Dare to Lead
Value as a Service
It's Not About the Coffee
Pour Your Heart Into It
Economic Dignity
Principles of Management
Onward
The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary
The Magic Cup
Stronger Through Adversity: World-Class Leaders Share Pandemic-Tested Lessons on Thriving During the Toughest Challenges
Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products and Your People
The 80/20 Manager
Intentional Integrity
The Airbnb Way: 5 Leadership Lessons for Igniting Growth through Loyalty, Community, and Belonging
The Innovator's DNA
Good Strategy, Bad Strategy
R.E.D. Marketing
The Zappos Experience: 5 Principles to Inspire, Engage, and WOW
Leading at a Distance
Humor, Play, & Laughter
Mindchamps Way, The: How To Turn An Idea Into A Global Movement
The Grapes of Wrath
Being!: Five Ways Of Leading Authentically In An Iconnected World
Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way
Legacy
The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company
The Open Organization
Becoming Ms. Burton
Leading Digital
Continuous API Management
From the Ground Up
Next Is Now
When Fish Fly
Braving the Wilderness
How Starbucks Saved My Life
Ten Types of Innovation
Starbucks Leadership Lessons
The Ministry of Branding
Lead Inside the Box
Prescription for Excellence: Leadership Lessons for
Dare to Lead

Every employee is different, but unfortunately many leaders use a one-size-fits-all approach to leading. In doing so, these otherwise well-intentioned leaders are working harder than they should while not getting all they could out of their teams. Lead Inside the Box gives leaders a way to get the best out of their teams by focusing their energy where it will make the biggest difference. It teaches leaders how to: Figure out where they are currently investing their time and energy across their teams Identify the unique leadership needs of each team member Make smarter decisions about how and where to invest their time and energy to get the best results out of everyone Through simple frameworks brought to life with stories from the trenches, leaders will be able to see their own teams—and themselves—from a new perspective. Paradoxically these methods will enable leaders to improve their team's performance exponentially while expending half the effort.

Value as a Service

Argues that a manager's central responsibility is to create and implement strategies, challenges popular motivational practices, and shares anecdotes discussing how to enable action-oriented plans for real-world results.

It's Not About the Coffee

The Pulitzer Prize-winning epic of the Great Depression, a book that galvanized—and sometimes outraged—millions
of readers. First published in 1939, Steinbeck’s Pulitzer Prize-winning epic of the Great Depression chronicles the Dust Bowl migration of the 1930s and tells the story of one Oklahoma farm family, the Joads—driven from their homestead and forced to travel west to the promised land of California. Out of their trials and their repeated collisions against the hard realities of an America divided into Haves and Have-Nots evolves a drama that is intensely human yet majestic in its scale and moral vision, elemental yet plainspoken, tragic but ultimately stirring in its human dignity. A portrait of the conflict between the powerful and the powerless, of one man’s fierce reaction to injustice, and of one woman’s stoical strength, the novel captures the horrors of the Great Depression and probes into the very nature of equality and justice in America. At once a naturalistic epic, captivity narrative, road novel, and transcendental gospel, Steinbeck’s powerful landmark novel is perhaps the most American of American Classics. This Centennial edition, specially designed to commemorate one hundred years of Steinbeck, features French flaps and deckle-edged pages. For more than sixty-five years, Penguin has been the leading publisher of classic literature in the English-speaking world. With more than 1,500 titles, Penguin Classics represents a global bookshelf of the best works throughout history and across genres and disciplines. Readers trust the series to provide authoritative texts enhanced by introductions and notes by distinguished scholars and contemporary authors, as well as up-to-date translations by award-winning translators.

