Emotionally Intelligent Leadership For Students Facilitation And Activity

The groundbreaking bestseller that redefines intelligence and success Does IQ define our destiny? Daniel Goleman argues that our view of human intelligence is far too narrow, and that our emotions play major role in thought, decision making and individual success. Self-awareness, impulse control, persistence, motivation, empathy and social deftness are all qualities that mark people who excel: whose relationships flourish, who are stars in the workplace. With new insights into the brain architecture underlying emotion and rationality, Goleman shows precisely how emotional intelligence can be nurtured and strengthened in all of us.

Emotional intelligence in the classroom matters more now than ever. Raising the bar for EQ in education. Written by Dr. Adam Saenz, a licensed psychologist with years of experience working within school districts, The EQ Intervention is an accessible, deep-dive exploration into the critical value of practicing Social and Emotional Learning (SEL) skills in your role as an educator, including stopping violence in schools before it ever starts. Better mental health on campus. Designed as a practical guide for educators and administrators, The EQ Intervention includes a research-backed tool called the Educator Assessment of Social and Emotional Learning (EASEL). Using this assessment, measure your own SEL skills or those of your faculty to identify where you can adjust conflict resolution practices in the classroom for a healthier, safer, more self-aware campus. The lessons and tools in this book can help educators thoughtfully address points of conflict among students, between students and teachers, and between teachers and school administration. The EQ Intervention includes careful analysis of common issues facing educators in the classroom, such as: * Students disrupting class * Students facing turbulence or instability at home * Intervening in personal conflicts between students * Discussing potential learning disabilities or behavioral issues with parents * Faculty and administrators with difficult or uncooperative working styles

The only book for students which explores the connection between emotional intelligence and effective leadership Emotionally Intelligent Leadership: A Guide for Students is based on a conceptual model that helps students to become emotionally intelligent leaders. Research from around the world has demonstrated that there is a relationship between emotional intelligence and leadership. For the second edition of Emotionally Intelligent Leadership, the authors have incorporated their revised, data-based emotionally intelligent leadership (EIL) model into an engaging text for high school, undergraduate, and graduate students. The book can be used in conjunction with the Emotionally Intelligent Leadership for Students Inventory and Student Workbook for an immersive and transformative educational experience. Students will appreciate the opportunity to learn more about themselves as they reflect on their experiences as learners and their own leadership journeys. The new edition is substantially rewritten based new research on the EIL model. Its clear structure is organized around the three facets of emotionally intelligent leadership and 19 leadership capacities. Questions at the end of each chapter encourage purposeful reflection and leadership growth. Emotionally Intelligent Leadership is one of a kind, fostering growth and promoting intense self-reflection. Students are empowered to enhance the campus experience and develop into effective leaders of the future. Emotionally Intelligent Leadership is the perfect introduction to leading with emotional intelligence.

The traditional leadership styles of the past are underperforming in a world of continuous transformation. Those that recognise this and learn how to lead beyond their ego will become emotionally intelligent and ethical leaders who are able to build strong, collaborative relationships, and create a caring, sustainable and performance enhancing environment. This new book is rooted in the experience of senior managers and the latest discoveries in neuroscience. It gives you the tools to overcome the challenges faced by new organisational and commercial structures, technological developments, increased diversity and rapid globalisation and succeed. An essential read for current and aspiring organisational leaders, HR professionals, executive coaches and mentors, Leading Beyond the Ego is a vital point of reference for anyone in a leadership position and who wants to embrace this new world and Transpersonal Leadership.

“Effective leadership means we must bring our values and mission - not just soundbites - to our activity in the digital sphere. And it's not as hard as you may think, thanks to the very practical examples and exercises Josie Ahlquist has given us in this book.” Brandon Busteed, President - University Partners, Kaplan, Inc. “Often, higher education leaders see social media as a burden. Digital Leadership In Higher Education should be required reading in any leadership program because it clearly demonstrates how social media can and should extend leadership rather than be a burden for it.” Russell Lowery-Hart, President - Amarillo College In this groundbreaking book, Josie Ahlquist provides readers with the tools they need to take a strong, values-based approach to leadership in the various digital spaces vital to the world of higher education today. Filled with real-world examples and tools to negotiate this ever changing digital landscape, the book fills an important niche in the literature: A user manual for your digital leadership journey. Each chapter includes tools and tactics, as well as stories that bridge the gap between technology and connection with community. This book doesn’t have a recipe for cooking up the next viral video, it offers lots of ways to stay true to individual and organizational values while engaging online. Whether a college president, dean of students, associate professor, or a program coordinator, there is a need for leaders who aren’t just early adopters and social media enthusiasts, but authentic individuals who back up their technology use with a purposeful philosophy and a values-based approach to their role.

