



## Beyond The Call: Why Some of Your Team Go the Extra Mile and Others Don't Show

By Marc Woods

John Wiley & Sons Inc. Paperback. Book Condition: new. BRAND NEW, Beyond The Call: Why Some of Your Team Go the Extra Mile and Others Don't Show, Marc Woods, Why some team members go the extra mile while others don't--and how to get more out of everyone Business leaders know that some members of their teams go above and beyond while others get by doing the bare minimum. The question on everyone's lips is how to turn every member of your organization into a top performer. Beyond the Call uses case studies, the real-world stories of real managers, and groundbreaking research from NYU's Stern School of Business, to answer important questions about performance and offer real solutions for building high-performing organizations and teams. This book will show you how to coax every member of you team to do more, leaving behind mediocrity for excellence. 'Beyond the Call addresses a topic that goes to the very heart of what makes organisations successful in the 21st Century.this book provides a useful framework to help managers understand more about the discretionary effort. Beyond the Call outlined discretionary effort principles that all managers should benefit from adopting' Jonathan Emms, Head of Primary Care, Country...



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