Pour Your Heart Into It

Silicon Valley expert Robert Chesnut shows that companies that do not think seriously about a crucial element of corporate culture—integrity—are destined to fail. “Show of hands—who in this group has integrity?” It’s with this
direct and often uncomfortable question that Robert Chesnut, General Counsel of Airbnb, begins every presentation to new employees. Defining integrity is difficult. Once understood as “telling the truth and keeping your word,” it was about following not just the letter but the spirit of the law. But in a moment when workplaces are becoming more diverse, global, and connected, silence about integrity creates ambiguities about right and wrong that make everyone uncertain, opening the door for the minority of people to rationalize selfish behavior. Trust in most traditional institutions is down—government, religious organizations, and higher education—and there's a dark cloud hovering over technology. But this is precisely where companies come in; as peoples’ faith in establishments deteriorates, they’re turning to their employer for stability. In Intentional Integrity, Chesnut offers a six-step process for leaders to foster and manage a culture of integrity at work. He explains the rationale and legal context for the ethics and practices, and presents scenarios to illuminate the nuances of thinking deeply and objectively about workplace culture. We will always need governments to manage defense, infrastructure, and basic societal functions. But, Chesnut argues, the private sector has the responsibility to use sensitivity and flexibility to make broader progress—if they act with integrity. "Rob is an insider who's combined doing good with doing business well in two iconic Silicon Valley companies. His book contains smart, practical advice for anyone looking to do good and do well." —Reid Hoffman, co-founder of Linkedin and author of Blitzscaling

Economic Dignity

Create breakthrough marketing campaigns that achieve staggering consumer response rates by harnessing the power of R.E.D. Marketing: a transparent and flexible
methodology from the CEO and CMO of marketing powerhouse Yum! Brands—Taco Bell, KFC, Pizza Hut—with a genuine track record of success. Sidestep the other marketing books, courses, articles, and even TED talks that offer hypothetical explanations that sound sensible. Embrace the proven, systematic approach of RED Marketing, which the recent CEO and current CMO of Yum! Brands applied to lead Taco Bell and KFC to double digit growth—no PhD required! In 2011, Greg Creed had just been elevated from President to CEO of Taco Bell, a brand in deep distress at the time. It was on his shoulders to turn things around quickly along with co-author and CMO, Ken Muench. Together they developed the R.E.D (Relevance, Ease, Distinctiveness) method. It’s simple methodology does not require complicated terms and a PhD to understand, it’s actually quite simple—marketing works in three very different ways: Relevance—Is it relevant to the marketplace? Ease—Is it easy to access and use? Distinction—Does it stand out from competition? Combining actual examples from Yum! and other recognizable brands of every size around the world; the latest findings in marketing, neuroscience, and behavioral economics; and the author’s own experience marketing three different brands across 120 countries—your brand can set and achieve a truly breakthrough marketing campaign utilizing R.E.D Marketing.

Principles of Management

#1 NEW YORK TIMES BESTSELLER [] A timely and important book that challenges everything we think we know about cultivating true belonging in our communities, organizations, and culture, from the #1 bestselling author of Rising Strong, Daring Greatly, and The Gifts of Imperfection Look for Brené Brown’s new podcast, Dare to Lead, as well as her ongoing podcast Unlocking Us!
REESE’S BOOK CLUB PICK “True belonging doesn’t require us to change who we are. It requires us to be who we are.” Social scientist Brené Brown, PhD, MSW, has sparked a global conversation about the experiences that bring meaning to our lives—experiences of courage, vulnerability, love, belonging, shame, and empathy. In Braving the Wilderness, Brown redefines what it means to truly belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, Brown will again change the cultural conversation while mapping a clear path to true belonging. Brown argues that we’re experiencing a spiritual crisis of disconnection, and introduces four practices of true belonging that challenge everything we believe about ourselves and each other. She writes, “True belonging requires us to believe in and belong to ourselves so fully that we can find sacredness both in being a part of something and in standing alone when necessary. But in a culture that's rife with perfectionism and pleasing, and with the erosion of civility, it's easy to stay quiet, hide in our ideological bunkers, or fit in rather than show up as our true selves and brave the wilderness of uncertainty and criticism. But true belonging is not something we negotiate or accomplish with others; it’s a daily practice that demands integrity and authenticity. It’s a personal commitment that we carry in our hearts.” Brown offers us the clarity and courage we need to find our way back to ourselves and to each other. And that path cuts right through the wilderness. Brown writes, “The wilderness is an untamed, unpredictable place of solitude and searching. It is a place as dangerous as it is breathtaking, a place as sought after as it is feared. But it turns out to be the place of true belonging, and it’s the bravest and most sacred place you will ever stand.”

