

[PDF] Quiet Leadership: Six Steps To Transforming Performance At Work

David Rock - pdf download free book

Books Details:

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Description:

From Publishers Weekly A leader's job "should be to help people make their own connections," Rock asserts—a commonsense message he overcomplicates in this guide for executives and managers who want to improve employee performance. Rock, CEO of Results Coaching System, strives to legitimize his methodology with neuroscience, acronyms and catchphrases and gratuitous, Powerpointesque illustrations. But his writing style conflicts with his advice—keep it succinct and focused. Promising that his approach "*saves time* and *creates energy*," he details his six steps: "Think About Thinking" (let people think things through without telling them what to do, while remaining "solutions-focused"); "Listen for Potential" (be a sounding board for employees); "Speak with Intent" (clarify and streamline conversation); "Dance Toward Insight" (communicate in ways

that promote other people's insights); "CREATE New Thinking" (which stands for Current Reality, Explore Alternatives and Tap Their Energy, an acronym about "helping people turn their insights into habits"); and, finally, "Follow Up" to ensure ongoing improved performance. Rock also explains how to apply the steps to problem solving, decision making and giving feedback. Perhaps Rock conveys his strategies more effectively in a seminar setting, but for busy executives, this guide (after *Personal Best*) is more likely to generate frustration than an " 'aha' moment." (*Apr.*)

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Review "This highly practical guide includes exercises for each major concept, giving readers a chance to practice what they've learned." (Library Journal)

"Quiet Leadership will help you improve other people's thinking, which is the best place to begin improving other people's performance." (Marshall Goldsmith, founder of Marshall Goldsmith Partners; named one of the 50 greatest thinkers who have impacted the field of management by the American Management Association.)

"Essential reading for any leader who has ever wondered 'Why don't people do what I tell them to do?.'" (Elisa Mallis, Human Performance Consultant, Accenture, London)

A quick and useful guide to a softer management style that draws on recent discoveries in the field of neuroscience (Continental Magazine)

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