Buy the set and save! Includes one copy each of the Emotionally Intelligent Leadership for Students book, Inventory, Development Guide, and Workbook. No other discounts apply.
Emotionally Intelligent Leadership
A Guide for Students
John Wiley & Sons

This set includes one copy each of the second editions of: Emotionally Intelligent Leadership for Students: Inventory Emotionally Intelligent Leadership for Students: Student Workbook Emotionally Intelligent Leadership for Students: Facilitation and Activity Guide

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Buy the set and save! Includes one copy each of the Emotionally Intelligent Leadership for Students Inventory, Development Guide, and Workbook. No other discounts apply.

All successful leaders have a secret power—where’s yours? When leadership becomes a byword for control, and trust is outdated—how should YOU respond? ‘Believe nothing, test everything’. This is the war cry of the maverick. This scream, an essential cornerstone of the maverick mindset, defines that leadership and maverick expert Judith Germain provides the blueprint to becoming a successful leader. - Discover the 5 maverick attributes all 'natural leaders' possess; - Master the 8 maverick capabilities that all successful leaders demonstrate; - Extend your influence by utilising the 3 key power bases; - Become a transformational leader by deploying the Maverick DRIVEN Leadership(TM) Methodology; 'Judith is one of those rare people who actually knows what she’s talking about. She provides results based on good research and a professional approach'. Peter Clayton, author of 'Body Language at Work' and body language consultant for the BBC and ITV.

Emotional intelligence (EI) is the best instrument to build stronger relationships, communicate effectively, relieve stress, overcome challenges, and achieve career and personal goals. As such, this book covers a variety of topics related to the science of EI. Chapters address the science and philosophy behind EI, using EI to cope with consequences, strategies to develop EI in early childhood education, neuromarketing, emotional responding and adversity, brain networks of emotional prosody processing, humor events and wellbeing, and much more. In this dynamic book, today's educational leaders offer their best ideas for building school communities that are safe, smart, caring, successful, and emotionally intelligent.

Smart School Leaders: Leading with Emotional Intelligence

The blockbuster best seller Primal Leadership introduced us to “resonant” leaders—individuals who manage their own and others’ emotions in ways that drive success. Leaders everywhere recognized the validity of resonant leadership, but struggled with how to achieve and sustain resonance amid the relentless demands of work and life. Now, Richard Boyatzis and Annie McKee provide an indispensable guide to overcoming the vicious cycle of stress, sacrifice, and dissonance that afflicts many leaders. Drawing from extensive multidisciplinary research and real-life stories, Resonant Leadership offers a field-tested framework for creating the resonance that fuels great leadership. Rather than constantly sacrificing themselves to workplace demands, leaders can manage the cycle using specific techniques to combat stress, avoid burnout, and renew themselves physically, mentally, and emotionally. The book reveals that the path to resonance is through mindfulness, hope, and compassion and shows how intentionally employing these qualities creates effective and enduring leadership. Great leaders are resonant leaders. Resonant Leadership offers the inspiration—and tools—to spark and sustain resonance in ourselves and in those we lead.

How does emotional intelligence as a competency go beyond the individual to become something a group or entire organization can build and utilize collectively? Written primarily by members of the Consortium for Research on Emotional Intelligence in Organizations, founded by recognized EI experts Daniel Goleman and Cary Cherniss, this groundbreaking compendium examines the conceptual and strategic issues involved in defining, measuring and promoting emotional intelligence in organizations. The book’s contributing authors share fifteen models that have been field-tested and empirically validated in existing organizations. They also detail twenty-two guidelines for promoting emotional intelligence and outline a variety of measurement strategies for assessing emotional and social competence in organizations.

An exploration of what lies behind our problematic behavioural patterns in the workplace and how we can overcome them.