Onward
Make every day a WOW day for your customers, your staff—and your bottom line! “In your hands is a manifesto on how Zappos completely blew away the standard of delivering a consumer-centric experience and a revolutionary company culture. Joseph helps us all understand how to achieve a little more of that Zappos magic.” —Eric Ryan, method cofounder and person against dirty “If you’re looking for an inspirational path for creating a likable, trustworthy, and wow! organization, you’ve hit the mother lode.” —Guy Kawasaki, former chief evangelist of Apple and author of Enchantment: The Art of Changing Hearts, Minds, and Actions “This book provides a roadmap to a successful business by taking inspiration and examples from one of the most innovative, progressive companies of our time. Don’t just read it; use it.” —Tony Hawk, professional skateboarder and author of HAWK —Occupation: Skateboarder and How Did I Get Here? The Ascent of an Unlikely CEO “Thanks to Joseph Michelli, you can learn exactly how Zappos hit it big and how you can too. By using the five principles Joseph has distilled, you can supercharge your efforts and start down the path to legendary success.” —Mark Sanborn, President, Sanborn & Associates, Inc., and author of The Fred Factor and You Don’t Need a Title to Be a Leader “Often, business owners look at media darlings like Zappos with their mouths agape, full of awe but unable to take action. For those eager to do more than watch, Joseph Michelli deconstructs the Zappos story and makes it attainable.” —Seth Godin, author of Poke the Box About the Book: ZAPPOS. The name has come to stand for a new standard of customer service, an amazing online shopping experience, a great place to work, and the most impressive transformational business success story of our time. Simply put, Zappos is revolutionizing business and changing lives. Now, Joseph Michelli, author of the internationally bestselling business books Prescription for Excellence and The Starbucks Experience, explains how Zappos does it—and how you
can do it in your industry. The Zappos Experience takes you through—and beyond—the playful, offbeat company culture Zappos has become famous for. Michelli reveals what occurs behind the scenes at Zappos, showing how employees at all levels operate on a day-to-day basis while providing the “big picture” leadership methods that have earned the company $1 billion in annual gross sales during the last ten years—with almost no advertising. Michelli breaks the approach down into five key elements: Serve a Perfect Fit—create bedrock company values Make it Effortlessly Swift—deliver a customer experience with ease Step into the Personal—connect with customers authentically S T R E T C H—grow people and products Play to Win—play hard, work harder When you enhance the customer experience, increase employee engagement, and create an energetic culture, you can’t help but succeed. Zappos has woven these five key components into a seamless strategy that’s the envy of business leaders. Now that strategy is yours. With The Zappos Experience, Joseph Michelli delivers a package for instant success right to your doorstep. All you have to do is open and use it.

The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary

Become a Digital Master—No Matter What Business You’re In If you think the phrase “going digital” is only relevant for industries like tech, media, and entertainment—think again. In fact, mobile, analytics, social media, sensors, and cloud computing have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In Leading Digital, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies
in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you’ll learn: • How to engage better with your customers • How to digitally enhance operations • How to create a digital vision • How to govern your digital activities The book also includes an extensive step-by-step transformation playbook for leaders to follow. Leading Digital is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

The Magic Cup

WAKE UP AND SMELL THE SUCCESS! You already know the Starbucks story. Since 1992, its stock has risen a staggering 5,000 percent! The genius of Starbucks success lies in its ability to create personalized customer experiences, stimulate business growth, generate profits, energize employees, and secure customer loyalty—all at the same time. The Starbucks Experience contains a robust blend of home-brewed ingenuity and people-driven philosophies that have made Starbucks one of the world's "most admired" companies, according to Fortune magazine. With unique access to Starbucks personnel and resources, Joseph Michelli discovered that the success of Starbucks is driven by the people who work there—the "partners"—and the special experience they create for each customer. Michelli reveals how you can follow the
Starbucks way to Reach out to entire communities Listen to individual workers and consumers Seize growth opportunities in every market Custom-design a truly satisfying experience that benefits everyone involved. Filled with real-life insider stories, eye-opening anecdotes, and solid step-by-step strategies, this fascinating book takes you deep inside one of the most talked-about companies in the world today. For anyone who wants to learn from the best—and be the best—The Starbucks Experience is a rich, heady brew of unforgettable user-friendly ideas.

