

365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

Praise for Strategy-Driven Talent Management "Silzer and Dowell's Strategy-Driven Talent Management provides a comprehensive overview of the different elements of the best talent management processes used in organizations today. This is a valuable resource for leaders and managers, HR practitioners and anyone involved in developing leadership talent." —Ed Lawler, Professor, School of Business, University of Southern California "Talent is the key to successful execution of a winning business strategy. Strategy-Driven Talent Management by Silzer & Dowell provides a thorough and very practical guide to building and managing talent based on the strategic needs of the organization. Business leaders will find this an excellent resource with many interesting examples and best practices from leading companies." —Herbert L. Henkel, Chairman and Chief Executive Officer, Ingersoll Rand "Thanks to Strategy-Driven Talent Management, we can move from an attractive idea of talent management to practices that deliver. This book brings the work of practitioners—the people who are inventing, crafting, and shaping the field of talent management—to the forefront. Their collective experiences and insights will certainly enrich your own research and practice." —Cynthia McCauley, PhD, Senior Fellow, Center for Creative Leadership "It is exciting to see that Rob Silzer and Ben Dowell have given us the state of the art in 2010 of integrating human resource issues into strategic management. This volume is a must read for human resource and line leaders alike. The journey is far from over, but this volume of work will chart the course for further progress." —Noel Tichy, Professor, Management and Organizations, University of Michigan, Ross School of Business Newly updated to include information for the UK, The Carrot Principle illustrates how ordinary organizations have made themselves extraordinary through the use of strategic employee recognition. The authors show how great organizations and great managers succeed through living the Carrot Principle. Featuring case studies of effective recognition in some of the world's most successful organizations, such as DHL, Avis, Pepsi, etc and demonstrating how recognition has led to improved employee commitment and bottom line results in these companies, the book also shows how a Carrot Culture is not created by the CEO, senior leadership team or HR department, but manager by manager. The book provides examples of leaders - from around the globe - who lead through the Carrot Principle: providing plentiful how-to's for managers wishing to get started or hoping to enhance their recognition abilities. Overall, there has never been a book in the recognition or motivation space that has had this type of quantitative or case study support.

This revised new edition is packed with even more ways to recognise your volunteers. This book provides you with real life, proven examples that you can use to boost productivity, plus fundraising activities.

Across the country, volunteer ranks continue to grow, but people are volunteering differently. They're working online, seeking flexible schedules, and pursuing a role in defining how projects should be completed. They want to feel a sense of responsibility for your organization's overall mission. Put simply, these volunteers don't want to simply

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

make a contribution; they want to make a difference! Help to recruit, manage, and lead the new breed of volunteers. Authors guide you to a clearer understanding of what today's volunteers look like, how they want to get involved, and how you can most effectively attract, train, and unleash them within your organization.

The leading title on the subject for over 14 years (previously called Essential Volunteer Management) and the 'go to' resource for volunteer managers and personnel officers alike. With the involvement of new third author, UK volunteering expert Rob Jackson, the remit of this new edition has been broadened and extended.

Advice on the unique challenges of managing a volunteer workforce. Volunteers provide vital services to millions of people each year. However, because of their work's special nature, they're one of the most challenging work-forces to manage and retain. Lipp has managed these workers for over 20 years and shares his experience in recruiting, balancing paid and volunteer staff, creating schedules that work, addressing the transient nature of volunteers, motivation, and retention. ? Expert Author in the field ? There is a growing need for volunteer workers as budgets are cut ? Most current book on the subject ? Clear, jargon-free text full of anecdotes and step-by-step advice

What's Your Green Goldfish is based on the simple premise that employees are the key drivers of customer experience and that "Happy Employees Create Happy Customers." The book focuses on 15 different ways to drive employee engagement and reinforce a strong corporate culture. It's the second book in the goldfish trilogy. The first book was an Amazon Best Seller entitled, What's Your Purple Goldfish. Purple focused on customers, whereby Green focuses on employees. Both books are based on a revolutionary new approach called marketing g.i.u.e. (marketing by giving little unexpected extras). The book is based on the findings of the Green Goldfish Project, an effort which crowd sourced 1,001 examples of signature added value for employees. Key themes emerged from the Project. The book is filled with over 200 examples.

