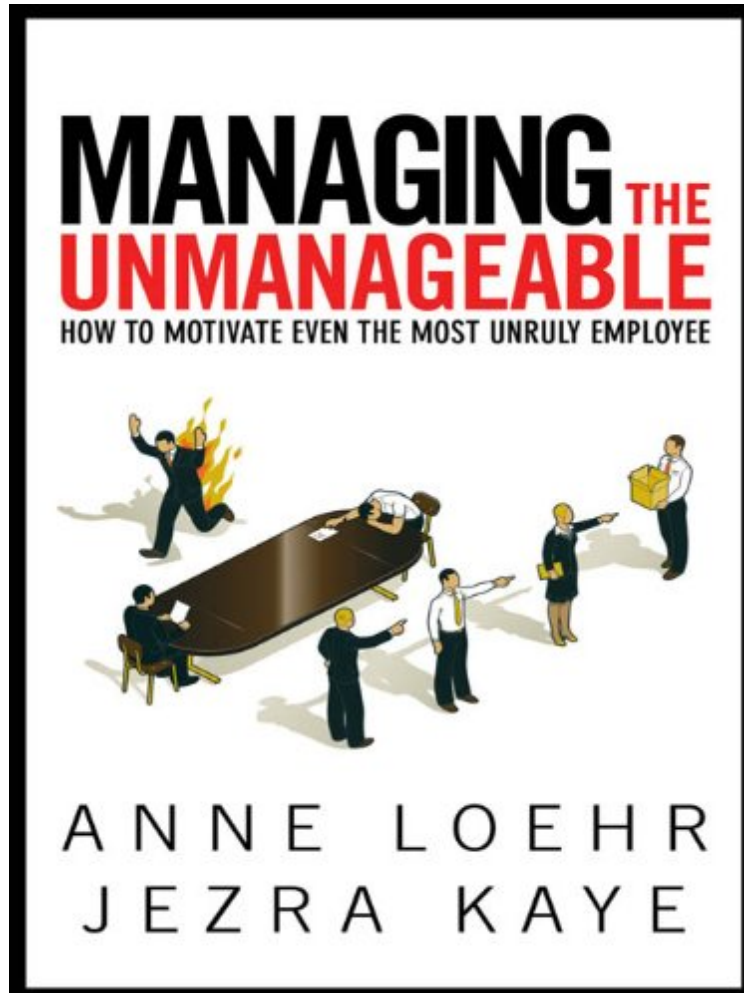


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Managing the Unmanageable

Anne Loehr

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ways to deal with employees without having a minor in Psychology.

Who changed the rules of business? It's a different game now. In an increasingly globally diverse workforce, it's vitally important that leaders understand their team inside and out. This takes a new toolbox of skills for the 21st century. Today you need winning strategies to avoid the costly pitfalls of high turnover, low morale and poor collaboration, not to mention the cost of missed deadlines and incomplete projects. *Managing the Unmanageable* will give you practical tips and proven techniques to show you how to: Quickly create action plans to turn your unmanageable employee into a star performer; Develop new strategies for attracting and retaining the most talented employee, before they become unmanageable; Learn key words that will allow you to clearly communicate with every generation on your team; See workplace collaboration and innovation soar after using 5 simple tips; Find best practices for preparing Gen Y and Gen X to advance up the organization and assume leadership roles; Use proven models to effectively lead your team to success

About the Author Named the "Generational Guru" by The Washington Post, Anne Loehr's insights into effectively building globally diverse teams gives her clients a leading edge. Working with clients such as US Air Force, Morgan Stanley Smith Barney, American Red Cross, Johns Hopkins University and John Hancock, she consistently helps leaders improve their communications and deepen their working relationships. The impact? Strong staff relations, improved employee retention and increased sales. Loehr is award winning co-author of *A Manager's Guide to Coaching*. Loehr's work has been featured in *Newsweek International*, *The Washington Post*, *National Geographic Traveler*, *Elle* and *CNN Money*. A member of the National Speakers Association, Loehr speaks regularly at national conferences and on the radio. She lives in the Washington, DC area with her husband and daughter. Jezra Kaye, President of *Speak Up for Success*, shows international business leaders, entrepreneurs and professionals how to write speeches, prepare for presentations, and deliver outstanding keynotes to standing ovations. A former marketing communications consultant to Fortune 500 companies, and an acclaimed keynote speaker in her own right, Kaye now shares the power of clear messages and confident, authentic communications with women and men who have important things to say. Kaye, who is also a certified Myers-Briggs Type Indicator (MBTI) consultant, studied sociology at the University of California, Berkeley. She lives in Brooklyn, New York with her husband, jazz musician Jerome Harris, and has one daughter who recently graduated from Yale.