



All Dianna Booher News

Top editor picks, summarized for you

Don't say these things, new leaders

6/18/2015

New leaders often resort to cliches or sentiments that stop productivity rather than enhance it, writes Dianna Booher. Prefacing your thoughts with "tell me if I'm wrong" or promising to "rebuild" the organization can be off-putting, Booher argues, and there are better ways for a leader to get to know employees and the business.

Full Story: [The Huffington Post](#)

More Summaries: [Dianna Booher](#)

Great retailers are ready for the unexpected

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Dianna Booher dealt with two retailers who were unable to make speedy deliveries. The first had Booher substitute the product, then delivered a damaged version and was slow to fix the problem. At the second retailer, the sales manager used his personal vehicle to make the delivery and installation, and the store apologized for the inconvenience. "Mistakes happen. Unusual situations develop. Weird requests crop up. So what's the process when things don't go as planned?" Booher writes.

Full Story: [ThoughtLeaders blog](#)

More Summaries: [Dianna Booher](#), [sales manager](#)

Fear can be a public speaker's best friend

3/30/2015

Fear harnessed properly can improve a presentation or speech, argues Booher Research CEO Dianna Booher, for those who are fueled by fear will double-check the details, practice their delivery and be ready for audience questions.

Full Story: [The Huffington Post](#)

More Summaries: [Dianna Booher](#)

Good communication starts at the top

1/5/2015

Leaders who want to improve their company's communication practices must start by modeling good behaviors, writes Dianna Booher, CEO of Booher Research Institute. Communicate with tact, clarity, honesty and specificity, and you'll begin to see your workers doing the same, Booher argues.

Full Story: [Fast Company online](#)

More Summaries: [Dianna Booher](#)

7 behaviors displayed by the best leaders

2/9/2012

What leadership skills separate the leaders from the rest? Some of the most important characteristics include integrity, the ability to listen and a commitment to following through on promises, Dianna Booher writes. "People want to see the real you -- the integrity behind your face, the actions behind your promises. In today's economic landscape, trust trumps both price and track record."

Full Story: [CNN](#)

More Summaries: [Dianna Booher](#)

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