

BOOK REVIEW

From Bob's bookshelf



THE OZ PRINCIPLE

by Roger Connors, Tom Smith & Craig Hickman

I READ IT BECAUSE: It was one of the few times in which I have bought a book at a bookstore. The store was going out of business and the books were marked down to move quickly. I bought a few books that day, but this one by far has been the most helpful—very much worth taking the chance!

SUBJECT MATTER: This book is about getting results through individual and organizational accountability. A thin line separates success from failure, and greatness from mediocrity. This book offers concepts that help the reader function above these thin lines—something the author calls operating “above the line.” Steps to Accountability are detailed in this order: See It. Own It. Solve It. Do It. The first step, See It, means to acknowledge the problem; Own It is to assume responsibility for the problem and the results; Solve It means to formulate solutions to remedy the situation; and, as a culminating step, Do It commands the practical application of the solutions identified. The Oz Principle is getting results through accountability. When individuals are accountable, organizations operate above the line. The opposite is true when individuals are not held accountable. People suffer from poor performance, finger-pointing, rationalizing, and justifying...all of which are below the line.

QUOTABLE: “A thin line separates success from failure, the great companies from the ordinary ones. Below that line lies excuse making, blaming others, confusion, and an attitude of helplessness, while above that line we find a sense of reality, ownership, commitment, solutions to problems and determined action.” Page 10

“To get Above the Line, and out of the blame game, you must climb the Steps to Accountability by adopting See it, Own it, Solve it and Do it attitudes.” Page 13

“It's worth repeating: An attitude of accountability lies at the core of any effort to improve quality, satisfy customers, empower people, build teams, create new products, maximize effectiveness and get results.” Page 16

“Acknowledging Below the Line behavior and facing up to the reality of your situation does take courage. Failure to muster that courage results in an unwillingness to pay the price for greater accountability and results.” Page 72 “

The Solve It attitude and behavior stem from continually asking the question: “What else can I do?” By constantly and rigorously asking this question, you avoid slipping back down into the victim cycle whenever certain events occur that would otherwise seem to block the road to results.” Page 115

“In our experience, no organization can consistently function Above the Line without constant feedback. Continuous feedback must become a living, breathing part of the accountable organization's culture.” Page 182

RECOMMENDATION: I wholeheartedly recommend this book to anyone who is in a role of leadership. This would include ministry, education, non-profit, business and athletics. This book will not disappoint. Be ready to “See it, Own it, Solve it and Do it.” Operating above the line will revolutionize your work.

