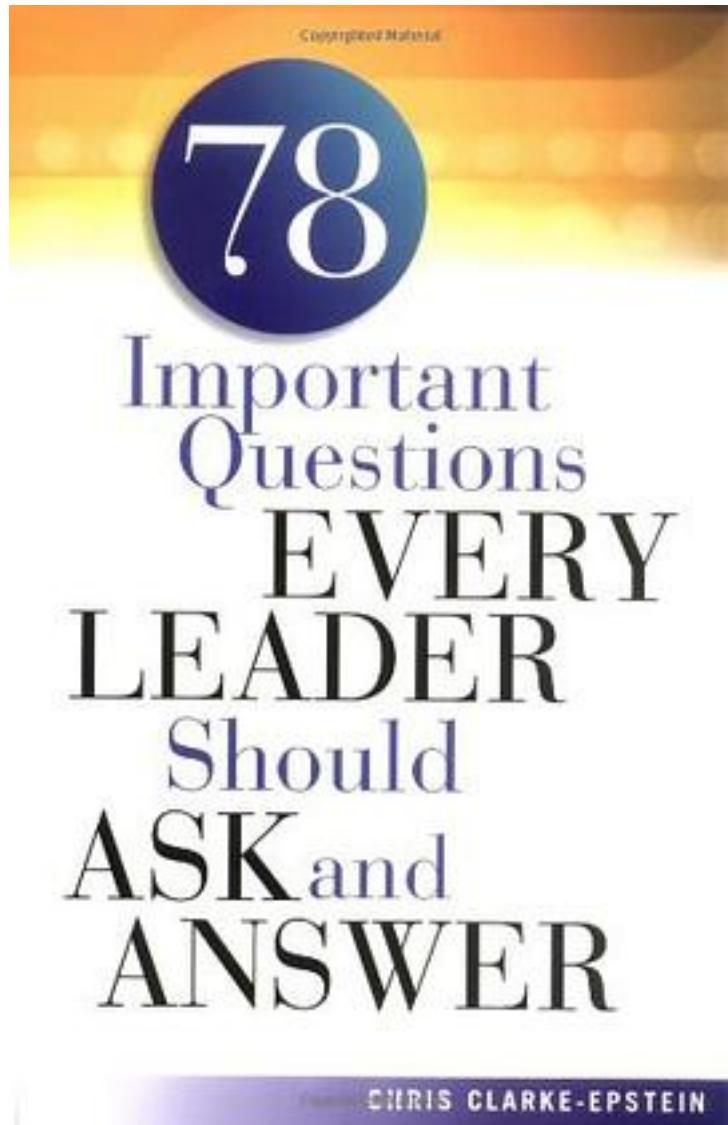


78 Important Questions Every Leader Should Ask and Answer



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"Great leaders have many talents, but one critical skill -- often unrecognized -- is the ability to ask and answer questions. This unique book offers 78 questions that leaders at all levels need to ask and answer both inside and outside the organization. Leaders who master this question-response technique will gain much useful information about what is really going on in their businesses, as well as the admiration of employees, customers, and others with whom they interact. The questions and answers cover a range of common and uncommon situations, including: the need to connect employees' efforts to company goals; layoffs, business downturns, and mergers; personal crises of employees; coaching and mentoring sessions; and customer retention. The book even includes advice on answering questions when the answer is ""I don't know"" or ""I can't tell you." With worksheets in each chapter, it prepares leaders to ask important questions of: * Customers (""Why do you do business with our competition?") * Employees (""What's a recent management decision you didn't understand?") * And even themselves (""What do I want to be remembered for?")"

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书评

关于讲领导力书到了最后都会变成谈谈理想谈谈人生的书，这本书自然也是这样。所以读起来有点唐僧的感觉。

这本书跟其他领导力的书的一个不同的地方在于强调问问题的重要性，以及在合适的时间问合适的问题，并给出了78个问题供参考。

问题基本上都是老生常谈的问题，书的见解...

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