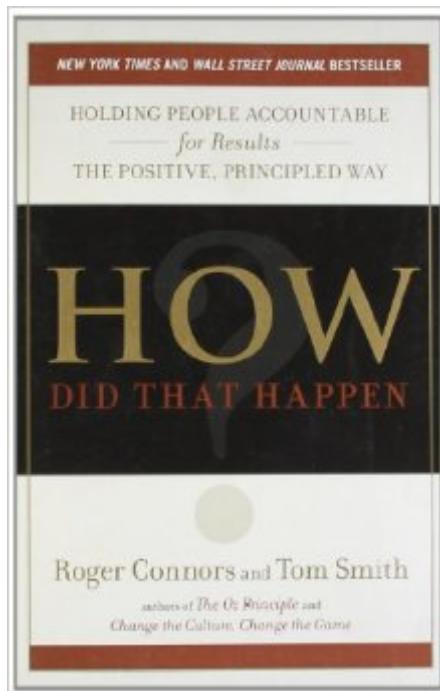


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# How Did That Happen?: Holding People Accountable For Results The Positive, Principled Way



## **Synopsis**

The New York Times bestseller that provides a simple, proven approach to improve accountability and the bottom line. The economy crashes, the government misfires, businesses fail, leaders don't lead, managers don't manage, and people don't follow through, leaving us asking, "How did that happen?" Surprises caused by a lack of personal accountability plague almost every organization today, from the political arena to large and small businesses. *How Did That Happen?* offers a proven way to eliminate these nasty surprises, gain an unbeatable competitive edge, and enhance performance by holding others accountable the positive, principled way. As the experts on workplace accountability and the authors of *The Oz Principle*, Roger Connors and Tom Smith tackle the next crucial step everyone can take, whether working as a manager, supervisor, CEO, or individual performer: creating greater accountability in all the people on whom you depend.

## **Book Information**

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## **Customer Reviews**

The Good: Provides managers and workers with models, self-assessments, charts, and lists to create and maintain an accountability sequence to establish accountability expectations and managing unmet expectations. The Bad: Initially mundane, but *How Did That Happen* quickly turns a corner, becoming compelling as you find yourself doing mental checks to see if you've properly set expectations with your workers to instill accountability. Action Item: Managers should buy this book to learn how to establish expectations of accountability and how to manage unmet expectations. Knowledge workers should also buy this book to understand how they can become a high

performer, using the accountability models, self-assessments, and lists from this book as they develop their skill set. Beyond The Oz Principle and Journey to the Emerald City: Connors and Smith's first two books are required management readings. Over the past twenty years, managers have learned some of the fundamentals of management in The Oz Principle and Journey to the Emerald City. The Oz Principle teaches steps to accountability that establishes the necessary foundation for organizations to build an accountable workforce. Journey to the Emerald City explained the path organizations must take to create a culture of accountability. Like any good trilogy, How Did that Happen completes the accountability storyline by teaching managers how to hold people accountable for results. As new managers and workers come into organizations, getting results through accountability is a repeatable process, one that must be vigilantly assessed and reassessed to achieve results year after year.

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