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The book that turns our understanding of motivation on its head . . . and shows why most companies get it wrong. There are few people with more experience and accumulated wisdom about the inner workings of business and how people can work together more effectively than Jon Katzenbach. His groundbreaking research has resulted in several important books, including *The Wisdom of Teams* and *Real Change Leaders*. Over the past several years he has turned his attention to one of

the perennial questions of leaders everywhere: How do I motivate my employees? Most everyone frets about how to devise schemes that will keep the troops revved up. Conventional wisdom—or at least the practice at most companies—often centers on money as the primary motivating force. Many also rely on intimidation, which like money generally has a short-term impact. But what Katzenbach has found in his research at many organizations is that both of these practices do little to build the long-term sustainability of an organization. For that you need a powerful force that has been—until this point—understood by few managers and implemented by fewer still: pride. From the front lines to the executive suite, most people are motivated by feelings of accomplishment, approval, and camaraderie. It's why the best employees strive well beyond performance levels that will yield them higher pay and why most true professionals relentlessly avoid retirement. Why does Southwest Airlines consistently turn in the highest levels of performance and profitability of any company in the airline business? What can the U.S. Marines teach us about individual commitment that can be used in the for-profit world? How is General Motors overcoming its history of labor-management enmity through the efforts of “pride-builders” from both the union and the management side? By drawing on what he has learned from these and many other organizations, Jon Katzenbach provides a practical program for understanding the role of pride:

- Money is not the motivator most people think it is: Katzenbach shows why pay-for-performance programs by themselves result in employees who focus on self-serving behavior and skin-deep organizational commitment.
- Money tends to be a short-term motivational device and works best during times of growth, but pride works in bad times as well as good.
- Cultivating pride is an investment that yields high returns on workforce performance over time and is not nearly as costly as relying solely on monetary

compensation and the turnover risks that accompany a “show me the money” culture. Katzenbach shares unique insights and specifics about how the best mid-level pride-builders take advantage of the world’s greatest motivational force even in environments as challenging as General Motors and Aetna. He shows how managers at every level are missing a powerful lever if they are not instilling pride as a primary force for building their organization. Also available as an eBook. Models covered: VW Golf, GTI, Jetta and Cabrio 1999 through 2002. Features recommendations and ratings on hundreds of small, medium, and large-sized cars based on quality, economy, performance, and comfort standards, with judgments on crash protection, and assessments of available options. A guide to buying a used car or minivan features information on the strengths and weaknesses of each model, a safety summary, recalls, warranties, and service tips. EBONY is the flagship magazine of Johnson Publishing. Founded in 1945 by John H. Johnson, it still maintains the highest global circulation of any African American-focused magazine. This trustworthy guide has step-by-step advice on used cars from selection to shopping strategies, vehicle inspection, negotiation techniques, and closing the deal. Also includes details about all checks performances, and how to find a good mechanic. A Gearhead Boomer's Auto Biography and Lamentations on General Motors A guide to buying a used car or minivan features information on the strengths and weaknesses of each model, a safety summary, recalls, warranties, and service tips. Haynes offers the best coverage for cars, trucks, vans, SUVs and motorcycles on the market today. Each manual contains easy to follow step-by-step instructions linked to hundreds of photographs and illustrations. Included in every manual: troubleshooting section to help identify specific problems; tips that give valuable short cuts to make the job easier and eliminate the need for special tools; notes, cautions and warnings for the home mechanic; color spark plug diagnosis and an easy to use index. This is a complete do-it-yourself guide. What you can learn:

- Full-color sections on minor repairs and painting
- Damage repair
- Painting
- Rust Repair

Additional detailed information includes:

- Rustproofing and undercoating
- Tools and equipment
- Repair of minor

dents and rust damage • Metal working techniques • Major rust repair • Body component replacement • Sanding and painting • Car care and detailing • Welding

Table of Contents: Chapter 1: Introduction Chapter 2: Maintaining and preserving the paint, body and interior Chapter 3: Damage repair: Doing it yourself or having it done Chapter 4: Tools and working facilities Chapter 5: Minor body repairs Chapter 6: Major body repair Chapter 7: Body component replacement Chapter 8: Preparation for painting Chapter 9: Painting Chapter 10: Doors and glass Chapter 11: Trim and accessories Chapter 12: Welding

"The automotive maven and former Member of Parliament might be the most trusted man in Canada, an inverse relationship to the people he writes about." - The Globe and Mail

Lemon-Aid shows car and truck buyers how to pick the cheapest and most reliable vehicles from the past 30 years of auto production. This brand-new edition of the bestselling guide contains updated information on secret service bulletins that can save you money. Phil describes sales and service scams, lists which vehicles are factory goofs, and sets out the prices you should pay. As Canada’s automotive "Dr. Phil" for over 40 years, Edmonston pulls no punches. His Lemon-Aid is more potent and provocative than ever. Launched 35 years ago, the 2007 edition of the New Cars and Minivans has been restyled to present more current information in a user-friendly manner. This guide tells you when to buy, sell, or hold onto a vehicle and why price rarely guarantees reliability (beware of 'luxury lemons'). Hard-nosed ratings, true fuel-consumption figures, and which safety features are unsafe, are all found in this year_s guide, as well as: Dealer markups for each model; cutting the freight fee The best and worst options; whose warranty is the best Which 2006s are butter buys than a 2007 Sample compliant letters that work Long known as the most consumer-oriented car buyer's guide, The Car Book 1999 has maintained the classic simplicity that for 18 years has led hundreds of thousands of car buyers to the best choice in new cars. While other car guides offer only manufacturers' specifications, The Car Book 1999 sifts through the claims, the facts, the specifications and, with unique performance measurements, evaluates this year's new cars and minivans. With the 1999 edition of The Car Book , Jack Gillis once again

proves why he is America's most sought after consumer expert on cars. One-Page Reviews: tell you how a vehicle performs in areas you care about and how the car stacks up against the competition. Easy-to-Read Ratings: provides overall value, crash test, fuel economy, preventive maintenance, insurance costs, consumer satisfaction, and more. Safety Features: is an at-a-glance listing of today's key safety features including airbags, ABS, built-in child seats, and daytime running lights. Narrative Summaries: for each model highlighted what's new and offer you insightful advice. Jack Gillis' "Best Bets": America's favorite list of top-rated cars. Special Advice: on showroom strategies, avoiding lemons, the best warranties, selecting the best child safety seat, saving on insurance, and more. Forword: by Clarence M. Ditlow, Executive Director Center for Auto Safety Models covered: all Jeep Grand Cherokee models 1993 through 2000. This manual has been completely revised to include job sheets focusing on NATEF collision repair tasks. Activity sheets are also included which cover the NATEF Applied Academics and Workplace Skill areas of mathematics, language arts, science, and workplace skills. Students can track their progress towards completion of the NATEF skills with the student check-off sheet provided in the Technician's Manual. For the first time in one volume, Phil Edmonston, Canada's automotive "Dr. Phil," covers all used vehicles, packing this guide with insider tips to help the consumer make the safest and cheapest choice possible from cars and trucks of the past 25 years. Covers all RWD models of Buick Electra, LeSabre, Estate Wagon; Oldsmobile Delta 88, Ninety-Eight, Custom Cruiser, Pontiac Bonneville, Catalina, Grand Ville, Parisienne, Safari. Americans drive 1.6 trillion miles each year. This book collects essays on a number of topics concerning automobiles in the United States.

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