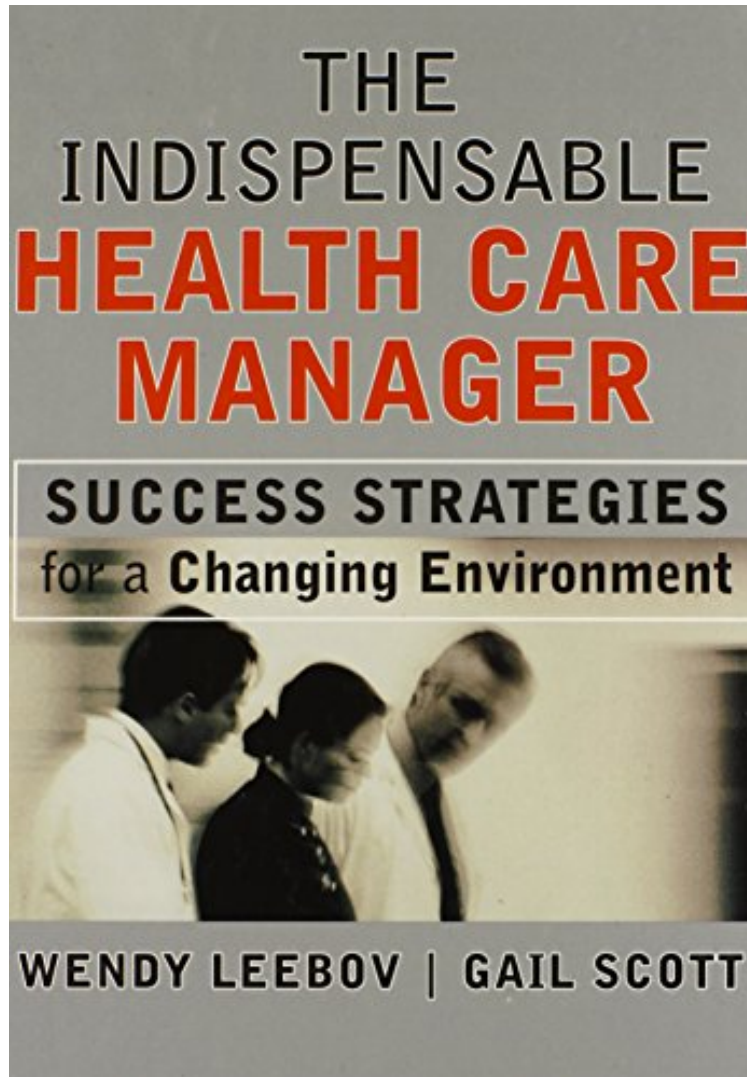


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The Indispensable Health Care Manager: Success Strategies for a Changing Environment

Wendy Leebov, Gail Scott

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think it prepares you for communicating in the workforce and how to conduct yourself in a professional manner as a manager or supervisor or co-worker.

In our competitive health care environment, managers need a variety of skills to excel in the diverse roles they are expected to perform. The Indispensable Health Care Manager offers managers the vital information and tools they need to succeed in today's tumultuous workplace environment. Based on Wendy Leebov and Gail Scott's extensive experience working with health care managers in a wide variety of settings, the book is filled with real-life situations and illustrative examples. The Indispensable Health Care Manager contains ten mindset or role shifts that are key to management survival, self-assessment devices for helping a manager determine how he or she may benefit from a particular shift, and tools for making the shift. This essential resource includes more than a hundred tools managers can use to make the transition to indispensability.

"Every manager who reads Leebov and Scott's book will walk away with real strategies and tools they can use immediately to be a better manager." --Pamela Paulk, vice president, human resources, The Johns Hopkins Hospital and The Johns Hopkins Health System "Rare among the proliferation of leadership books today. The Indispensable Health Care Manager reflects genuine understanding of what it takes to engage people working in health care." --Dr. Calvin Gordon, assistant physician-in-chief, The Permanente Medical Group "Not only does this book identify the role shifts required of all levels of health care managers today, it also provides a set of tool kits to enable these shifts to occur." --Dennis Vonderfecht, president and CEO, Mountain States Health Alliance "This is a must-read book for front line managers (and those who aspire to such positions) in health care settings. The Indispensable Health Care Manager is no dusty theoretical tome but rather chock-full of practical, usable, real-world applications." --Melvin F. Hall, CEO, Press, Ganey Associates, Inc. Leebov and Scott's latest work proves once again that they have listened to and learned from their extensive work with health care managers. The tools, examples, and case studies are new, refreshing, and ready to be put into everyday use." --Jacque Burandt, director, Staff Development and Human Resources Communications, University Health System "This book will help health care managers reposition themselves as managers of relationships among the many tribes that compose the culture of health care." --Ian G. Rawson, president, AmeriNet Central "Wow! Leebov and Scott really get it. This book fills the health care leader's quiver with arrows that are so focused, practical and insightful, they are sure to be a bull's-eye." --Todd C. Linden, president and CEO, Grinnell Regional Medical Center "As always, Leebov and Scott provide tools and techniques that make their content come alive. Everyone will find something of use here-whether you are a new or seasoned manager." --Judith Trachtenberg, director, Organizational Learning, New York Presbyterian Hospital

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