

Praise for
The One Minute Manager®
Builds High Performing Teams

"An essential book for anyone and everyone who leads or is part of a group. . . . Filled with invaluable advice."

—HARVEY MACKAY,

author of *Swim with the Sharks Without Being Eaten Alive*
and *Dig Your Well Before You're Thirsty*

"I have found that these concepts give my supervisors an edge in team building that traditional approaches don't.

An excellent vehicle for anyone interested in management training or team building."

—MICHAEL STACEY,

Manager of Corporate Human Resources,
Simplex Time Recorder Corporation

"This book makes the concepts of group development and leadership come alive. Must reading for anyone interested in building teams."

—DR. DIANE FLAHERTY,

Manager of Staff Training and Development,
University of Massachusetts, Amherst

"This book is all about empowering people and transforming work environments—a rich resource for today's team leaders and members."

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1 MINUTE MANAGER BUILDS
HIGH PERFORMING TEAMS

HELPING PEOPLE WIN at WORK

"I'm thrilled that the first book in our *Leading at a Higher Level* series is with Garry Ridge, president of WD-40 Company. For years I've been concerned about how people's performance is evaluated. People are often forced into a normal distribution curve, or even worse, rank ordered. Not only does this not build trust, it also does not hold managers responsible for coaching people and helping them win. The manager's responsibility is focused on sorting people out.

When I was a college professor, I always gave my students the final exam at the beginning of the course and spent the rest of the semester helping them answer the questions so that they could get an A. Life is all about getting As, not some stupid normal distribution curve. Garry Ridge got this, and wow! What a difference it has made in WD-40 Company's performance."

—KEN BLANCHARD

"When I first heard Ken talk about giving his final exam at the beginning of the course and then teaching students the answers so they could get an A, it blew me away. Why don't we do that in business? So that's exactly what I did at WD-40 Company when we set up our 'Don't Mark My Paper, Help Me Get an A' performance management system. Has it made a difference? You'd better believe it. Ever since we began the system, our company's annual sales have more than tripled, from \$100 million to more than \$339 million. And we've accomplished this feat while making the company a great place to work."

—GARRY RIDGE

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