

Love Em Or Lose Em Fifth Edition Getting Good People To Stay

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"Love Em or Lose Em offers busy managers a fresh viewpoint that clearly links business success to retention of talent" --- Richard J. Leider, Founder, the Inventure Group, co-author of Claiming Your Place at the Fire: Living the Second Half of Your Life on Purpose
NEW EDITION, REVISED AND UPDATED Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. And with so many surveys reporting that employees are unhappy and not working up to their full potential, engagement is a second serious and costly issue. The latest edition of this Wall Street Journal bestseller offers twenty-six simple strategies—from A to Z—that managers can use to address their employees' real concerns and keep them engaged. The fifth edition has been revised and updated throughout and includes many more international examples, reflecting the fact that Love 'Em or Lose 'Em is available in twenty-two languages, from Albanian and Arabic to Thai and Turkish. Its message is truly one that spans continents and cultures.

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This classic shows how to forge the link between organizational strategic planning and individual career planning and development. Along with practical tips, action items, cases, and exercises, Beverly Kaye provides detailed guidelines and techniques for helping employees target suitable career goals, devise action plans, acquire appropriate skills, and develop evaluation procedures that will satisfy organizational needs. New features in this edition include communication strategies, techniques for recognizing talent in diversity, and a new approach to mentoring. Beverly Kaye is president of Career Systems International in Scranton, Pennsylvania. Her cutting-edge management and career development programs are used by Fortune 500 companies globally. A prolific writer and popular lecturer, Kaye is coauthor of Love 'Em or Lose 'Em, a Wall Street Journal best-seller that provides strategies for retaining knowledge workers, and of the classic Designing Career Development Systems. Kaye has received numerous honors and awards, including the National Best Practice Award from the American Society for Training and Development for her work with Chevron, Bechtel, Dow Corning, and First USA. Find out more about Beverly Kaye's management and career development programs at www.careersystemsintl.com.

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Praise for BEST PRACTICES in TALENT MANAGEMENT "This book includes the most up-to-date thinking, tools, models, instruments and case studies necessary to identify, lead, and manage talent within your organization and with a focus on results. It provides it all—from thought leadership to real-world practice." PATRICK CARMICHAEL HEAD OF TALENT MANAGEMENT, REFINING, MARKETING, AND INTERNATIONAL OPERATIONS, SAUDI ARAMCO "This is a superb compendium of stories that give the reader a peek behind the curtains of top notch organizations who have wrestled with current issues of talent management. Their lessons learned are vital for leaders and practitioners who want a very valuable heads up." BEVERLY KAYE FOUNDER/CEO: CAREER SYSTEMS INTERNATIONAL AND CO-AUTHOR, LOVE 'EM OR LOSE 'EM "This is a must read for organization leaders and HR practitioners who cope with the today's most critical business challenge—talent management. This book provides a vast amount of thought provoking ideals, tools, and models, for building and

implementing talent management strategies. I highly recommend it!" DALE HALM ORGANIZATION DEVELOPMENT PROGRAM MANAGER, ARIZONA PUBLIC SERVICE "If you are responsible for planning and implementing an effective talent and succession management strategy in your organization, this book provides the case study examples you are looking for." DORIS SIMS AUTHOR, BUILDING TOMORROW'S TALENT "A must read for all managers who wish to implement a best practice talent management program within their organization" FARIBORZ GHADAR WILLIAM A. SCHREYER PROFESSOR OF GLOBAL MANAGEMENT, POLICIES AND PLANNING SENIOR ADVISOR AND DISTINGUISHED SENIOR SCHOLAR CENTER FOR STRATEGIC AND INTERNATIONAL AFFAIRS FOUNDING DIRECTOR CENTER FOR GLOBAL BUSINESS STUDIES

Traditional Chinese edition of Leaders Eat Last: Why Some Teams Pull Together and Others Don't by Simon Sinek. Sinek is the author of "Start with Why: How Great Leaders Inspire Everyone to Take Action," and a popular TED talk speaker. In Traditional Chinese. Annotation copyright Tsai Fong Books, Inc. Distributed by Tsai Fong Books, Inc.

Using more than three hundred real-life examples, the author demonstrates some of the best ideas about how to create a more creative work environment. Original. 35,000 first printing.

