

Also from Nick Synko

# Future @ Work

-- An Employee Survival Guide  
for the 21<sup>st</sup> Century

*Future@Work* is the *only* complete A to Z guide of the fundamental skills necessary for career success in a 21<sup>st</sup> Century workplace. This complete and concise book helps new employees avoid those costly errors and inefficiencies that create waste and lose customers.

## What Makes F@W Different?

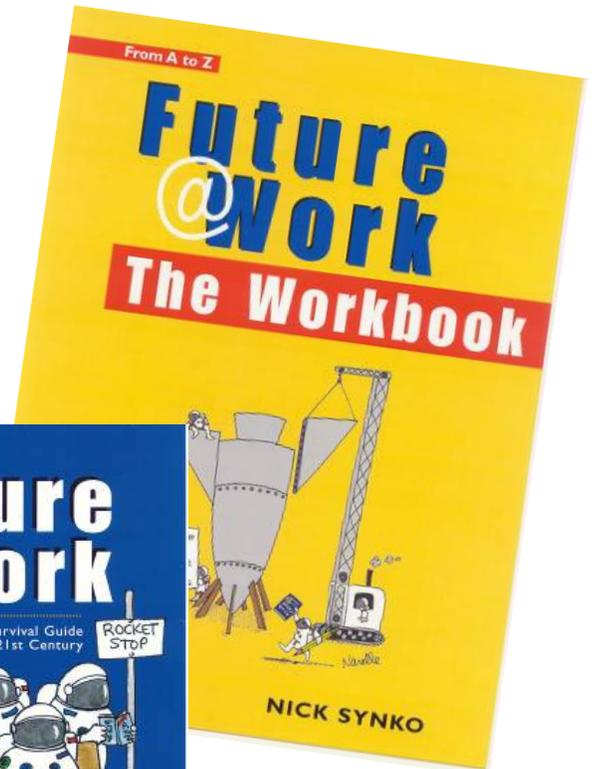
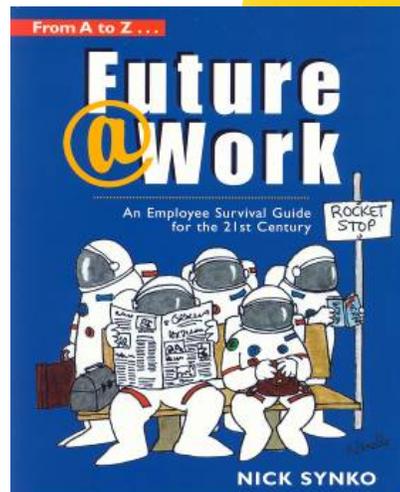
This is authentic instruction. Concepts are presented in a down-to-earth manner. Stories and illustrations along with the accompanying workbook ensure interesting and easy-to-learn concepts for every level of employee.

## Who Should Read It?

Organizations using the book as an educational process include employers, school-to-work and vocational programs.

## From the COO of \$70M Company

*Nick, I just finished reading Future@Work. I enjoyed it thoroughly; it contains a lot of common sense which seems to be missing at a number of levels in our workplace. As I read it, I could not help but be reminded of a number of specific employees. With this in mind, I would like to order "X" copies. They will be dispensed as required reading as soon as they are received. Future@Work chapters will then become part of our performance review process. Thanks for a writing such a great performance improvement tool.*  
**Pat McCarthy, Punch Graphix**



## Book Reviewers are Saying...

*This employee survival guide for the 21st century contains a practical discussion of the skills necessary for workplace survival. Concepts are presented in an interesting down-to-earth manner. (ACTE) The Association for Career and Technical Education*

*Very well written and easy-to-read. The cartoon illustrations complement the text and emphasize key points. University of Wisconsin - Center for Education and Work*

*My boss loves this book! We are using it to bring our Generation X employees into the workplace fold. Future@Work addresses topics people must know to survive...*  
**WellPoint, Blue Cross Blue Shield of California**

# Future@Work - Chapters from A to Z

## Table of Contents -- Selected Topics

### A Attitude

Why is managing your attitude part of your job?

### C Customers

Why internal and external customers are important

### F Facts

Why aren't people listening to what you say?

### G Goals

How goals can help define your future

### H Habits

Why you inevitably are what you repeatedly do

### I Improve Continuously

Why "good enough" isn't

### K Keep

How consistent note taking can improve your future

### L Listen

Is listening more important than speaking?

### M Measure

If you do not measure, you are only guessing

### N Next

Why some people need to be supervised

### P Processes

How to manage quality through process improvement

### R Root Cause

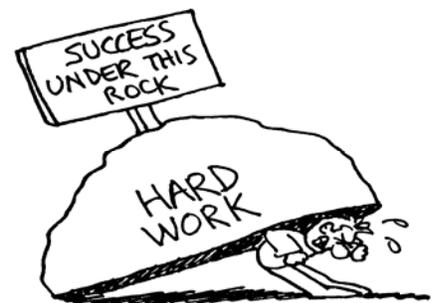
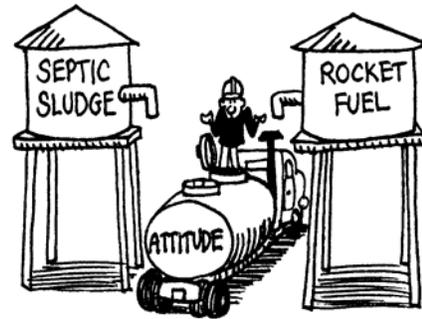
What is a symptom? What is a root cause?

### T Teams

What type of decisions should be assigned to teams?

### Z Zero Defects

Is 99% good enough?



From A to Z, each *Future@Work* chapter explains and illustrates 21<sup>st</sup> century workplace concepts and then links everything with do-it-now solutions.

To order a copy call today 734.332.8800 x 222.