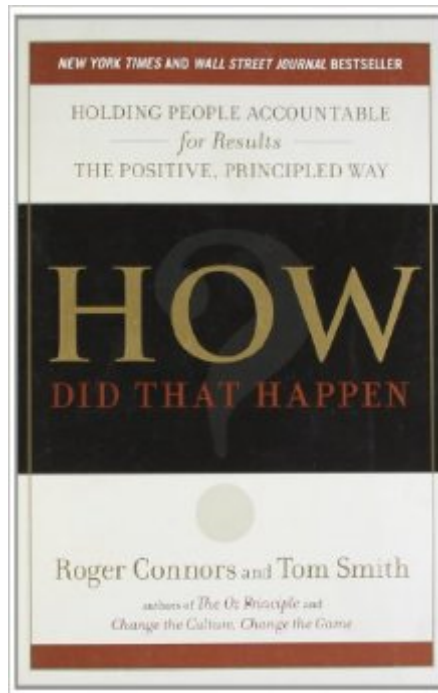


The book was found

How Did That Happen?: Holding People Accountable For Results The Positive, Principled Way



Synopsis

The New York Times bestseller that provides a simple, proven approach to improve accountability and the bottom line. The economy crashes, the government misfires, businesses fail, leaders don't lead, managers don't manage, and people don't follow through, leaving us asking, "How did that happen?" Surprises caused by a lack of personal accountability plague almost every organization today, from the political arena to large and small businesses. *How Did That Happen?* offers a proven way to eliminate these nasty surprises, gain an unbeatable competitive edge, and enhance performance by holding others accountable the positive, principled way. As the experts on workplace accountability and the authors of *The Oz Principle*, Roger Connors and Tom Smith tackle the next crucial step everyone can take, whether working as a manager, supervisor, CEO, or individual performer: creating greater accountability in all the people on whom you depend.

Book Information

Paperback: 272 pages

Publisher: Portfolio; Reprint edition (July 26, 2011)

Language: English

ISBN-10: 1591844142

ISBN-13: 978-1591844143

Product Dimensions: 5.4 x 0.7 x 8.5 inches

Shipping Weight: 8.5 ounces (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars [See all reviews](#) (69 customer reviews)

Best Sellers Rank: #25,665 in Books (See Top 100 in Books) #60 in [Books > Business & Money > Processes & Infrastructure > Organizational Learning](#) #85 in [Books > Business & Money > Human Resources > Human Resources & Personnel Management](#) #426 in [Books > Business & Money > Management & Leadership > Management](#)

Customer Reviews

The Good: Provides managers and workers with models, self-assessments, charts, and lists to create and maintain an accountability sequence to establish accountability expectations and managing unmet expectations. **The Bad:** Initially mundane, but *How Did That Happen* quickly turns a corner, becoming compelling as you find yourself doing mental checks to see if you've properly set expectations with your workers to instill accountability. **Action Item:** Managers should buy this book to learn how to establish expectations of accountability and how to manage unmet expectations. Knowledge workers should also buy this book to understand how they can become a high

performer, using the accountability models, self-assessments, and lists from this book as they develop their skill set. Beyond The Oz Principle and Journey to the Emerald City: Connors and Smith's first two books are required management readings. Over the past twenty years, managers have learned some of the fundamentals of management in The Oz Principle and Journey to the Emerald City. The Oz Principle teaches steps to accountability that establishes the necessary foundation for organizations to build an accountable workforce. Journey to the Emerald City explained the path organizations must take to create a culture of accountability. Like any good trilogy, How Did that Happen completes the accountability storyline by teaching managers how to hold people accountable for results. As new managers and workers come into organizations, getting results through accountability is a repeatable process, one that must be vigilantly assessed and reassessed to achieve results year after year.

[Download to continue reading...](#)

How Did That Happen?: Holding People Accountable for Results the Positive, Principled Way
Accountable Care Organizations: Your Guide to Strategy, Design, and Implementation (ACHE Management)
The Shareholder Action Guide: Unleash Your Hidden Powers to Hold Corporations Accountable
Positive Options for Living with Lupus: Self-Help and Treatment (Positive Options for Health)
Chicken Soup for the Soul: Think Positive: 101 Inspirational Stories about Counting Your Blessings and Having a Positive Attitude
I Am Positive: 31 Positive Affirmations For A Prosperous Soul (Negative Self Talk Book 4)
The Power of Negative Thinking: An Unconventional Approach to Achieving Positive Results
Did I Mention I Love You? (Turtleback School & Library Binding Edition) (Did I Mention I Love You (Dimily))
How Did That Get to My House? Internet (Community Connections: How Did That Get to My House?)
How Did That Get to My House? Electricity (Community Connections: How Did That Get to My House?)
How Did They Build That? Dam (Community Connections: How Did They Build That?)
How Did That Get to My Table? Salad (Community Connections: How Did That Get to My Table?)
How Did That Get to My Table? Orange Juice (Community Connections: How Did That Get to My Table?)
Sales & Operations Planning
RESULTS: Find, Measure, and Manage Results Throughout Your Supply Chain Business
Negotiation: 20 Steps To Negotiate With Results, Making Deals, Negotiation Strategies, Get What You Want, When You Want It, Achieve Brilliant Results, Negotiation Genius, Leadership How Can I Let Go If I Don't Know I'm Holding On?: Setting Our Souls Free (Explorefaith.Org)
Holding Up the Universe
Holding the Lotus to the Rock: The Autobiography of Sokei-an, America's First Zen Master
Nora Roberts Dream Trilogy CD Collection: Daring to Dream, Holding the Dream, Finding the Dream (Dream Series)
My Final Word: Holding Tight to the Issues that Matter Most

