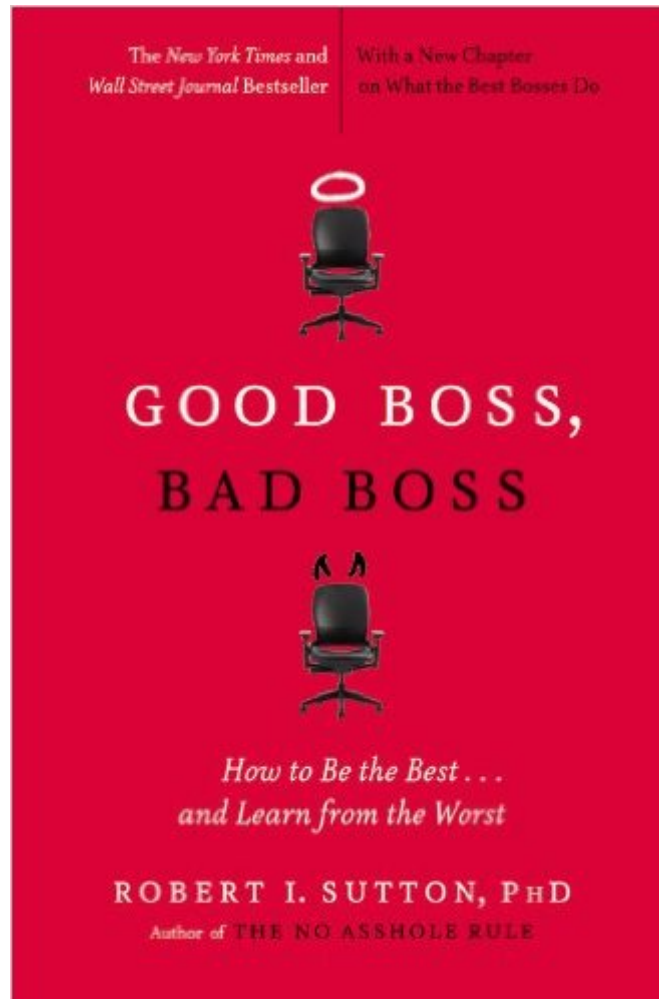


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# Good Boss, Bad Boss: How To Be The Best... And Learn From The Worst



## Synopsis

Now with a new chapter that focuses on what great bosses really do. Dr. Sutton reveals new insights that he's learned since the writing of *Good Boss, Bad Boss*. Sutton adds revelatory thoughts about such legendary bosses as Ed Catmull, Steve Jobs, A.G. Lafley, and many more, and how you can implement their techniques. If you are a boss who wants to do great work, what can you do about it? *Good Boss, Bad Boss* is devoted to answering that question. Stanford Professor Robert Sutton weaves together the best psychological and management research with compelling stories and cases to reveal the mindset and moves of the best (and worst) bosses. This book was inspired by the deluge of emails, research, phone calls, and conversations that Dr. Sutton experienced after publishing his blockbuster bestseller *The No Asshole Rule*. He realized that most of these stories and studies swirled around a central figure in every workplace: THE BOSS. These heart-breaking, inspiring, and sometimes funny stories taught Sutton that most bosses - and their followers - wanted a lot more than just a jerk-free workplace. They aspired to become (or work for) an all-around great boss, somebody with the skill and grit to inspire superior work, commitment, and dignity among their charges. As Dr. Sutton digs into the nitty-gritty of what the best (and worst) bosses do, a theme runs throughout *Good Boss, Bad Boss* - which brings together the diverse lessons and is a hallmark of great bosses: They work doggedly to "stay in tune" with how their followers (and superiors, peers, and customers too) react to what they say and do. The best bosses are acutely aware that their success depends on having the self-awareness to control their moods and moves, to accurately interpret their impact on others, and to make adjustments on the fly that continuously spark effort, dignity, and pride among their people.

## Book Information

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## Customer Reviews

However defined, a "boss" by nature is given or somehow obtains at least some degree of control of and - yes - responsibility for others, for better or worse. Its connotations have become so diverse that the term's meaning is almost entirely determined by the person who invokes it. The inmates of a prison, for example, do not have the same meaning in mind when referring to a guard they fear as do fans of Bruce Springsteen when describing someone they revere. In the business world, however, everyone agrees that having a "good boss" is highly preferable to having a "bad boss." Now and for the first time insofar as I know, Robert Sutton has written a book in which all of the attention is devoted to a rigorous examination of these two types. Having read and then reviewed most of Sutton's previous books, I was not surprised to find so much valuable material (i.e. information and especially counsel) in his latest book. He also includes contributions from a diverse group of people who share their own experiences, opinions and suggestions. They include Michael McCain ("A Recipe for an Effective Apology," Pages 64-65), Margie Mauldin (the "Tape Method" to manage anger, Pages 92-93), Matthew May (a "dirty trick" to demonstrate how an organizational hierarchy can enable bad decisions, Pages 131-132), Bonny Warner-Simi (how to support and protect direct-reports by improving their performance evaluation process, Pages 165-166), and Paul Levy (how to support and protect those whom Jody Heymann characterizes - in Profit at the Bottom of the Ladder: Creating Value by Investing in Your Workforce -- as "the least-advantaged employees," Pages 195-196).

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