PRAISE FOR WHAT'S YOUR GREEN GOLDFISH "Stan is the sherpa that guides executives along the journey between the heart and mind of business stakeholders. Stakeholders aren't always customers though. At a time when company vision and culture matters more than ever, it takes inspired and engaged employees to bring them to life." - Brian Solis, author of What's the Future of Business #WTF, The End of Business as Usual and Engage "So often overlooked, and so very vital to building company value... empowering employees to support each other and the brand. Stan Phelps 'gets' it and Green Goldfish will walk you step-by-step though achieving this critical goal." - Ted Rubin, author of Return on Relationship "Great customer centric organizations only exist because of engaged and empowered employees. The Green Goldfish is packed with awesome examples of what world class companies are doing today to inspire and reward their employees. If you see value in truly building an "A Team," Green Goldfish will be, without question, your single best reference." - Chris Zane, Founder and President of Zane's Cycles, author of Reinventing the Wheel, the Science of Creating Lifetime Customers "Stan Phelps takes customer service to a whole new level by focusing on EMPLOYEE service, and how to do well by your employees - so they take care of your customers. Packed with stories, insights and R.U.L.E.S. any company can follow, this book is a must-read for managers of companies of all shapes and sizes who know that employees don't leave jobs - they leave managers, especially when they don't feel your love and appreciation. Pick this

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

up, and start engaging your team and making more GREEN - Phil Gerbyshak, author of The Naked Truth of Social Media "Our large-scale research shows unequivocally that engaged employees are more likely to work longer, try harder, make more suggestions for improvement, recruit others to join their company, and go out of their way to help customers. They even take less sick time. Companies can tap into the enormous value of engaged employees by following the 15 ideas that Stan lays out in this book." - Bruce Temkin, author of The Six Laws of Customer Experience "Too often, the actual employment experience delivered on the job does not measure up to the version sold to job candidates during the interview process. In What's Your Green Goldfish, Stan Phelps offers 15 ways to close the gap." - Steve Curtin, author of Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary (AMACOM, June 2013) "In What's Your Green Goldfish, Stan Phelps brilliantly applies the idea of 'doing a little something extra' for employees. You know, those people that actually get the work done and keep customers happy. Read it, put some of the ideas to work, and soon you'll be reaping more 'green' from your customers." - Bob Thompson, Founder and CEO, CustomerThink Corp.

The Future of Nursing explores how nurses' roles, responsibilities, and education should change significantly to meet the increased demand for care that will be created by health care reform and to advance improvements in America's increasingly complex health system. At more than 3 million in number, nurses make up the single largest segment of the health care work force. They also spend the greatest amount of time in delivering patient care as a profession. Nurses therefore have valuable insights and unique abilities to contribute as partners with other health care professionals in improving the quality and safety of care as envisioned in the Affordable Care Act (ACA) enacted this year. Nurses should be fully engaged with other health professionals and assume leadership roles in redesigning care in the United States. To ensure its members are well-prepared, the profession should institute residency training for nurses, increase the percentage of nurses who attain a bachelor's degree to 80 percent by 2020, and double the number who pursue doctorates. Furthermore, regulatory and institutional obstacles -- including limits on nurses' scope of practice -- should be removed so that the health system can reap the full benefit of nurses' training, skills, and knowledge in patient care. In this book, the Institute of Medicine makes recommendations for an action-oriented blueprint for the future of nursing.

This revised new edition is packed with even more ways to recognize your volunteers. This book provides you with real life, proven examples that you can use to boost productivity, plus fundraising activities.

The commander of the USS Santa Fe provides leadership lessons from his experiences in implementing an empowerment style of command, giving crew members more decision making authority and accountability, with a focus on accomplishments. Disconnected is a path-breaking analysis of the relationship between schooling and employers in Latin America. It is sophisticated in its design, using multiple surveys and multiple methods. It distinguishes carefully among different types of skills and the relationship of each type to employment outcomes and employer needs. It examines both the demand and the supply side of the labor market. And it provides guidance for further work. We commend this book to all readers, scholars, and practitioners concerned with schooling and job markets in Latin America.