Helping Employees Develop Themselves Study after study confirms that career development is the single most powerful tool managers have for driving retention, engagement, productivity, and results. Nevertheless, it's frequently back-burnered. When asked why, managers say the number one reason is that they just don't have time—for the meetings, the forms, the administrative hoops. But there's a better way. And it's surprisingly simple: frequent short conversations with employees about their career goals and options integrated seamlessly into the normal course of business. Beverly Kaye, coauthor of the bestselling Love 'Em or Lose 'Em, and Julie Winkle Giulioni identify three broad types of conversations that will increase employees' awareness of their strengths, weaknesses, and interests; point out where their organization and their industry are headed; and help them pull all of that together to design their own up-to-the-minute, personalized career plans. Help Them Grow or Watch Them Go is filled with practical tips, guidelines, and templates, as well as nearly a hundred suggested conversation questions.

This sixth edition of the number one bestselling employee retention book in the world (over 800,000 copies sold) puts a new emphasis on diversity and inclusion but keeps the same appealing format: twenty-six simple strategies from A to Z. Despite booms and busts, technology advances, talent wars, layoffs, and even a global pandemic, people want what they've always wanted. Employees want—and now expect—meaningful work, supportive bosses, regular recognition, and a chance to learn and grow. And managers want their amazing people to stay—for at least a little while longer. For two decades, this Wall Street Journal bestseller—over 800,000 sold—has offered twenty-six simple strategies, from A to Z, that managers can use to address their employees' real concerns and keep them engaged. The authors have gone over every word of the previous edition, revising, updating, and streamlining. This edition includes a timely focus on diversity and inclusion in every chapter. For example, chapter 6 focuses on family. Different cultures view family responsibilities differently, so the authors address how to take that into consideration when a treasured employee asks for extended leave to care for a grandparent. And a new section called "Conversations That Count" offers discussion questions for sparking deeper conversation around the topics in the book. This new edition will ensure that Love 'Em or Lose 'Em will continue to help managers all over the world create a supportive workplace culture so they can fight burnout and keep the people they can least afford to lose.

The latest edition of the bestselling book on employee retention and engagement in the world - more than 500,000 copies of the previous

others. And you also end up lowering your costs associated with business development. Based on my years of business experience that includes B2B and retail sales, marketing and customer service, I wrote this book to share with you 57 ways you can love your customers, in ways that are truly meaningful and memorable. Applying these will help you strengthen your business relationships and your business, make business more enjoyable, and make you much more money.

Talented employees want development opportunities, meaningful work, and good bosses who communicate honestly and provide feedback. While most books on retaining employees address senior leaders and human resource professionals, this one speaks to those who can actually make a difference in keeping good workers -- managers and supervisors. Using examples, vignettes, corporate tales, and research, this book offers managers a wealth of wise suggestions. Listening carefully, fostering individual development, establishing new lines of communication, and creating positive environments are just some of the keys to keeping a company's best workers.

The third edition continues to refine and offer the 26 practical tips that helped managers around the globe learn or relearn the essentials of keeping their talented employees motivated and committed. More than ever, we predict managers who are already stretched and overwhelmed will welcome the direct advice offered in this easy to access format. Talent will again be at a premium, competition will be fierce and every manager will want to keep their top performers.

Retaining top talent and making sure employees feel engaged and appreciated is a perennial concern for every business. With over 710,000 copies sold globally, comes the fifth edition of this bestselling book by Beverly Kaye and Sharon Jordan-Evans. Since employees who walk out the door cost their companies up to 200 percent of their annual salaries to replace, retention is one of the most important issues facing businesses today. And with so many surveys reporting that employees are unhappy and not working up to their full potential, engagement is a second serious and costly issue. The latest edition of this Wall Street Journal bestseller offers twenty-six simple strategies--from A to Z--that managers can use to address their employees' real concerns and keep them engaged. The fifth edition has been revised and updated throughout and includes many more international examples, reflecting the fact that Love 'Em or Lose 'Em is available in twenty-two languages, from Albanian and Arabic to Thai and Turkish. Its message is truly one that spans continents and cultures.

Up Was Never for Everyone! Move up or move out. When those two options appear to be the only ones, dissatisfaction grows and engagement suffers. In decades of studying careers around the globe, Beverly Kaye, Lindy Williams, and Lynn Cowart have found that, in fact, there are more options. And rethinking career mobility can lead you to them! The authors show how managers, coaches, and employees can partner to determine what's best and what's next. Keep the same job but discover new ways to learn and grow? Explore moving to a position that could be a better fit? Step back without getting derailed? This book encourages readers to take a "kaleidoscope" view—to be open to ever-shifting patterns of opportunities and possibilities—so they can create a unique, personalized path to a truly rewarding career.

