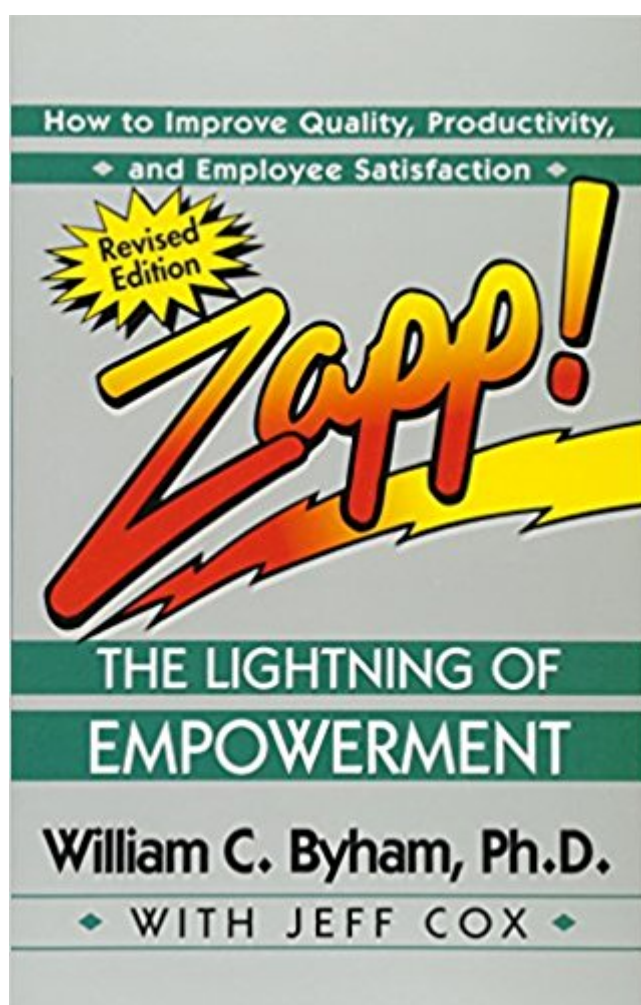


The book was found

Zapp! The Lightning Of Empowerment: How To Improve Quality, Productivity, And Employee Satisfaction



Synopsis

Most managers know that revitalization in their companies must occur from the ground up. But how to get that message to employees without applying the kind of pressure that makes them even less productive? The answer is empowerment. In this motivating book, you will find specific strategies designed to help you encourage responsibility, acknowledgment, and creativity so that employees feel they "own" their jobs. It's all here, in an accessible guide for the successful managers of tomorrow.

Book Information

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Customer Reviews

Most managers know that revitalization in their companies must occur from the ground up. But how to get that message to employees without applying the kind of pressure that makes them even less productive? The answer is empowerment. In this motivating book, you will find specific strategies designed to help you encourage responsibility, acknowledgment, and creativity so that employees feel they "own" their jobs. It's all here, in an accessible guide for the successful managers of tomorrow.

William C. Byham, PhD, is president and cofounder of Development Dimensions International (DDI), which specializes in aligning clients' people strategies with their business strategies. He is an internationally renowned speaker and has received numerous awards and citations, including Entrepreneur of the Year (1994) and CEO Communicator of the Year (1996). Byham lives in

Pittsburgh, Pennsylvania. Jeff Cox is the author of 20 books, has hosted two TV series, and was managing editor of *Organic Gardening* magazine for more than a decade. He lives in Sonoma County, California.

I like to give this to anyone I know in a manager-like position. It is a little silly, but it presents great leadership theory in a very "sticky" manner.

Love this book and philosophy. First read it in '92 been living it ever since.

Great book! Complex ideas presented in a whimsical way.

Quick read. Topics aren't new but they are timeless. I am handing this book out to the staff.

Zapp! is a book that my company uses in the management training seminars we give to employees who are taking on management responsibilities for the first time. Lessons on empowerment are told through a fictional (even science fictional) story of managers at a large company coming to understand why their organization is so dysfunctional. The story, although initially pretty hokey, serves nicely as a landscape upon which to illustrate extremes of highly successful and highly unsuccessful management techniques. The people on my team who have read it have learned quite a lot and are applying the learnings regularly. It is not at all uncommon for one of them to raise a concern over some counter-productive management incident by describing the "Sapp!" that occurred. And it is rewarding to hear one of them respond to a positive and empowering interaction by smiling and simply saying "Zapp!" I highly recommend this book for people managers and leaders who want to build a healthy business organization based upon ownership and leadership.

This book was wonderful. I received it many years ago and it helped so much to just be a better person and understand what makes people operate. I bought this for a friend in management who was having some issues with managing people. She loved it!

Read this on a 2 1/2 hour flight and couldn't put it down. It's very easy to read, almost juvenile, but that's exactly what's necessary to allow the depth of the message to sink in. There's a deeper message in working with multifunctional, multidisciplinary teams that speaks to even those with limited feelings or sensitivities. A must-read for hyper-technical teams!

Good book service

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