



## How Did That Happen?: Holding People Accountable for Results the Positive, Principled Way (Paperback)

By Tom Smith, Roger Connors

Penguin Putnam Inc, United States, 2011. Paperback. Condition: New. Reprint. Language: English . Brand New Book. 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.

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