



201 Ways to Turn Any Employee Into a Star Player

Casey Hawley

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The only resource a manager needs to turn a problem employee into a top performer

201 Ways to Turn Any Employee into a Star Performer arms managers with the strategies they need to deal with the full range of employee problems--including tardiness, low-quality work, constant complaining, and much more. Consultant Casey Hawley's unique approach to personnel problems replaces harsh discipline with positive, goal-oriented tactics that turn failing employees into team players. This straightforward guide gives managers the tools and training to:

- Identify problems before they become serious
- Develop the art of constructive feedback
- Deal with defensive reactions from employees
- Understand which problems need to be managed and which ones don't
- Uncover the cause of a problem and help an employee talk about it
- Foster discussion in group conflict situations • Create goals for employee improvement
- Follow up on employee progress



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