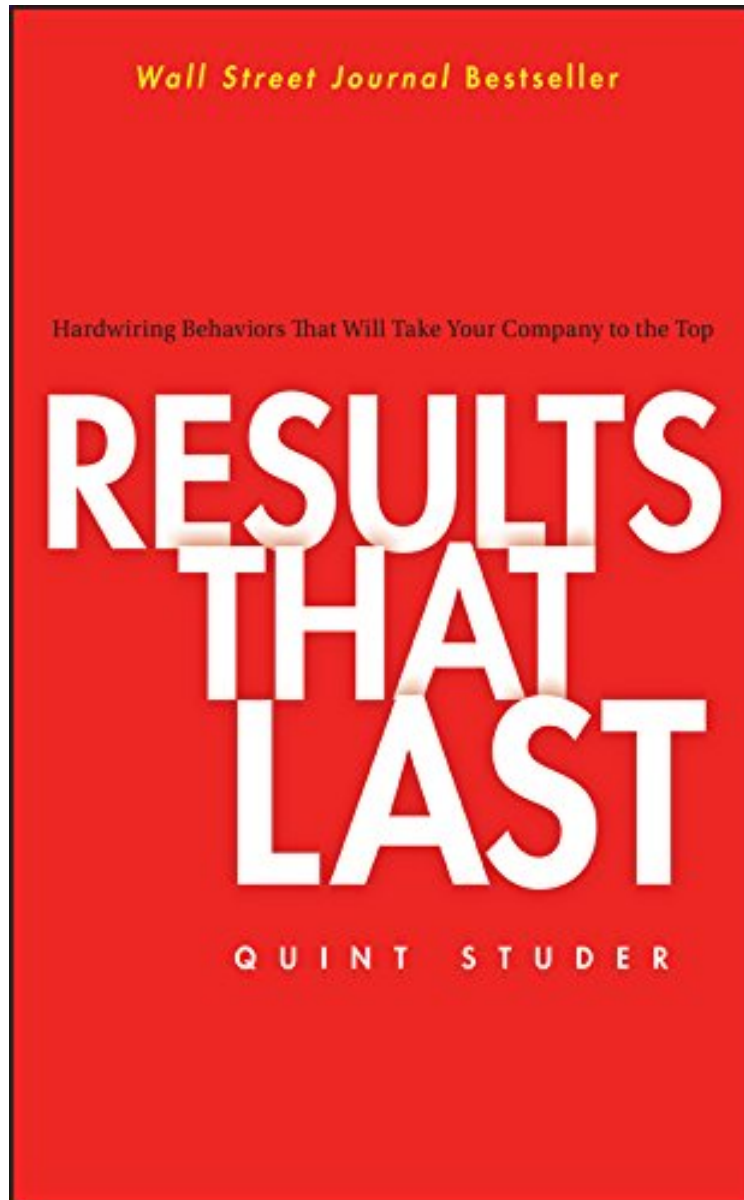


(Mobile pdf) Results That Last: Hardwiring Behaviors That Will Take Your Company to the Top

Results That Last: Hardwiring Behaviors That Will Take Your Company to the Top

Quint Studer

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Quint Studer : Results That Last: Hardwiring Behaviors That Will Take Your Company to the Top before purchasing it in order to gage whether or not it would be worth my time, and all praised Results That Last: Hardwiring Behaviors That Will Take Your Company to the Top:

3 of 3 people found the following review helpful. Systems, Structure, Strategy and Tactics: But With HeartBy Paul E.

