

Table of Contents

<i>Introduction</i>	<i>ix</i>
Section 1: The Concept of Leadership	1
1. <i>The Myth and the Truth of Leadership</i>	3
2. <i>The Measures of Leadership</i>	9
Section 2: The Leadership System	23
3. <i>The Concept of a Leadership System</i>	25
4. <i>The Organization's Leadership System</i>	31
Section 3: Applied Leadership	41
5. <i>What Business Leaders Manage</i>	43
6. <i>Great Leadership Changes and Maintains Situations</i>	49
7. <i>The Universe's Problem-solving Method: GLADA</i>	57
Section 4: The Skills, Tools and Methods of Supervision. ..	63
8. <i>The Best Possible Performance Appraisal</i>	67
9. <i>The Value of Job Performance</i>	75
10. <i>Providing Employees with What They Need to Perform</i>	79
11. <i>Documenting Performance</i>	85
12. <i>Motivated Employees Do Not Have To Be Motivated</i>	89
13. <i>Analyzing Job Performance Problems</i>	97
14. <i>Resolving Job Performance Problems</i>	103
15. <i>Punishment</i>	109
16. <i>Hiring Employees that Provide Needed Value</i>	117
Section 5: Final Thoughts and the Road Ahead	129
<i>Definitions</i>	133
<i>Suggested Resources</i>	137
<i>Index</i>	145