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

Are you a volunteer? A leader of volunteers? A leader in any capacity? This book is for you! Engaging the Head, Heart and Hands of a Volunteer Is quite possibly the only book of its kind dedicated to Equipping, Guiding, Supporting and Inspiring the people of who choose to serve as volunteers. IF YOU ARE INVOLVED OR HAVE INFLUENCE IN VOLUNTEER-SUPPORTED ORGANIZATIONS SUCH AS: Community/Civic Youth Professional Environmental Faith-Based Athletics Education- Based Corporate Social Responsibility and more! Social Impact Healthcare Emergency Response The tips and techniques shared in this book will help you create an enriching, fulfilling and sustainable service experience that will keep volunteers coming back and serving with passion!

This Surgeon General's report details the causes and the consequences of tobacco use among youth and young adults by focusing on the social, environmental, advertising, and marketing influences that encourage youth and young adults to initiate and sustain tobacco use. This is the first time tobacco data on young adults as a discrete population have been explored in detail. The report also highlights successful strategies to prevent young people from using tobacco.

Completely revised and expanded, the ultimate guide to starting—and keeping—an active and effective volunteer program Drawing on the experience and expertise of recognized authorities on nonprofit organizations, *The Volunteer*

Management Handbook, Second Edition is the only guide you need for establishing and maintaining an active and effective volunteer program. Written by nonprofit leader Tracy Connors, this handy reference offers practical guidance on such essential issues as motivating people to volunteer their time and services, recruitment, and more. Up-to-date and practical, this is the essential guide to managing your nonprofit's most important resource: its volunteers. Now covers volunteer demographics, volunteer program leaders and managers, policy making and implementation, planning and staff analysis, recruiting, interviewing and screening volunteers, orienting and training volunteers, and much more Up-to-date, practical guidance for the major areas of volunteer leadership and management Explores volunteers and the law: liabilities, immunities, and responsibilities Designed to help nonprofit organizations survive and thrive, *The Volunteer Management Handbook, Second Edition* is an indispensable reference that is unsurpassed in both the breadth and depth of its coverage.

365 Ideas for Recruiting, Retaining, Motivating and Rewarding Your Volunteers A Complete Guide for Non-Profit Organizations Atlantic Publishing Group Incorporated The term *Reserve Component* is used to refer collectively to the seven individual reserve components of the armed forces: the Army Nat. Guard (NG), the Army Reserve, the Navy Reserve, the Marine Corps Reserve, the Air NG, the Air Force Reserve, and the Coast Guard Reserve. These reserve components provide trained units and qualified persons available for active duty in the armed forces. Since 1990, reservists have been involuntarily activated six times, incl. two large-scale mobilizations for the Persian Gulf War and in the aftermath of 9/11. This increasing use of the reserves has led to interest in funding, equipment, and personnel policy. This report provides an overview of key reserve component personnel issues. This is a print on demand report.

Are you thinking of starting a museum? *Starting Right: A Basic Guide to Museum Planning* uses straightforward, non-technical language to share the basics of museum planning in an

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

evening's read. The third edition has been fully revised and updated to address the current issues facing new museums, including the increasing use of digital technologies.

Shares advice for transitioning away from unfulfilling jobs to embark on adventurous, meaningful careers, outlining recommendations for starting a personal business with a minimum of time and investment while turning ideas into higher income levels. 60,000 first printing.

This book will help you develop a dynamic, motivated, reliable team of volunteers for your nonprofit organization. Included in this updated version are new statistics for research regarding volunteers, as well as more discussion on the topic of social media and technology in today's modern world.

A consultant to some of America's leading corporations shares key insights and ideas on how to supercharge one's business and career, explaining how to create and develop new opportunities for wealth in any business, enterprise, or venture. Reprint. 50,000 first printing. Professional resume and cover letter writers reveal their inside secrets for creating phenomenal cover letters that get attention and land interviews. Features more than 150 sample cover letters written for all types of job seekers, including the Before-and-After transformations that can make boring letters fabulous.