Herr! I'm an expert on human emotions and motivation, and I wrote a book on the subject last year titled, "Primal Management: Unraveling the Secrets of Human Nature to Drive High Performance." In Primal Management I argue that human beings are elegantly designed to be self-motivated, self-managing and self-organizing without the need for an army of overseers or thick rule book. At first glance, "Results that Last" seemed diametrically opposed to my naturalistic formulation. When I first started reading, I was put-off by the structure, procedures and systems-of-control that Quint Studer was recommending. It all seemed too machine-like, oppressive, out-dated, top-down, and command-and-control; like a management tome from 1942. Then I discovered that underneath all the strategy, tactics and control, the book had a heart. The leadership recommendations that I made in Primal Management, it turns out, were nearly identical to Studer's. Studer's discipline and structure seemed less onerous once I discovered that I agreed with the overall direction he was headed. After all, if there is a way to do something that yields the best results, then why not drill it into people and make sure everybody complies. Studer's structure made more sense once he pointed out that most companies have no standardized leadership "best practices." Managers dream up their own, idiosyncratic approaches based upon God knows what; maybe war movies, John Wayne westerns, or perhaps uncle Gus's incoherent babbling over Thanksgiving dinner. Studer's discipline, it turns out, was calculated to bring order to the slipshod chaos that reigns inside most corporations. Studer is particularly tough on the way managers treat, or mistreat, their employees. For example, he tells manager to: 1) Interact daily with each employee and record the results of these conversations in a log book, 2) Get to know each employee personally and develop authentic relationships with them, 3) Forget about perks like corner offices and executive parking spaces because they are stupid and disrespectful, 4) Ask employees what you can do for them to make their work experience more pleasant and productive, 5) Ask employees for their ideas and suggestions and act on those suggestions, 6) Find out what employees are doing right and recognize them for it (preferably with hand written notes sent to their homes), Studer believes, and I agree, that a manager's top priority ought to be to serve his/her employees, not lord over them. The servant-leadership approach works best because it produces passionate and motivated employees who provide superior products and services delivered with a smile. Finally, the controls that Studer recommends are mostly temporary. They are needed at the outset to break bad habits and get managers headed in a new, more-enlightened, direction. Once the new behaviors have become hard-wired habits, the controls can be gradually phased out. What little resistance I had left to the disciplined approach melted away when I read the chapter on purpose. Without a sense of passion and purpose, Studer argues, a company is just a shell filled with disengaged employees who don't really give a damn. A sense of purpose is the "flywheel" that powers an organization forward to excellence. In summary, my initial impression of "Results That Last" was wrong. Quint Studer convinced me that a hard hand is needed to break bad habits. I no longer believe that my clients will automatically do the right thing just because I present them with a convincing, well-supported argument. Human beings are creatures of habit and habits are hard to break. I therefore don't mind a little structure and discipline if it brings out the best in human nature. Great job Quint!

2 of 2 people found the following review helpful. Performance With Staying Power By Rodger Dean Duncan, author of CHANGE-friendly LEADERSHIP: How to Transform Good Intentions into Great Performance. Many organizations can squeeze out good results in the short term. Sustainability is often the bigger challenge. Leadership is the key - and best metric - associated with organizational achievement. A workforce will typically have a range of managerial and leadership styles, and that diversity is usually a good thing. But a certain amount of standardization helps employees manage expectations and, therefore, consistency in results. People perform best when they regard their work as purposeful, beneficial, and meaningful. This book provides some good ideas on creating and maintaining such an environment.

0 of 0 people found the following review helpful. Best Book I've Read All Year! By Peaches It is easy to read. It is written in conversational style. It should be a requirement for every manager to read; especially new managers. It answers so many questions with practical answers that can be implemented without high cost. Formal education provides students with conceptual theories and history of management but this book provides detailed applications that bring on the desired results. I am eager and excited again as a manager. This book is worth every penny spent! And the contact information given with the book opens up other opportunities for enlightenment. Yes enlightenment!

Praise For Results That Last "Quint Studer is a superb communicator with a deep belief in the power of relationships. His informal tone, sense of humor, and real-world stories bring his business principles to life. Results That Last has a vital, optimistic quality that will keep readers re-reading long after other leadership books have been relegated to a dark corner of the shelf." --Nido Qubein, author of How to Get Anything You Want; President, High Point University; Chairman, Great Harvest Bread Company; and founder, National Speakers Association Foundation "Results That Last is long overdue and fills a big gap in effective business management. There are legions of books that show us the way to achieve successful results in business, but very few that teach us how to institutionalize success. In reality, achieving success is the easy part. The real challenge is to achieve results that last. Quint Studer not only proves it is possible to hardwire a culture for lasting results, but lays out a simple, logical, and effective way to do so. Anyone who wants to make success a habit needs to read this book." --Bob MacDonald, former CEO, Allianz Life of North America and author of Beat the System: 11 Secrets to Building an Entrepreneurial Culture in a Bureaucratic World "I

have always been fascinated by how the various parts of an organization work together to achieve strategic objectives. In *Results That Last*, Quint Studer explores the complex subject of performance improvement in a fresh, readable, and easy-to-grasp way. By standardizing certain business practices and leader behaviors, any company in any field can create an environment that allows it to achieve and sustain long-term results." --David F. Giannetto, coauthor of *The Performance Power Grid: The Proven Method to Create and Sustain Superior Organizational Performance*