The concept of emotional intelligence (EI), which has steadily gained acceptance in psychology, seems particularly well suited to the work of school counselors and school psychologists who must constantly deal with troubled and underperforming students. To date, however, no book has systematically explained the theoretical and scientific foundations of emotional intelligence and integrated this information into the roles and functions of school counselors and other school personnel. In addition to illustrating how social emotional learning is important to both individual students and to school climate, the book also shows school counselors how to expand their own emotional awareness and resiliency. Key features of this outstanding new book include: * ASCA Guidelines. The book integrates the latest findings from the field of social emotional learning with the new ASCA guidelines for school counselors. * Real-life Cases. The book moves quickly from an overview of basic definitions, theories, and guidelines to stories of real counselors, administrators, teachers, and parents. * Author Expertise. John Pellitteri is Professor and Director of the Graduate Program in School Counseling Queens College (CUNY). A former school counselor, he is a leading researcher in the area of emotional intelligence. Barbara Ackerman is a K-5 school counselor and retiring Vice President of the American School Counseling Association (ASCA) Elementary School Division. Claudia Shelton has been a school counselor in grades 6-12 and currently heads a firm specializing in professional development for schools. Robin Stern is an adjunct associate professor and researcher at Columbia Teachers
College and a specialist in social emotional learning for the New York City Board of Education. This book is appropriate as a supplementary text in school counseling courses and as a professional reference work for practicing school counselors, counselor educators, counseling psychologists, school psychologists, and school administrators.

Are you an emotionally intelligent teacher who engages your students in learning? Because teaching behaviors and personalities can affect student achievement, teachers who develop their emotional awareness and interpersonal skills are better able to manage their classrooms and promote student success. Based on Daniel Goleman’s five components of emotional intelligence, this guide shows how self-awareness, self-regulation, motivation, social awareness, and relationship management can help teachers increase their effectiveness in the classroom. The authors provide research, case studies, and essential tools that help teachers to: · Understand how their conscious and unconscious behaviors affect the learning environment · Refine their verbal and nonverbal communication skills · Manage their feelings and frustrations · Interpret student behaviors, developing insight into how students perceive their teaching styles · Hone their presentation skills Becoming an Emotionally Intelligent Teacher includes practical activities and exercises that are perfect for enhancing your emotional intelligence independently or as part of a professional development opportunity.

Discover the secret to business success—leading with emotional intelligence Success requires more than hard work and good ideas: you need to be able to understand, inspire, and motivate those around you. Emotional Intelligence for the Modern Leader helps you hone your emotional intelligence (EQ)—the ability to be aware of, control, and express your emotions, as well as handle interpersonal relationships empathetically—and enhance your ability to lead. Building off proven research, this user-friendly guide teaches you the pillars of high-EQ leadership. Whether it's developing self-awareness or bolstering empathy, discover simple and easy-to-use exercises that you can make use of on your own. You'll even learn about emotionally intelligent leaders and how they've utilized this skill as part of their successes. Emotional Intelligence for the Modern Leader includes: Emotionally intelligent leadership—Find out what it means to lead with high EQ and how you can make it part of your organization's culture. Your leadership style—Determine what your professional leadership style is and how that affects the people around you. Growing your emotional intelligence—Take advantage of exercises and self-assessment tools that allow you to effectively and efficiently improve your abilities. Become the leader you've always wanted to be with this emotional intelligence enhancing guide.

In his defining work on emotional intelligence, bestselling author Daniel Goleman found that it is twice as important as other competencies in determining outstanding leadership. If you read nothing else on emotional intelligence, read these 10 articles by experts in the field. We've combed through hundreds of articles in the Harvard Business Review archive and selected the most important ones to help you boost your emotional skills—and your professional success. This book will inspire you to: Monitor and channel your moods and emotions Make smart, empathetic people decisions Manage conflict and regulate emotions within your team React to tough situations with resilience Better understand your strengths, weaknesses, needs, values, and goals Develop emotional agility This collection of articles includes: "What Makes a Leader" by Daniel Goleman, "Primal Leadership: The Hidden Driver of Great Performance" by Daniel Goleman, Richard Boyatzis, and Annie McKee, "Why It's So Hard to Be Fair" by Joel Brockner, "Why Good Leaders Make Bad Decisions" by Andrew Campbell, Jo Whitehead, and Sydney Finkelstein, "Building the Emotional Intelligence of Groups" by Vanessa Urch Druskat and Steve B. Wolff, "The Price of Incivility: Lack of Respect Hurts Morale—and the Bottom Line" by Christine Porath and Christine Pearson, "How Resilience Works" by Diane Coulter, "Emotional Agility: How Effective Leaders Manage Their Negative Thoughts and Feelings" by Susan David and Christina Congleton, "Fear of Feedback" by Jay M. Jackman and Myra H. Strober, and "The Young and the Clueless" by Kerry A. Bunker, Kathy E. Kram, and Sharon Ting. Become a Better Leader by Improving Your Emotional Intelligence Bestselling author DANIEL GOLEMAN first brought the concept of emotional intelligence (EI) to the forefront of business through his articles in Harvard Business Review, establishing EI as an indispensable trait for leaders. The Emotionally Intelligent Leader brings together three of Goleman's bestselling HBR articles. In "What Makes a Leader?" Goleman explores research that found that truly effective leaders are distinguished by high levels of self-awareness and sharp social skills. In "The Focused Leader," Goleman explains neuroscience research that proves that "being focused" is more than filtering out distractions while concentrating on one thing. In "Leadership That Gets Results," Goleman draws on research to outline six distinct leadership styles, each one springing from different components of emotional intelligence. Together, these three articles guide leaders to recognize the direct ties between EI and measurable business results.

