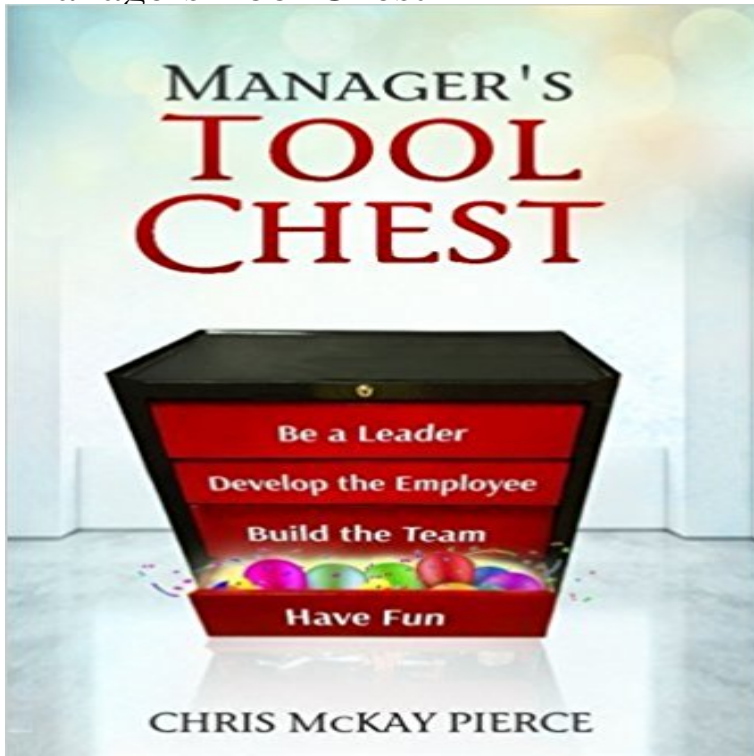


## Managers Tool Chest



Too many people jump into team building and employee development and don't know where to go or how to do it. It has to be done so you jump in. Which comes first? How do you get a person to change their behaviors and follow you? How do you get a group of unique people to form a team with loyalty and productive behaviors? How do you identify yourself as a leader? How do you get the people who officially work for you to identify you as their leader? Who do they go to when they are asked, Take me to your leader. It is easier than it sounds, but it is not always clear without a structure how to do this. I can walk you through some simple truths that will make you able to lead a team to greatness. I have over 20 years experience on the front line in call center customer service, building effective and productive teams through simple coaching and team identification. With these simple yet effective methods you, too, can move a team to first place and you don't have to be the smartest lead on the floor or the most technical or even the best looking. All you need is, ethics you practice and teach, using the tools in this book to develop your people and building your team into a winning team that makes money for your company and bonuses for you. Don't wait. The sooner you start, the sooner you can reap the rewards of heading a winning team! Too many people jump into team building and employee development and don't know where to go or how to do it. It has to be done so you jump in. Which comes first? How do you get a person to change their behaviors and follow you? How do you get a group of unique people to form a team with loyalty and productive behaviors? How do you identify yourself as a leader? How do you get the people who officially work for you to identify you as their leader? Who do they go to when they are asked, Take me to your leader. It is easier than it sounds, but it is not always clear without a structure how to

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