A critical factor in your organization's success is your ability to hire -- and keep -- good people. But in order to tackle the toughest recruiting assignments and keep your company running smoothly with great hires who are there for the long haul, you need to infuse both common sense and corporate street smarts into your approach. 101 Strategies for Recruiting Success offers tips of the trade from a recruiting professional with more than two decades of experience. The book includes proven ways to reel in great talent, including how to make your general recruiting operations proactive rather than reactive, 25 ways to find the people your company needs, methods for conducting interviews and evaluating candidates, advice on how to recruit for diversity, retention tactics such as mentoring, performance appraisal, and anti-raiding strategies that begin before the candidate is hired, and a Recruiting Excellence Workbook.

Do you have a grip on your business, or does your business have a grip on you? All entrepreneurs and business leaders face similar frustrations—personnel conflict, profit woes, and inadequate growth. Decisions never seem to get made, or, once made, fail to be properly implemented. But there is a solution. It's not complicated or theoretical. The Entrepreneurial Operating System® is a practical method for achieving the business success you have always envisioned. More than 80,000 companies have discovered what EOS can do. In Traction, you'll learn the secrets of strengthening the six key components of your business. You'll discover simple yet powerful ways to run your company that will give you and your leadership team more focus, more growth, and more enjoyment. Successful companies are applying Traction every day to run profitable, frustration-free businesses—and you can too. For an illustrative, real-world lesson on how to apply Traction to your business, check out its companion book, Get A Grip.

A manual of the volunteer management process.

Volunteer management is stuck in a decades old paradigm. It doesn't work for today's volunteers. In The Disruptive Volunteer Manager, blogger Meridian Swift lays out 6 steps to modernizing volunteer management. By following the steps, today's volunteer managers will position themselves as leaders of a movement to elevate volunteers and volunteer contributions. Each step equips a volunteer manager with the tools to attract and sustain modern volunteers while increasing respect and demand for volunteer involvement. Just a few of the many questions Swift answers are: How is volunteer synergy formed? Where do balanced

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

volunteer projects fall on the tasks priority list? Are volunteers human capital, assets or a product? Should we worry about a volunteer block chain? How do we stop the volunteer talent churn? What is volunteer role scalability? Disrupting volunteer management means positioning for the future of volunteer engagement and breaking the bonds of an outdated system to become an effective leader. With 6 steps to reframe volunteer management, *The Disruptive Volunteer Manager* illustrates the path to a better way.

Shows how to organize and build a "volunteer management team" and effectively accomplish the goals of a volunteer program.

The Talent Management Handbook explains how organizations can identify and get the most out of "high-potential people" by developing and promoting them to key positions. The book explains: 1. A system for integrating three human resources "building blocks": organizational competencies, performance appraisal, and forecasting employee/manager potential 2. Six human resources conditions necessary for organization excellence 3. How to link your employee assessment process to career planning and development *The Talent Management Handbook* will help you design career plans that boost employee morale, as well as create and sustain excellence in your organization. It is full of simple, efficient, easy-to-follow methods for assessing, planning, and developing high-value people to meet your organization's current and future needs. And it will help you combine your organization's diverse human resources activities into a single, cogent system. Featuring best practices from leading companies as well as contributions from field experts who hold top positions in such leading HR consultancies as AON Consulting, The Hay Group, Hewitt Associates, Right Management Consulting, Sibson Consulting, and Towers Perrin, *The Talent Management Handbook* is an authoritative resource for creating and maintaining excellence in your organization through people management.

Is your organization getting the most from its volunteers? Volunteers are an essential part of many nonprofits' day-to-day operations. Yet, a large number of organizations continue to struggle with engaging, managing, and retaining volunteers. Today's successful nonprofits are changing the face of volunteerism by adopting modern best practices, tools, and technologies to evolve management strategies that keep up with developing trends. This book will help you:

As U.S. military forces appear overcommitted and some ponder a possible return to the draft, the timing is ideal for a review of how the American military transformed itself over the past five decades, from a poorly disciplined force of conscripts and draft-motivated "volunteers" to a force of professionals revered throughout the world. Starting in the early 1960s, this account runs through the current war in Iraq, with alternating chapters on the history of the all-volunteer force and the analytic background that supported decisionmaking. The author participated as an analyst and government policymaker in many of the events covered in this book. His insider status and access offer a behind-the-scenes

look at decisionmaking within the Pentagon and White House. The book includes a foreword by former Secretary of Defense Melvin R. Laird. The accompanying DVD contains more than 1,700 primary-source documents-government memoranda, Presidential memos and letters, staff papers, and reports-linked directly from citations in the electronic version of the book. This unique technology presents a treasure trove of materials for specialists, researchers, and students of military history, public administration, and government affairs to draw upon.

