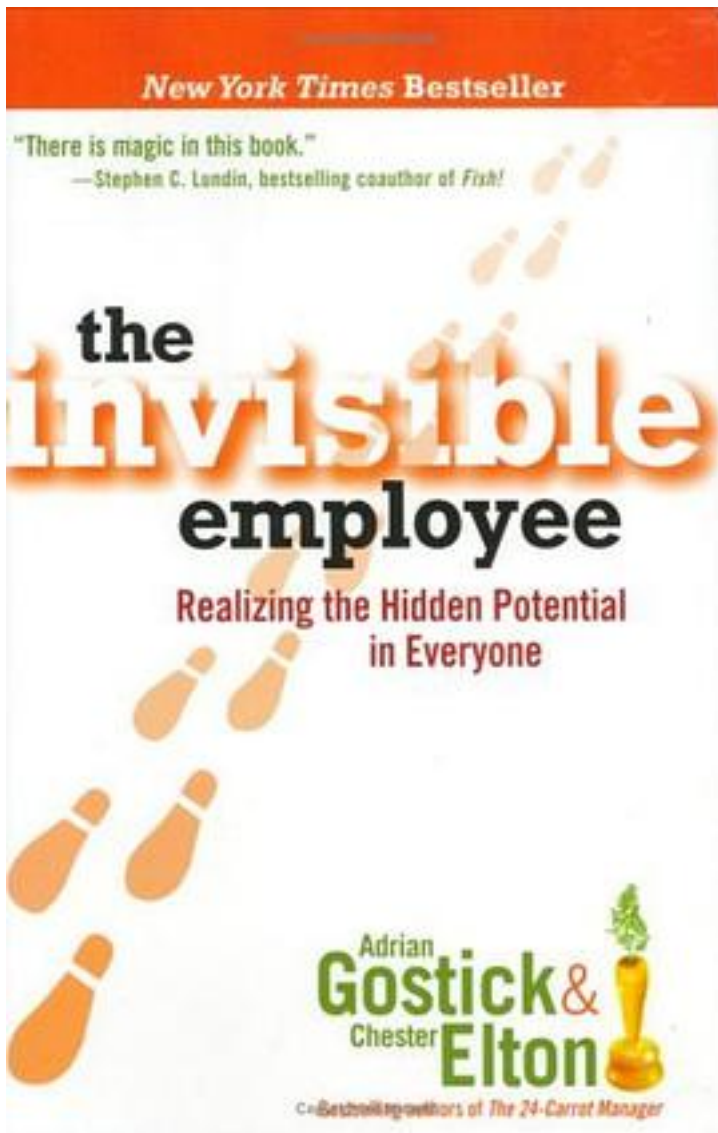


The Invisible Employee



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在线阅读本书

"There is magic in this book. It is the magic of a form of human engagement that allows you to see and your employees to be seen. Whether you are looking for a few good tips to keep a good thing going or need to recapture the very essence of a productive workplace, *The Invisible Employee* provides valuable lessons nestled among the pages of a clever and compelling story. A good read and a wise thesis."

—Stephen C. Lundin, bestselling coauthor of *Fish!* "Gostick and Elton's simple-to-understand and teachable approach of setting and supporting core values and recognizing and celebrating those behaviors can be a very effective management technique for creating a committed and engaged workforce of 'visible employees.' This is a culture no organization can afford to be without."

—Michael R. Losey, past president and CEO, Society for Human Resource Management, and Secretary General, World Federation of Personnel Management Associations "The basic principles detailed in *The Invisible Employee* are simple yet profound: (1) setting a guiding vision, (2) seeing employees supporting that vision, and (3) praising and celebrating that behavior. Restaurants do not sell merchandise that people can take home, we only sell memories. Engaging our entire staff by using these principles helps Friendly's provide great memories for our guests."

—John L. Cutter, CEO and President, Friendly Ice Cream Corporation "The *Invisible Employee* is a very inventive and original book. Combining facts that will surprise you and a fable that will fascinate you, Adrian Gostick and Chester Elton have crafted a book that educates and entertains. *The Invisible Employee* is a wonderful read with a powerful message, and I highly recommend it to leaders at all levels."

—Jim Kouzes, coauthor of *The Leadership Challenge*

作者介绍:

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