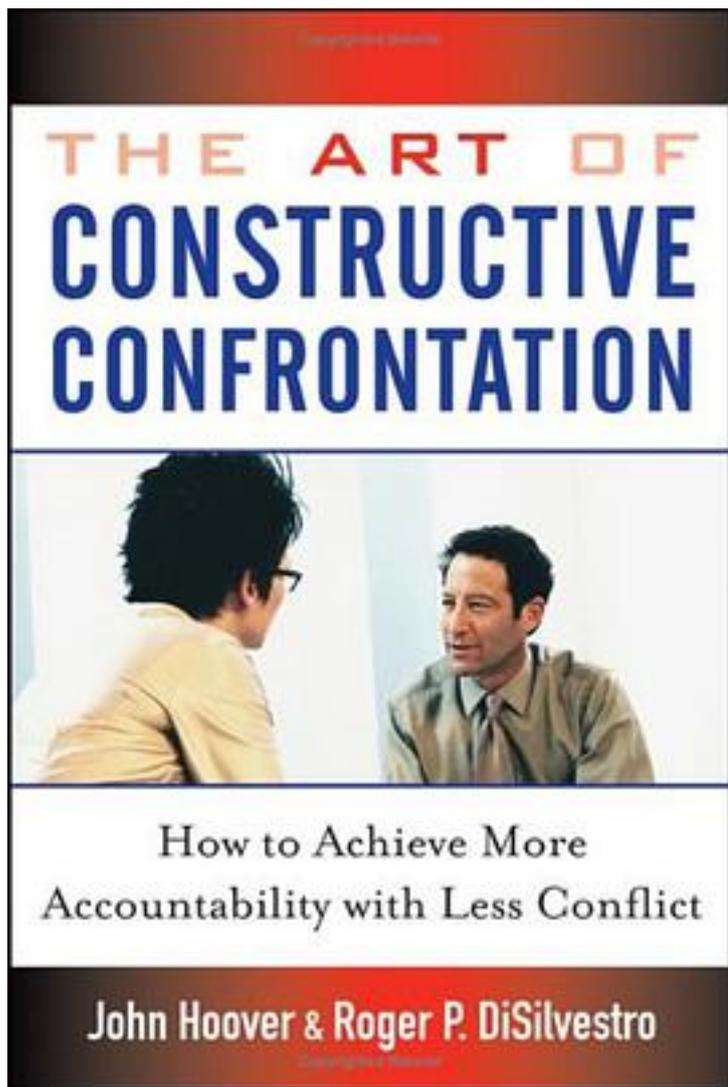


The Art of Constructive Confrontation



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Praise for The Art of Constructive Confrontation "Therea s no magic formula for building a successful enterprise, large or small. If youa re in the business of making a profit, youa re in the business of building people. First you build your people. After that, your people produce the profit. The Art of Constructive Confrontation is an easy--to--follow, systematic process that makes sure you dona t get those things backwards. Constructive confrontation is the closest thing youa ll ever find to hold people accountable for what they do, while at the same time reducing the conflicts that get in the way of productivity and, ultimately, profits." ----Spencer Hays, founder, The Tom James Company Executive Chairman, Southwestern/Great American, Inc. "The Art of Constructive Confrontation is a clear and concise road map to making the all--important conversations between team leaders and team members happen. More than that, the constructive confrontation process keeps those conversations happening, keeps them consistent and constructive, keeps everybody accountable, and unleashes the leadership potential in everyone." ----Angelo Valenti, PhD, leader of The Company Psychologist and coauthor, Unleashing Leadership "Embracing constructive confrontation builds a strong, effective leader with a strong, effective team. This book covers the step--by--step process to make you that kind of leader." ----Danny Cox, coauthor, Leadership When the Heata s On

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