CONTENTS

Prefacex
Introduction
What All Managers Need to Know About Behavior
The 13 Management Practices That Waste Time and Money 23 – 165
Appendix
Suggested Readings
References
Index181
About the Author187
About ADI 188

THE 13

MANAGEMENT PRACTICES THAT WASTE TIME AND MONEY

1	Employee of the Month
2	Stretch Goals
3	Performance Appraisals
4	Ranking61
5	Rewarding Things a Dead Man Can Do
6	Salary and Hourly Pay
7	"You Did a Good Job, But"86
8	The Sandwich
9	Overvaluing Smart, Talented People
10	The Budget Process
11	Promoting People No One Likes123
12	Downsizing
13	Mergers, Acquisitions, and Other Forms of Reorganizing