Who's The Driver Anyway? Making the Shift to a Collaborative Team Culture Thought Leadership Series

John Kuypers

Table of Contents

ISBN: 978-0-7798-3476-1 No of Pages: 280 Binding: Hardcover Publication Date: 2011-01-31

Visit <u>http://www.carswell.com</u> to order

TABLE OF CONTENTS

1 Who's Driving Results in the 21st Century?

1.1 A Shift Across Generations
1.2 A Shift Towards Entitlement and Deflecting Responsibility
1.3 A Shift Away From Command and Control, Thankfully!
1.4 Who Will Stand Up When Things Go Wrong?
1.5 Why the Org Structure Must Limit Individual Authority
1.6 A New Accountability for Personal Performance

2 How to Raise the Bar Without Raising a Headache

2.1 To Be Right or Successful, That is the Question
2.2 How Being Right Can Cause More Than a Headache
2.3 What Makes Leaders Blind
viii Who's the Driver Anyway?
2.4 Leadership by the Inch Raises the Bar Successfully
2.5 Success! A Key Manager Collaborates Successfully

3 Who's Really the Driver? Step 1: The Rift

3.1 If They Crash, You Crash
3.2 Understanding the 7 Performance Driver Types
3.3 Who's the Driver, Anyway? A Four-Question Diagnosis
3.4 Why Some People Drive You Crazy
3.5 The Opposite Effect Factor
Step 1: The Rift: Action Notes

4 Who Should Be the Driver Anyway? Step 2: The Shift

4.1 The Decision Before the Decision
4.2 Assignment Risk and Time Frame
4.3 The Invisible Barrier — Cultural Values and Beliefs
4.4 To Shift Near or Far, That Is the Risk
Step 2: The Shift: Action Notes
Who's the Driver Anyway? ix

5 How to Drive Better Results Step 3: The Lift

5.1 How a Bad Lift Can Snuff Out a Good Intention
5.2 The Leadership Traffic Light: How to Lift People by the Inch
5.3 The Greatest Secret to Collaborating: A WIN Attitude
5.4 Making the Shift to a Collaborative Team Culture
5.5 Listening: The Oil That Greases the Wheels of Change

Step 3: The Lift: Action Notes

6 Summary of Who's the Driver Anyway?

Appendices

Appendix A: Glossary of Terms Appendix B: Role Driver Sample Job Definition Appendix C: References Appendix D: Personal Application of Near and Far Appendix E: More Ways to Build Collaborative Teams