Highly skilled 10x talent brings at least 10 times the value to your organization. By understanding how to attract, manage, and retain these sought-after individuals, your business will become more agile and innovative and experience transformational growth. 10xers can tackle a company's thorniest problems, improve their strongest assets, and blaze a path to success. With the rapid digitization of every conceivable product and service, the environment has transformed so fast that every organization must be equipped with these phenomenally gifted employees to keep up. Game Changer provides proven strategies on how your company can create the right environment for top talent and breakthrough success by upending traditional business practices. It also reveals how individuals can evolve from good to great to 10x, and enjoy the many perks and rewards this status brings. With this book, you'll learn: How highly skilled talent is transforming companies of all sizes and industries through real world stories and first-hand testimonies from top executives and entrepreneurs. Ways managers can become coaches that empower their team to accomplish amazing results. The unconventional business environment 10xers need for massive productivity, including deep flow states, greater autonomy and ownership, and work time flexibility. How to see yourself as both talent and management and become comfortable switching these hats. For any reader who wants to make an impact at work, become a highly skilled, phenomenally gifted employee, and experience the rewards and satisfaction of being 10x, Game Changer shows you how. "Game Changer is a must-read for leaders seeking actionable tools for empowering team members, unlocking their fullest potentials, and achieving 10x the results." —Daniel Lubetsky, Founder and Executive Chairman of KIND Snacks

Times are changing and the labor markets are under immense burden from the collective effects of various megatrends. Technological growth and grander incorporation of economies along with global supply chains have been an advantage for several workers armed with high skills and in growing occupations. However, it is a challenge for workers with low or obsolete skills in diminishing zones of employment. Business models that are digitalized hire workers as self-employed instead of standard employees. People seem to be working and living longer, but they experience many job changes and the peril of skills desuetude. Inequalities in both quality of job and earnings have increased in several countries. The depth and pace of digital transformation will probably be shocking.

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

Industrial robots have already stepped in and artificial intelligence is making its advance too. Globalization and technological change predict the great potential for additional developments in labor market performance. But people should be ready for change. A progression of creative annihilation is probably under way, where some chores are either offshored or given to robots. A better world of for jobs cannot be warranted – a lot will be contingent on devising the right policies and institutes in place.

As a church or nonprofit leader who relies on volunteer teams to get the job done each week, you know how difficult it can be to keep all of your volunteer roles filled. You feel overworked and understaffed, with a budget smaller than your vision. Sometimes your ministry can feel like it has a revolving door, simultaneously bringing in new volunteers as current ones leave. The cycle of volunteer recruitment and turnover can be overwhelming, leading to frustration and distracting from the mission. In *The Volunteer Project*, we will introduce you to 4 Strategies that, when applied, will launch your church or nonprofit ministry into what we call a zero recruitment model of volunteerism. Formulated from the authors' research, combined 50+ years of experience in leading volunteer teams, and the feedback of hundreds of volunteers, these 4 Strategies are designed to provide individuals with such satisfying volunteer experiences that they are motivated to continue volunteering, and even invite their friends to join them. Packed with comprehensive research, an online assessment tool for measuring volunteer satisfaction, and real-life stories, *The Volunteer Project* is designed to help you stop recruiting and start retaining.

What is virtual volunteering? It's work done by volunteers online, via computers, smartphones or other hand-held devices, and often from afar. More and more organizations around the world are engaging people who want to contribute their skills via the Internet. The service may be done virtually, but the volunteers are real! In *The LAST Virtual Volunteering Guidebook*, international volunteerism consultants Jayne Cravens and Susan J. Ellis emphasize that online service should be integrated into an organization's overall strategy for involving volunteers. They maintain that the basic principles of volunteer management should apply equally to volunteers working online or onsite. Whether you're tech-savvy or still a newbie in cyberspace, this book will show you how to lead online volunteers successfully by: -Overcoming resistance to online volunteer service and the myths surrounding it; -Designing virtual volunteering assignments, from micro-volunteering to long-term projects, from Web research to working directly with clients via the Internet; -Adding a virtual component to any volunteer's service; -Interviewing and screening online volunteers; -Managing risk and protecting confidentiality in online interactions; -Creating online communities for volunteers; -Offering orientation and training via Internet tools; -Recruiting new volunteers successfully through the Web and social media; and -Assuring accessibility and diversity among online volunteers. Cravens and Ellis fervently believe that future volunteer management practitioners will automatically incorporate online service into community engagement, making this book the last virtual volunteering guidebook that anyone has to write!