THE WORLD NEEDS YOUR LEADERSHIP More importantly, the world needs your humanized leadership. You must create trust, clearly communicate, coach powerfully, and customize every step of the way to the various types of people you are privileged to lead. This leader is ever aware that other humans execute the processes which drive the profits - people are always at the center. This book lays out in 12 engaging chapters, a proven path to developing yourself and your teams. You will gain the mindset and skillset to: Show up in authentic and conscious leadership Manage workplace emotions - yours and theirs Communicate with clarity and connection Guide performance to build a culture of accountability Understand your own secret sauce of genius and appreciate it in others Drawing from the signature system, Leadership Mastery, this guide to your own evolution has been practiced and perfected for 15 years with thousands of clients. This is a call to action. HUMANIZE how you lead. Your time is now. Develop and strengthen essential emotional intelligence skills in adolescents with this practical, hands-on resource. Developing emotional intelligence (EQ) in students is essential to preparing them for success in college, careers, and adult life. This practical resource for educators explains what emotional intelligence is and why it's important for all students. The book lays out detailed yet flexible guidelines for teaching fundamental EQ in an intentional and focused way. The core of the book is a series of thirty hands-on lessons, each focusing on critical EQ concepts and centered around productive and respectful discussion. These research-based lessons are designed to take approximately thirty-five minutes each, but they can easily be adapted to meet the specific needs of a school or group. Digital content includes reproducible forms. It is accepted that the success of higher education institutions is dependent on effective competent leaders and leadership. This book details the findings from an examination of the relevance and interrelationships between emotional intelligence, leadership practice and job satisfaction in a higher education context. An introductory leadership textbook that guides students through the concept of leadership by design, a theory that involves planning each step of their leadership development, focusing on
practical skills and valuable attributes that will maximize their leadership success now and into the future. Organized around five major design challenges, each challenge is explored in a stand-alone module. Students begin the leadership journey with themselves, understanding their own strengths, styles, and skills. The text moves on to relationships, exploring how leadership is a process that involves values, decision-making, motivation, and power. A module on others’ success unpacks the most effective practices of leadership and management, this is followed by a module on leading culture, teams, and community, before concluding with a section on how leaders can create lasting, positive change. The book covers foundational leadership topics with a strong emphasis on skill building and helping develop CORE competencies: confidence, optimism, resiliency, and engagement. Students are encouraged to develop these skills through experiential learning, with multiple features in each chapter such as reflective and scenario-based exercises, and case studies of internationally recognized companies like Amazon and Proctor & Gamble, along with interviews with Fortune 500 Company CEOs. There are online resources for instructors and students, which include: Test bank, PowerPoint slides, an instructor manual, teaching tips, answers to in-text questions, multimedia resources, quiz questions, and flashcards. Suitable reading for first and second year undergraduates on Leadership, Introduction to Leadership, and Leading Organizations courses.