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Praise for Practical Negotiating: Tools, Tactics & Techniques "Practical Negotiating is an innovative, resourceful, and-as its name implies-practical guide to the art and science of negotiating. Unlike many books on negotiating, which are filled with theories and anecdotes, this one is rich with examples, tactics, and tips, which makes it the indispensable book when you are going into any negotiation." —Terry R. Bacon, President, Lore International Institute and author of *What People Want: A Manager's Guide to Building Relationships That Work* "There is something in this book for the most experienced negotiator and the novice. Gosselin's no-nonsense prescriptions and recommendations will hit home and give you new ideas for the most difficult of negotiating situations. Anyone in the business world will want this great bible of effective negotiating right near their desk and phone!" —Dr. Beverly Kaye, CEO and founder, Career Systems International and coauthor of *Love' Em or Lose'Em: Getting Good People to Stay* "Gosselin has written a thoughtful, engaging, and practical guide on a topic of increasing importance to leaders and organizations. There is something here for anyone who wants to learn how to deal more effectively with the inevitable conflicts that occur in working with clients, customers, and colleagues." —Peter Cairo, PhD, Partner, Mercer Delta Consulting and coauthor of *Why CEOs Fail: The 17 Behaviors That Can Derail Your Climb to the Top and How to Manage Them* "Forget the image of negotiation being a battlefield. Gosselin guides you in the development of a road map so both sides become winners and leave the table victorious. His writing is just like his training-clear, concise, and practical. You can apply the process immediately. A handbook for life, it's practical, thoughtful, and insightful." —Steven Myers, Manager, Lighting Education and Sales Training, Philips Lighting Company "Skip the workshops and buy Practical Negotiating. After field-testing the content through decades of experience, Gosselin has packed this useful book with processes that work and great questions and worksheets that force the material to become real and personal. Practical Negotiating will change your thinking about negotiating, and more importantly, will change your behavior. Highly recommended." —Steve Hopkins, Publisher, Executive Times "Gosselin is a most articulate and engaging businessman, and this, coupled with a keen intellect and sharp observation of behavior (and a great sense of humor!) make this a must-read. His deep understanding of effective models of negotiation and their practical application make him one of the leaders in this field." —Keith G. Slater, former director of International Development, Ingersoll Rand "This book is aptly titled as it provides the practical 'how to' for planning and executing effective negotiations. It's rich with examples, exercises, and reusable tools." —Dr. Rita Smith, Dean, Ingersoll Rand University

Stay interviews prevent exit interviews! You can't afford to lose them. They're your stars and your solid citizens. You wonder if they're happy in your organization—and what might keep them there. To find out, you could: A. Conduct a survey—then try to guess who said what. B. Take note of their latest tattoos. Is your company logo among them? C. Ask, "What will keep you here?" The correct answer is C. It's the opening line of a great stay interview, and it could make the difference between keeping and losing your best people. Worried that your talented people will want things you can't deliver, like more money or a big promotion? Beverly Kaye and Sharon Jordan-Evans have a simple four-step process for dealing with that. Not sure how to get started? They provide dozens of suggested questions and icebreakers. Think you don't have time? They offer all kinds of creative time-saving options for

where, when, and how you can do stay interviews.

Libro práctico y ágil lleno de ejemplos e ideas para mantener contentos a los mejores empleados y evitar que se los lleve la competencia, que se abran por su cuenta o que decaiga su compromiso con la empresa. Está comprobado que son los jefes y directores

Getting things done in today's workplace is hard work. Employees become exhausted, frustrated, and sometimes entirely disenchanted—and often, they are tempted to simply give up. But the research conducted by Jim Kouzes and Barry Posner over the last two decades clearly shows that successful leaders find ways to combat these negative feelings by encouraging the hearts of their team members. This workbook, based on the model presented in the bestselling book *Encouraging the Heart*, guides readers through seven essentials of encouraging the heart: set clear standards, expect the best, pay attention, personalize recognition, tell the story, celebrate together, and set the example. The authors also provide a 21-question self-assessment to help leaders determine how they are doing and where they should focus their development efforts.

This bestselling guide provides 26 strategies to keep talented employees happy and productive. Citing research and experience with dozens of organizations, the authors present many examples of how today's companies have applied retention strategies and increased retention rates.

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