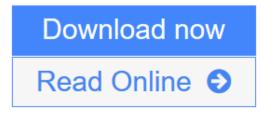


## The Hidden Leader: Discover and Develop Greatness Within Your Company

Scott K. Edinger, Laurie Sain



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### **The Hidden Leader: Discover and Develop Greatness Within Your Company** Scott K. Edinger, Laurie Sain

Think you can spot the leaders in your company? Don't assume that you can identify them by their positions. What about those employees who consistently step up: the field agent who solves a previously intractable problem; the service rep who thinks outside the box and creates unshakeable customer loyalty. These are more than "good employees"...these are "hidden leaders"...and they are critical to an organization's long-term success. Managers today need to make the most of all their resources - and The Hidden Leader shows them how to recognize and cultivate these talented but under utilized employees, who: demonstrate integrity; lead through authentic relationships; focus on results; work from clear customer purpose; and, fulfill the value promise of the company. Supported by real-world examples of hidden leaders in action - and QR codes readers can scan for instant access to online assessments - the book helps managers discover these secret saviors and enable them to deliver even greater value to customers.

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