



The Invisible Employee: Using Carrots to See the Hidden Potential in Everyone

By Adrian Gostick

Wiley. Hardcover. Book Condition: New. Hardcover. 208 pages. Dimensions: 8.8in. x 5.8in. x 0.9in. **Praise for The Invisible Employee** A gem of a book . . . finding that workers who are recognized are more productive, have fewer on-the-job accidents, and translate their satisfaction into customer satisfaction. **Financial Post** There is magic in this book. Whether you are looking for a few good tips to keep a good thing going or need to recapture the very essence of a productive workplace, The Invisible Employee provides valuable lessons nestled among the pages of a clever and compelling story. **Stephen C. Lundin** bestselling coauthor of *Fish!* **Gostick and Elton's** simple-to-understand and teachable approach of setting and supporting core values and recognizing and celebrating those behaviors can be a very effective management technique for creating a committed and engaged workforce of visible employees. This is a culture no organization can afford to be without. **Michael R. Losey** President, World Federation of Personnel Management Associations The basic principles detailed in *The Invisible Employee* are simple yet profound: (1) setting a guiding vision, (2) seeing employees supporting that vision, and (3) praising and celebrating that behavior. Engaging our entire staff by using these principles helps *Friendlys* provide great memories for our guests...



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