



## Work Happy: What Great Bosses Know

By Jill Geisler



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When Jill Geisler was appointed to news director of her local station at the age of 27, her senior managerial experience was limited to a high school job at a candy shop. Thirty years later, she is one of the leading consultants for managers across the country. **WORK HAPPY** shares what she's learned over the years, specifically, what makes good bosses *great*.

Oftentimes, managers find themselves in the same position as Geisler did 30 years ago; they were good performers, so they were tapped to lead a team. But what made them good at their craft isn't guaranteed to make them good at helping others excel. They have managerial skill gaps, big ones, and their mistakes can hurt employees, businesses and their own careers. In **WORK HAPPY**, Geisler specifically addresses these skill gaps and provides managers with practical and precise research-based tools they can put to use immediately.

The book is divided into three sections: What Great Bosses Know and Do; How Great Bosses Grow Great Employees; and How Great Bosses Build Great Places to Work. The chapters in each section address the various challenges that managers face in the work place and specific advice for conquering them. Chapters include:

- What Employees Never Forget-and Never Forgive
- Manage Yourself So You Can Lead Others
- Tough Times, Tough Love; Handling Problem People and Tricky Situations
- Why It Pays to be a Coach
- How to Make Collaboration a Way of Life
- Would Your Best People Tell Their Best Friends to Work Here?

Along with the advice in each chapter, Geisler also includes quotes from real employees about great bosses and what they do so well, warnings about misapplying the book's advice, and quizzes and self-assessment tools for manager's to self-diagnose their strengths and weaknesses.

In WORK HAPPY, Jill Geisler teaches managers to commiserate with challenges, laugh at absurdities and celebrate success.

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## **Work Happy: What Great Bosses Know By Jill Geisler Bibliography**

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## Editorial Review

### Review

"Jill Geisler has an uncanny ability to unravel the most complicated workplace problems and come up with creative solutions to resolve them." **Bob Schieffer, CBS News**

"Geisler, head of the Poynter Institute's leadership and management faculty and voice of the popular podcast *What Great Bosses Know*, has distilled years of management experience and study into this practical step-by-step guide to improving leadership skills. Covering topics including types of power, how to give and receive constructive feedback, coaching versus fixing, self-awareness and self-management, Geisler provides useful quizzes and assessments to help the reader translate the concepts into personal learning. This positive, useful work is sure to be a go-to manual for those new to management."

**Publishers Weekly**

"WORK HAPPY is an accessible, useful encyclopedia of managerial guidance artfully drawn from Jill Geisler's years as a master boss, learner, teacher, and coach. I just wish she had written it forty years ago....would have saved me lots of angst."

**Marty Linsky, Cambridge Leadership Associates, and faculty, Harvard Kennedy School**

"Simply put, this book is a gift. A gift to any young manager in a new stretch assignment. A gift to any senior executive seeking to inspire a workforce. A gift to anyone driven to learn how to become a better leader. Jill Geisler's intelligence and warmth, captured within these pages, offers the reader an indispensable blend of best practices and comforting thoughts. She has created a safe place to think about becoming a better boss---which makes her something of a gift, too."

**Robert King, senior vice president, ESPN**

"In a crisp, clear, upbeat style, Geisler cracks the code for what it takes to lead and to manage, even in times of change. Her experience as a leader, a coach, and a trainer of leaders comes through on every page. If you face the complex challenge of being your best as a leader and manager, WORK HAPPY puts a management guru by your side." **Peggy Holman, author, Engaging Emergence**

"Jill has a talent for making great leadership seem slap-your-forehead simple. That's because her work in WORK HAPPY sits atop mountainous research and real-life experience that has been honed and scrutinized by some of the most exacting leaders around. The result is practical, rock-solid advice that you're ready to act on before she's done talking." **Keith Woods, vice president, NPR**

"Want to love your job and reap the rewards of a productive staff? The secrets to achieve that are found in the pages of WORK HAPPY, as Jill Geisler challenges everything you know to manage yourself in order to lead others to success." **Susana Schuler, vice president of news, Raycom Media**

"Want to be a Great Boss? Then read WORK HAPPY, which explains with detailed work plans and assessment tools how to create a great work environment that gets results. Get one book for yourself---and another for your boss too. You'll both be happier for it!" **Charlene Li, author, Open Leadership, and co-author, Groundswell**

"Jill Geisler's writing mirrors her compelling workshops. WORK HAPPY is a smart and substantive book that offers meaningful, practical advice to leaders at all levels in any organization." **Robert M. Steele, Ph.D.,**

*director, Janet Prindle Institute for Ethics, DePauw University*

#### About the Author

Jill Geisler heads the leadership and management faculty of the Poynter Institute. She teaches, writes and consults on critical issues for leaders and counts among her clients *The Boston Globe*, CNN, and the *Washington Post*. Jill holds a bachelor's degree in journalism from the University of Wisconsin and a master's in leadership studies from Duquesne University.

#### Users Review

##### From reader reviews:

##### Patricia Skinner:

Reading a book tends to be new life style within this era globalization. With studying you can get a lot of information that will give you benefit in your life. Together with book everyone in this world can easily share their idea. Guides can also inspire a lot of people. Lots of author can inspire their very own reader with their story or maybe their experience. Not only the storyplot that share in the publications. But also they write about the ability about something that you need case in point. How to get the good score toefl, or how to teach your kids, there are many kinds of book that you can get now. The authors these days always try to improve their expertise in writing, they also doing some exploration before they write on their book. One of them is this Work Happy: What Great Bosses Know.

##### Kirby Paradiso:

Spent a free time for you to be fun activity to try and do! A lot of people spent their leisure time with their family, or their friends. Usually they undertaking activity like watching television, about to beach, or picnic from the park. They actually doing ditto every week. Do you feel it? Do you wish to something different to fill your own free time/ holiday? Could be reading a book could be option to fill your free of charge time/ holiday. The first thing you ask may be what kinds of e-book that you should read. If you want to test look for book, may be the book untitled Work Happy: What Great Bosses Know can be great book to read. May be it can be best activity to you.

##### Timothy Hardy:

Do you like reading a book? Confuse to looking for your favorite book? Or your book has been rare? Why so many issue for the book? But any people feel that they enjoy for reading. Some people likes studying, not only science book but additionally novel and Work Happy: What Great Bosses Know or even others sources were given expertise for you. After you know how the truly amazing a book, you feel need to read more and more. Science guide was created for teacher as well as students especially. Those ebooks are helping them to include their knowledge. In some other case, beside science guide, any other book likes Work Happy: What Great Bosses Know to make your spare time a lot more colorful. Many types of book like this one.

**Daniel Scott:**

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