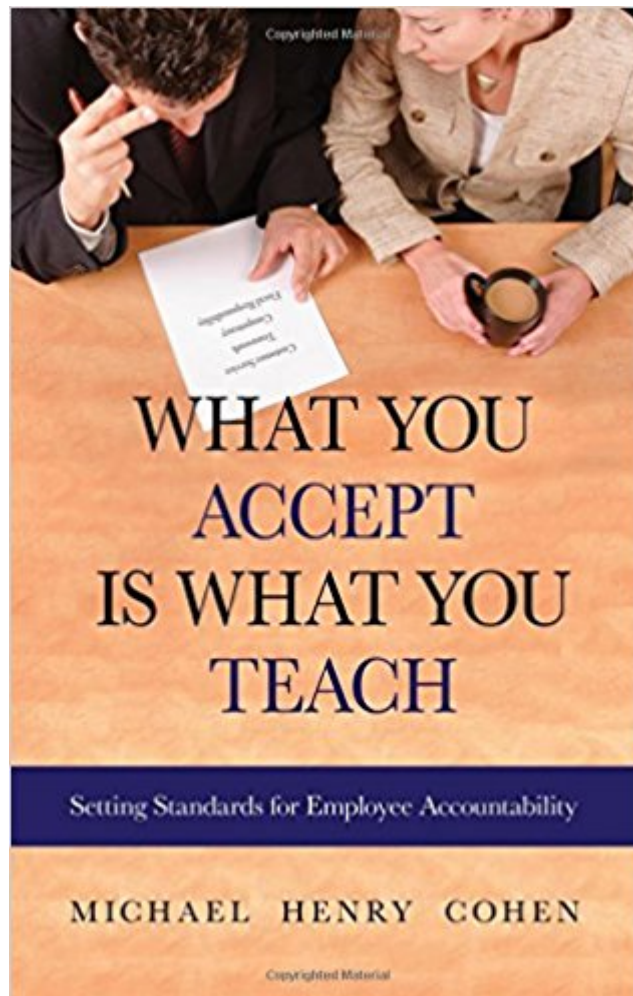




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What You Accept Is What You Teach: Setting Standards For Employee Accountability



Synopsis

While everyone is accountable for their own behavior, leaders are ultimately responsible for employee performance. By setting their own standards of exceptional performance, managers teach their employees to accept accountability for their own actions and attitudes. *What You Accept is What You Teach* is the perfect "how to" guide for navigating the maze of challenging employee communication and performance problems. It is an excellent resource for developing a healthy culture of accountability and improved employee performance. In use by more than 25,000 managers nation-wide.

Book Information

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Customer Reviews

Michael Henry Cohen is a nationally recognized workshop leader and consultant specializing in leadership and team development, organizational communications, employee relations, conflict management, and customer service. He has taught interpersonal communications, group process and organizational behavior at Northwestern, Roosevelt and Dominican Universities. Michael currently conducts leadership effectiveness programs for organizations throughout the United States.

Michael Henry Cohen had provided working managers with a highly necessary and an extremely practical book. The title itself should catch your interest and cause you to do some extensive self-evaluation. Why do I continue to have personnel issues at work? Because I allow them to

continue. While this book is an easy read, it is not simplistic; the practical steps necessary to bring about change will take a concerted effort on the part of the reader to implement. If you are "hoping" to bring about change, continue doing what you are currently doing; if you intend to bring about change, buy the book, and change what you teach.

Great book on staff accountability. Would recommend for any manager struggling with how to hold staff accountable.

Great, practical tips. Realistic examples. Plain English. Easy to read - couldn't put it down and read it in a day! Encouraging my peers to read it as well to learn to be more assertive and understand their role as a manager. Thank you!

This is a must read if you in a management position.

I hold an annual retreat for my nurse managers and gift them a book each year. We discuss the book during huddle time at the beginning of the retreat and this is the book for this year.

Excellent book filled with easy-to-read, useful information.

Will be ordering another copy

Excellent and well written. Easy to follow. Good for all managers.

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