Putting Emotional Intelligence to Work offers a new paradigm of communication for the 21st-century workplace. Beginning with the thoughts of communication pioneer Carl Rogers, this book covers the origins and history of emotional intelligence, why it is essential at this point in the changing marketplace, how to delegate and negotiate more effectively, and how to change yourself to become a more effective player. An EQ (Emotional Quotient) survey helps you determine where you are on the scale of executive intelligence. Putting Emotional Intelligence to Work leaves you with a greater understanding of the new work ethic for 21st-century leadership, its business and personal benefits, how to teach it in a corporate setting, and how to build self-managed teams with the right mix and match of personality types. Dr. Ryback’s book brings many resources together to consolidate an approach to business that combines the practical with the thoughtful, emotional, and intuitive. A new paradigm for leadership in the 21st century is demonstrated clearly and incisively. David Ryback, Ph.D. is a management consultant and speaker on personal and organizational success. His experience encompasses business management and government consulting, as well as teaching at Emory University’s School of Business. His diverse client base includes the US Department of Defense, government legal offices, financial institutions, manufacturers, both domestic and international, health care organizations, and national retail outlets. In Putting Emotional Intelligence to Work, Dr. Ryback brings many resources together to consolidate an approach to business that combines the practical with the thoughtful, emotional, and intuitive. A new paradigm for leadership in the 21st century is demonstrated clearly and incisively.

Emotionally Intelligent Leadership is a groundbreaking book that combines the concepts of emotional intelligence and leadership in one model—emotionally intelligent leadership (EIL). This important resource offers students a practical guide for developing their EIL capacities and emphasizes that leadership is a learnable skill that is based on developing healthy and effective relationships. Step by step, the authors outline the EIL model (consciousness of context, consciousness of self, and consciousness of others) and explore the twenty-one capacities that define the emotionally intelligent leader.

This third edition is a thoroughly revised and updated version of the bestselling text for undergraduate leadership courses. This book is designed for college students to help them understand that they are capable of being effective leaders and guide them in developing their leadership potential. The book includes stronger connections between the RLM dimensions and related concepts, as well as visual applications of the model. The third edition includes new student vignettes that demonstrate how the major concepts and theories can be applied. It also contains new material on social justice, conflict management, positive psychology, appreciative inquiry, emotional intelligence, and new self-assessment and reflection questionnaires. For those focused on the practice of leadership development, the third edition is part of a complete set that includes a Student Workbook, a Facilitation and Activity Guide for educators, and free downloadable instructional PowerPoint® slides. The Workbook is a student-focused companion to the book and the Facilitation and Activity Guide is designed for use by program leaders and educators.

The way emotions are handled by the individual and by others is central to the success of learning. Teaching with Emotional Intelligence shows how to manage this influential but neglected area of learning. Taking the reader step by step through the learning process and looking at the relationship from the perspectives of both the teacher and the learner, this book will help the reader to: * plan the emotional environment * learn how to relate to learners * listen to learners effectively * read and respond to the feelings of individuals and groups * develop self-awareness as a teacher * recognize prejudices and preferences in oneself * improve non-verbal communication. Featuring lots of activities, checklists and points for deeper reflection, the guidance in this book will help teachers encourage their learners to become more engaged, creative and motivated.

This set includes one copy each of the second editions of: Emotionally Intelligent Leadership: A Guide for Students Emotionally Intelligent Leadership for Students: Inventory Emotionally Intelligent Leadership for Students: Development Guide Emotionally Intelligent Leadership for Students: Workbook Emotionally Intelligent Leadership for Students: Facilitation and Activity Guide. With 13 contributors, and edited by Dr. Kerrie Fleming and Roger Delves. Inspiring Leadership showcases the best of leadership development practice and the most effective leadership styles that have evolved in recent years or are currently gaining attention. Enhanced by a perspective and vision of the types of leaders and leadership skills that will be needed to meet future global demand, the book has three distinctive characteristics: it will help leaders to translate the latest thinking and offers a simple way of applying this to their current role; it offers leaders a means by which to develop themselves and their teams, while assessing how their organization may need to evolve in the changing business environment around them; and it offers a diverse view of leadership perspectives, from which readers can choose in order to enhance their own leadership style and practice. By mapping out the context of the past, present and future of leadership, including a focus on values, Inspiring Leadership looks at developing authenticity and using emotional intelligence to better cultivate a high level of self-awareness in every leader. The book offers invaluable insights on how best to ‘practise’ leadership, using the...
techniques and leadership perspectives that are most commonly used in business school interventions around the world.

Annotation.

Brings together the foremost collection of experts writing on emotional intelligence, across areas including eduction, parenting, employment and neuroscience, sharing ideas on the importance of this topic and its application to increase performance in everyday life.

