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https://www.100test.com/kao_ti2020/253/2021_2022__E2_80_9C_E6_8B_A5_E6_9C_89_E2_c96_253872.htm 对于大多数员工来说，工作是他们养家糊口的方式；对于大多数老板来说，员工就是为自己干活的人而已。如果你也有这种想法，那么很遗憾你离成功的距离还很远。对于员工和老板来说，只有真正“拥有”了工作，才能打开通向成功的大门。 HEED WAKE-UP CALLS. When you have a team of people who own their work, the results are incredible. You know, without question, that you'll get their best efforts -- and that they'll never let you down. As a young manager 20 years ago, I ran the order-processing operations in a greeting-card company. One midnight, I received a call: The process that created the next days packing slips had crashed. I had to get 1,000 packing slips ready for pulling and packing the next day, or hundreds of people in our distribution center would be idle. This was about three weeks before Christmas on a frozen night in Chicago. I put on my arctic gear and headed for work -- and found the place in chaos. Even the overnight security guard was helping to prepare orders. I called a key team member, my data-entry supervisor. "I'm sorry to wake you up, but we need you in here," I said. "We'll never be ready for the courier at 6 a.m. without more help." She said O.K., and then hung up. But she didn't show. That morning at 8, she came to work as usual and said: "I thought about your call. I realized that if the orders weren't ready at 6, the packers would have enough work to keep busy, and we can send another courier later in the day. So I

went back to sleep." TOTAL RESPONSIBILITY. That was a tough day for me as a beginning manager. What an ownership breakdown! I had no choice but to relieve the woman of her supervisory role. She was lucky not to be fired. It offered an excellent lesson. Years later, as a human resources leader at a technology outfit, I received a call on a Sunday morning. There was a flood in the office. I ran over to find about a dozen executives bailing out the factory. The word spread somehow. By midafternoon, more than 100 of us were at work armed with buckets and mops. Next, we organized a phone tree to notify 500 employees that they shouldn't come to work the next day. But half came in anyway to help clean up. That's the kind of ownership you want -- total responsibility. 100Test 下载频道开通, 各类考试题目直接下载。详细请访问 www.100test.com