VolunteerMatch taps expert knowledge from today's volunteerism professionals to help nonprofits take a more inventive approach to volunteer engagement *Volunteer Engagement 2.0: Ideas and Insights Changing the World* shows you many of the innovative approaches to engaging volunteers that are reshaping nonprofits, volunteer programs, and communities

Read Online 365 Ideas For Recruiting Retaining Motivating And Rewarding Your Volunteers A Complete Guide For Non Profit Organizations

around the world — and how you can bring these changes to your own organization. Curated and edited by VolunteerMatch, the Web's most popular volunteer engagement network, these transformative strategies and practices are already being used by innovative nonprofit, government, and business sector leaders in volunteering — and they represent many of the future trends in volunteerism. This insightful collection contains actionable advice on strengthening volunteering at your organization as well as broader explorations on the nature of opening organizations to volunteers to show you how to create a new volunteerism model that supports your organization's mission and programs. Among other things, you'll learn how to attract millennials and baby boomers to your cause, the best ways to partner with corporate and pro bono volunteer programs, why micro volunteering may be the future of online giving, what's new in national service, why your supporters are a largely untapped goldmine of fundraising success, and what trends will drive volunteering in the future. For more than 15 years VolunteerMatch has had unprecedented access to leading innovators in the nonprofit, government, and corporate sectors. In this book, you'll share that access as you explore the ideas, strategies, and insights that will boost volunteer engagement today and in the future. Learn what trends and ideas are reshaping volunteer engagement today Reconsider your volunteer model to reflect your organization's mission Find out what the leading thinkers predict will drive volunteering in the future Optimize volunteer recruitment, screening, orientation, and training Understand and cater to the motivations of your volunteers The world of volunteering is changing and there has never been a better moment to engage the time and talent of those who support your cause. How will your nonprofit grow and thrive with the help of volunteers? Volunteer Engagement 2.0: Ideas and Insights Changing the World provides the innovation and inspiration, you just need to supply the action.

Numerous studies show that people will rise, or fall, to the level where their superiors believe them capable. As a manager, it is up to you to have high expectations for your employees, and to communicate those expectations to them. In *Pygmalion in Management*, J. Sterling Livingston urges you to understand the power you have over your subordinates' success, and use it to benefit everyone involved. Since 1922, *Harvard Business Review* has been a leading source of breakthrough ideas in management practice. The *Harvard Business Review Classics* series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking idea that continues to shape best practices and inspire countless managers around the world.

NEW YORK TIMES BESTSELLER WALL STREET JOURNAL BESTSELLER The *Globe and Mail* Top Leadership and Management Book *Forbes* Top Creative Leadership Book From the visionary head of Google's innovative People Operations comes a groundbreaking inquiry into the philosophy of work—and a blueprint for attracting the most spectacular talent to your business and ensuring that they succeed. "We spend more time working than doing anything else in life. It's not right that the experience of work should be so demotivating and dehumanizing." So says Laszlo Bock, former head of People Operations at the company that transformed how the world interacts with knowledge. This insight is the heart of **WORK RULES!**, a compelling and surprisingly playful manifesto that offers lessons including: Take away managers' power over employees Learn from your best employees—and your worst Hire only people who are smarter than you are, no matter how long it takes to find them Pay unfairly (it's more fair!) Don't trust your gut: Use data to predict and shape the future Default to open-be transparent and welcome feedback If you're comfortable with the amount of freedom you've given your employees, you haven't gone far enough. Drawing on the latest research in behavioral economics and a profound grasp of human psychology, **WORK RULES!** also provides teaching examples from a range of industries—including lauded companies that happen to be hideous places to work and little-known companies that achieve spectacular results by valuing and listening to their employees. Bock takes us inside one of history's most

