

- Chapter 1*
- 3 What is Topgrading?
- Chapter 2*
- 7 Calculate your cost of mis-hires.
- Chapter 3*
- 11 Begin Topgrading from the top down.
- Chapter 4*
- 15 Conduct a Talent Review to identify your *A players*.
- Chapter 5*
- 19 Create Scorecards that guarantee accountability and fit.
- Chapter 6*
- 23 Strengthen your Virtual Bench.
- Chapter 7*
- 27 Interview to identify performance patterns.
- Chapter 8*
- 31 Screen *A's* in, screen out the *B's* and *C's*.
- Chapter 9*
- 35 Use Topgrading interviews to explore candidates' strengths and weaknesses.
- Chapter 10*
- 39 Use Reference Check interviews to test your opinions.
- Chapter 11*
- 43 Redeploy chronic *B* and *C players*.
- Chapter 12*
- 49 Coach and keep *A players*.
- Chapter 13*
- 55 Overcome obstacles to Topgrading.
- Chapter 14*
- 61 Take ten steps to implement Topgrading successfully.