

New Books August 2009

Spotlight presented by Doriot Library

Know what you don't know:
how great leaders prevent
problems before they happen

By Michael A. Roberto

Doriot and Tanoto Libraries
HD30.29 .R634 2009

In "Know What You Don't Know", bestselling author Michael Roberto shows leaders how to go beyond mere "problem solving" to uncover and address emerging problems while they're still manageable before they mushroom into disaster!

Roberto first identifies the diverse, sometimes surprising reasons why problems typically fester in the shadows, ignored and unaddressed.

Next, he systematically introduces several powerful solutions. You'll discover how to become a business "anthropologist," observing how your employees, customers, and suppliers actually behave, not just how they're "supposed" to behave.

Roberto shows how and when to circumvent your gatekeepers to see crucial raw data... how to "connect the dots" among issues that seem unrelated, but are really signs of a deeper pattern... how to promote candor among front-line employees... encourage "useful" mistakes, and more.

Along the way, Roberto offers powerful insights for overcoming the "isolation trap" so many senior executives face: the trap that can keep you assuming everything is fine, while your company's problems are spiraling out of control!

Book review cited from:

<http://www.whartonsp.com/books/product.asp?isbn=0131568159>

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Contents

Economics

Finance

Information on Markets

Labor & Industrial Relations

Languages

Law

Librarianship

Lifestyles

Management / Strategy

Marketing

Mathematics

Organizational Behaviour

Philosophy / Religion

Politics

Psychology

Reference

Research Methodology

Sociology

Technology Management

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