From the Inside Flap: Business results that truly last don't come from products and services or particular employees and leaders, no matter how good they are. Products change and evolve; people come and go. What really leads to sustainable business results over time is quality leadership; not leaders, but leadership. Consistently excellent leadership is the key to long-term success and profitability. But how do you develop it? In *Results That Last*, "Master of Business" Quint Studer shows you how to build an organizational culture that develops great leaders today and instills the mechanisms and the mindset that will continue to foster great leadership tomorrow. Studer pre-sents the most effective leadership practices and shows you how to apply them across every group, department, or division, resulting in improved leadership and performance on the individual, group, and organizational levels. The practical and proven tools and techniques Studer reveals are designed to align your goals, behaviors, and processes in a way that virtually guarantees leadership excellence, vastly improved customer relations, and organizational outcomes. The *Results That Last* methodology provides real, workable solutions that help you: Standardize the behavior and responses of leaders to ensure a consistent experience for employees and customers Align processes to lessen confusion and increase effectiveness Bring leaders in line with organizational goals and values Adopt and master key tactics like Rounding for Outcomes and Managing Up Determine what employees need and want from leadership and how to deliver it, creating better morale and increased personal accountability Employ an objective evaluation system that keeps leaders on track to reach organizational goals and achieve personal excellence *Results That Last* helps you develop standardized leadership practices that will survive in your organization much longer than any individual leader or team. The result is better strategy, better employee and customer relations, and bigger long-term profits. With the right practices in place, your organization's success won't depend on individuals. Instead, excellence will be hardwired into your culture; giving you a sustainable, tangible advantage over the competition.

From the Back Cover: Praise For *Results That Last* "Quint Studer is a superb communicator with a deep belief in the power of relationships. His informal tone, sense of humor, and real-world stories bring his business principles to life. *Results That Last* has a vital, optimistic quality that will keep readers re-reading long after other leadership books have been relegated to a dark corner of the shelf." —Nido Qubein, author of *How to Get Anything You Want*; President, High Point University; Chairman, Great Harvest Bread Company; and founder, National Speakers Association Foundation "Results That Last is long overdue and fills a big gap in effective business management. There are legions of books that show us the way to achieve successful results in business, but very few that teach us how to institutionalize success. In reality, achieving success is the easy part. The real challenge is to achieve results that last. Quint Studer not only proves it is possible to hardwire a culture for lasting results, but lays out a simple, logical, and effective way to do so. Anyone who wants to make success a habit needs to read this book." —Bob MacDonald, former CEO, Allianz Life of North America and author of *Beat the System: 11 Secrets to Building an Entrepreneurial Culture in a Bureaucratic World* "I have always been fascinated by how the various parts of an organization work together to achieve strategic objectives. In *Results That Last*, Quint Studer explores the complex subject of performance improvement in a fresh, readable, and easy-to-grasp way. By standardizing certain business practices and leader behaviors, any company in any field can create an environment that allows it to achieve and sustain long-term results." —David F. Giannetto, coauthor of *The Performance Power Grid: The Proven Method to Create and Sustain Superior Organizational Performance*

About the Author: Quint Studer not only teaches it, he has done it. After leading organizations to breakthrough results, Quint formed the Studer Group, reg., an outcomes firm that implements evidence-based leadership systems that help clients attain and sustain outstanding results. He was named one of the "Top 100 Most Powerful People in Healthcare" by *Modern Healthcare* magazine for his work on institutional healthcare improvement. Studer was named "Master of Business" by *Inc.* magazine. For more information, visit www.studergroup.com.