



# Who Will Do What By When? How to Improve Performance, Accountability and Trust with Integrity

By Tom Hanson, Birgit Zacher Hanson

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Formerly a successful salesman, Jake McKay is now a failing manager. Join him as he races to learn the fundamentals of team and personal effectiveness from his coach before he loses his job and the woman he loves. Along the way you'll arm yourself with the tools you need to cut through the daily tangled web of organizational politics and interpersonal issues that hinder performance. You'll learn to: \* Use the "Integrity Tools" to boost performance, trust and personal power; \* Hold others accountable without being overbearing; \* Evoke sustainable, outstanding performance in teams.

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## **Editorial Review**

Review

... We now operate more efficiently in reaching our sales objectives and as a result had a record year. --**Tom Jordan, Managing Director, MBIA Asset Management Group**

A gem that uses the simplicity and wisdom of a parable to teach the reader the true secret of success.

--**Cheryl Richardson, author,**

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Getting Things Done A gem that uses the simplicity and wisdom of a parable to teach the reader the true secret of success. --**Cheryl Richardson, author,** --Tom Jordan, Managing Director, MBIA Asset Management Group

A gem that uses the simplicity and wisdom of a parable to teach the reader the true secret of success. -- Cheryl Richardson, author, Take Time for Your Life

... we now operate more efficiently in reaching our sales objectives and as a result had a record year. --Tom Jordan, Managing Director, MBIA Asset Management Group

About the Author

**Tom Hanson, Ph.D.** CEO of Heads-Up Performance, Inc., Tom is a certified professional coach with 17 years experience coaching, speaking and training. He has a doctorate in sport psychology from the University of Virginia and uses his expertise in human performance to evoke excellence in professional athletes, CEOs and other corporate performers. Formerly a tenured professor at Skidmore College (NY), Hanson co-authored the book "Heads-up Baseball: Playing the Game One Pitch at a Time," which has sold more than 55,000 copies worldwide. His website, FocusedBaseball.com, is a "Mental Toughness Resource for Players, Coaches and Parents." **Birgit Zacher Hanson, M.S.** Birgit, president of Heads-Up Performance, Inc., holds a Masters Degree in Applied Behavioral Science from Johns Hopkins University and graduated from the Coaches Training Institute in San Rafael, CA. She has 15 years of international corporate experience, including non-profit organizations, and has a passion for diversity and change management. An accomplished speaker and trainer (who can deliver in several different languages), Birgit is also a sales coach who teaches clients to use "power tools" that work in today's economy. Past Clients Include: The New York Yankees, Microsoft, MBIA, Kaiser Permanente, The Corporate Finance Institute, Sylvan Learning Company, Tampa Electric Company, University Area Community Development Center, the Virginia and Florida Departments of Transportation, the Texas Rangers, and many individuals and work groups from companies such as Nationwide Insurance, Merrill Lynch, and Smith Barney.

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