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# SUPPORTIVE ACCOUNTABILITY

## How to Inspire People and Improve Performance

By Sylvia Melena

### **About the Book**

For new managers and supervisors, experienced leaders seeking a refresher, and leaders who are either frustrated or losing passion for the job... you can engage employees and improve performance.

Through a mix of stories, actionable tips, and templates, leaders learn how to:

- Master the art of supportive leadership
- Inspire employees to advance the organization's vision
- Monitor performance and customer service efficiently
- Lead effective performance improvement conversations
- Pinpoint critical support factors to unleash performance
- Wield the power of employee recognition
- Boost performance through progressive discipline
- Document skillfully

### **About the Author**

Sylvia Melena is the Founder and CEO of Melena Consulting Group, a California corporation specializing in leadership and management talent development and consulting. The company helps businesses and organizations strengthen their leadership and management capabilities, create great workplaces, and improve performance.

Sylvia has a Master of Arts in Leadership and Organizational Studies and over 14 years' experience in middle, senior, and executive management. She has led individuals, small teams, and entire workforces, into notable performance improvement. She has also coached, developed, and trained hundreds of seasoned and emerging managers and supervisors.

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