

## Never and Never Again: Lessons from the Frontline (Paperback)



Filesize: 9.69 MB

### **Reviews**

*Very good e-book and useful one. It is actually rally fascinating throug studying period. I found out this publication from my i and dad recommended this ebook to understand.*  
*(Kassandra Ledner)*

**NEVER AND NEVER AGAIN: LESSONS FROM THE FRONTLINE (PAPERBACK)****DOWNLOAD**

BookBaby, 2016. Paperback. Condition: New. Language: English . Brand New Book. Expanding regulations and internal rules and practices are leading to mental exhaustion of your frontline leaders. Public expectations for incident-free operations have never been greater. Those expectations can be summarized in three words, never and never again. Incidents never happen and if they do you take steps so they never again happen. Do you respond with another rule or procedure or do you move in a new direction that will lead to excellence? Never and Never Again gives you a path. Frontline leaders make an overwhelming number of everyday key decisions. They bear the brunt of every new initiative created. They are not sufficiently listened to but have much to share. Learn what your frontline is saying, what they need, and how you as a leader can deliver. This book gives you the insight to step back and not be satisfied with following best practice but instead, creating it. The path has three simple steps: 1) Making people the heart of your business success and sincerely energize and engage them 2) Aligning behaviors from top to bottom in your organization with no exceptions 3) Attacking complexity in a structured way - find it, eliminate it, prevent it The authors experience shows that frontline workers are saying Our workplaces get more complex every day and our sense of purpose is unclear. Companies talk about zero incidents, but if it costs money or is inconvenient, it will be put on the back burner. Alignment between the senior leadership team and the frontline is broken or doesn't exist. This book will tell you even more of what they are saying and show you how to lead them in the coming Era of Critical Thinking.

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