The only instrument that measures behaviors associated with emotionally intelligent leadership: The Emotionally Intelligent Leadership for Students: Inventory is an evidence-based assessment of the capacities of emotionally intelligent leadership (EIL). Research that spans the globe has demonstrated that there is a relationship between emotional intelligence and leadership. For the second edition, the authors have conducted original studies, yielding a substantial revision that better reflects the world of emotionally intelligent leadership and will be transformative for students of all backgrounds. First, this 57-item assessment measures how often students engage in behaviors that align with emotionally intelligent leadership. Then, the reflection portion walks students through the process of analyzing and understanding their results, giving them concrete suggestions for how to explore and improve their emotionally intelligent leadership. The inventory reflects 19 EIL capacities supported by recent studies A section on guided interpretation allows students to determine next steps to help them prepare to become effective leaders Guidance for reflection and analysis of the results introduces learning opportunities that align with unique learning styles Use the inventory along with Emotionally Intelligent Leadership: A Guide for Students and its Student Workbook for an immersive and transformative educational experience. Students will appreciate the opportunity to learn more about themselves as they reflect on their experiences as learners and their own leadership journeys.

The mental well-being of children and adults is shockingly poor. Marc Brackett, author of Permission to Feel, knows why. And he knows what we can do. "We have a crisis on our hands, and its victims are our children." Marc Brackett is a professor in Yale University's Child Study Center and founding director of the Yale Center for Emotional Intelligence. In his 25 years as an emotion scientist, he has developed a remarkably effective plan to improve the lives of children and adults – a blueprint for understanding our emotions and using them wisely so that they help, rather than hinder, our success and well-being. The core of his approach is a legacy from his childhood, from an astute uncle who gave him permission to feel. He was the first adult who managed to see Marc, listen to him, and recognize the suffering, bullying, and abuse he'd endured. And that was the beginning of Marc's awareness that what he was going through was temporary. He wasn't alone, he wasn't stuck on a timeline, and he wasn't "wrong" to feel scared, isolated, and angry. Now, best of all, he could do something about it. In the decades since, Marc has led large research teams and raised tens of millions of dollars to investigate the roots of emotional well-being. His prescription for healthy children (and their parents, teachers, and schools) is a system called RULER, a high-impact and fast-effect approach to understanding and mastering emotions that has already transformed the thousands of schools that have adopted it. RULER has been proven to reduce stress and burnout, improve school climate, and enhance academic achievement. This book is the culmination of Marc's development of RULER and his way to share the strategies and skills with readers around the world. It is tested, and it works. This book combines rigor, science, passion and inspiration in equal parts. Too many children and adults are suffering; they are ashamed of their feelings and emotionally unskilled, but they don't have to be. Marc Brackett's life mission is to reverse this course, and this book can show you how.

"Tom was a young engineer employed at one of the country's largest steel companies. He had been an outstanding individual performer, and now he was a new manager, leading a team responsible for producing steel for a major automobile company. After just one week on the job, Tom and his team met with over 20 engineers from that other company. It was a rude awakening. I sat in a room with maybe 20 or 25 of their engineers for the annual quality evaluation of suppliers. And I learned for the first time that we were in the bottom of the bottom quartile as a supplier. We had lousy quality, we had lousy invoicing, we had lousy on-time delivery. And this was my first general manager role! I had grown up as an engineer. And how did Tom respond to this unexpected shock? I had a holy shit moment! I had been in the job literally a week. So part of it was, 'Oh my God, what the hell am I going to do?' Also I thought about how my guys had been in the business for a while, and I thought, 'What the hell have you been doing?' And I was thinking, 'I'm going to clean house!' But then... I've learned that you just can't react viscerally every time something comes up because it just scares people away. So Tom listened attentively as the engineers from the auto company presented their litany of complaints. When they finally finished, he stood up and said, 'I wouldn't blame you if you fired us as a supplier. But if you give us a chance to fix these problems, I guarantee you that we will not have this kind of meeting next year.' When Tom met with his team the next morning to discuss the situation, he started by just listening to them. They went on for some time complaining about how the company and their previous boss had made it impossible for them to provide good products and service. Rather than disagree with them or join in pointing fingers at others, Tom listened. "I didn't think about it at the time, but that first couple of hours was very cathartic for them. My focus was not on beating anyone up but rather, what can we do to fix this?" The team responded positively to Tom's approach. The next year when they met, the auto company told Tom that they "never saw any business turn around that quickly in one year." As a result, they began giving Tom's company more business, and Tom went on to a distinguished career, eventually becoming one of his company's top executives"--