Stronger Through Adversity: World-Class Leaders Share Pandemic-Tested Lessons on Thriving During the Toughest Challenges

THE #1 NEW YORK TIMES AND WALL STREET JOURNAL BESTSELLER! "Like any business, a hospital must be true to its core values in order to succeed. ‘Trickle-down values’ start at the top with the best leadership, so that all the stakeholders understand and carry out the institution’s mission. That is the gift that David Feinberg has brought to UCLA. I am in awe of his management skills.” —Lynda Resnick, owner of Pom Wonderful, Fiji Water, Teleflora, and Wonderful Pistachios “With clear purpose, unwavering principles, and steadfast leadership, the people at UCLA have established a new bar, a compelling promise, for what healthcare can and should be.” —David M. Lawrence, M.D., former CEO, Kaiser Permanente “An absorbing and educational account of a large institution’s astonishing transformation. The strong, courageous, and focused leadership of David Feinberg and his outstanding team is evident on every page. A tremendous lesson for all large enterprises.” —William E. Simon, Jr., cochairman, William E. Simon & Sons “Most leadership authors describe how to apply common-sense principles. Michelli is a notable
exception. He artfully describes the compelling, uncommon leadership practices that transformed UCLA Health System. The resulting lessons are plentiful and powerful for today’s business leader.” —Lee J. Colan, Ph.D., author of Sticking to It: The Art of Adherence About the Book: Joseph Michelli, author of The Starbucks Experience and The New Gold Standard, is among the world’s top authorities on the principles of creating an organizational culture dedicated to service excellence. In these bestselling books, he examines how leading service companies dominate their respective industries with innovative customer experience strategies. Now, Michelli turns his attention to one of the most complex, controversial, and critical industries—healthcare. In Prescription for Excellence, Michelli provides an inside look at an organization that has become the envy of its industry—and explains how you can dominate your own industry by using the same approach. UCLA Health System is revered worldwide for its top-tier patient/customer care. Great physicians, nurses, researchers, and staff are only part of the equation; UCLA’s overall success is a result of organization-wide collaboration that is driven by leaders with a shared vision of unyielding excellence. Michelli breaks down UCLA’s approach into five simple principles: Commit to Care Leave No Room for Error Make the Best Better Create the Future Service Serves Us From administrative offices to operating rooms to research centers, continued adherence to these five principles has guided UCLA to financial strength, social significance, and sustainability. The best part is that these principles translate to any industry, so you, too, can achieve similar goals. Michelli gives you the tools to adapt UCLA’s ideas, systems, and leadership principles into your own best practices. Whether it is a healthcare organization, a financial institution, or a neighborhood hair salon, good business begins and ends with customer connection. When all workers in an organization focus on providing quality care for those they serve, success
inevitably follows. Business is always personal; UCLA's leadership ensures that this simple truth drives every UCLA employee, every day. Apply the lessons Michelli spells out in Prescription for Excellence to create a system that ensures that your people take business personally, day in and day out.

Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products and Your People

A Wall Street Journal bestseller Why are Mercedes-Benz customers so loyal and passionate? Because the people at Mercedes-Benz are Driven to Delight In his previous bestsellers--The Starbucks Experience, The New Gold Standard, and Prescription for Excellence--Joseph Michelli revealed customer experience practices and strategies of beloved businesses. Now, in this timely new book, he shares the greatest customer-driven insights behind one of the most iconic brand names in the world: Mercedes-Benz USA. DRIVEN TO DELIGHT reveals: How Mercedes-Benz USA launched a multi-year program to elevate their customer experience—even though their product was already “best in class.” How they activated people, improved processes, and deployed technology to emotionally engage customers. How the Mercedes-Benz approach can jump-start any customer-driven business—by accelerating your commitment to the customer experience. Filled with exclusive front-seat insights from Mercedes-Benz employees, eye-opening testimonials from passionate Mercedes-Benz fans, and solid nuts-and-bolts advice for creating your own consumer-aligned road map, Driven to Delight will help you retool your strategies, reignite your customers, and refuel your team for the long haul. Mercedes-Benz. The name alone conjures images of luxury, innovation, quality, and
performance. But in today’s market, you need more than a world-class product to outpace the competition--which is why the executives at Mercedes-Benz USA set a course to create a customer experience in keeping with their legendary cars. This is the story of how an organization became Driven to Delight. It reveals the action plan Mercedes-Benz USA used to catapult the company to first place rankings in national customer satisfaction studies while at the same time growing sales and profits. With unprecedented access to company personnel, customer experience expert Joseph Michelli charts the journey the company took and identifies the all-important keys to driving delight in any customer-based organization. You’ll learn how to: Create a compelling vision for exceptional customer experiences Identify the ever changing wants, needs, and desires of your customer segments Map out your key customer journeys and high value contact points Effectively evaluate customer perceptions throughout their journey with you Resolve customer needs swiftly and constantly improve your delivery processes Link rewards and recognition to customer experience excellence throughout your organization These proven techniques are part of the Mercedes-Benz USA “Driven to Delight” culture which sets a new gold standard in customer service, employee engagement, and peak performance. You’ll find step-by-step strategies that can be customized to fit your business model and customer needs. You’ll discover invaluable tools like Vision Mapping, Customer Journey Wheels, Customer-Centric Strategy and Resource Planning Processes --plus 20 Key Questions you can use to diagnose your progress and steer your company in the right direction. Along the way, you’ll get a rare first-hand comprehensive view of a world-class company in action. You’ll see how a “best or nothing” organization became customer obsessed, mile after mile, year after year. Most importantly, you’ll learn how to ramp up your own customer experience, rev up your customer commitment,

The 80/20 Manager

Discover the secrets of world-class leadership! When it comes to refined service and exquisite hospitality, one name stands high above the rest: The Ritz-Carlton Hotel Company. With ceaseless attention to every luxurious detail, the company has set the bar for creating memorable customer experiences in world-class settings. Now, for the first time, the leadership secrets behind the company's extraordinary success are revealed. The New Gold Standard takes you on an exclusive tour behind the scenes of The Ritz-Carlton Hotel Company. Granted unprecedented access to the company's executives, staff, and its award-winning Leadership Center training facilities, bestselling author Joseph Michelli explored every level of leadership within the organization. He emerged with the key principles leaders at any company can use to provide a customer experience unlike any other, such as:

- Understanding the ever-evolving needs of customers
- Empowering employees by treating them with the utmost respect
- Anticipating customers' unexpressed needs and concerns
- Developing and conducting an unsurpassed training regimen
- Sharing engaging stories from the company's employees--from the corporate office and hotels around the globe--Michelli describes the innovative methods the company uses to create peerless guest experiences and explains how it constantly hones and
improves them. The New Gold Standard weaves practical how-to advice, proven leadership tools, and the wisdom of experts to help you create and embed superior customer-service principles, processes, and practices in your own organization.

Intentional Integrity

"You can energize your people and delight your customers by modeling the fabulous ideas that come from the World Famous Pike Place Fish Market." -- Ken Blanchard, co-author of The One Minute Manager In this revealing business advice book, the magic of the World Famous Pike Place Fish Market proves a dynamic example of what a group of people can create when they are aligned and living a powerful vision. Here for the first time, owner John Yokoyama explains in his own words just how he transformed his business into a workplace that is renowned worldwide. When Fish Fly offers Yokoyama's cohesive strategy for achieving world famous results for owners, managers, and front-line workers alike. Once you understand the generative principles behind the World Famous Pike Place Fish Market you, too, can develop a culture that leads to excellent employee morale and legendary customer service.

The Airbnb Way: 5 Leadership Lessons for Igniting Growth through Loyalty, Community, and Belonging

#1 NEW YORK TIMES BESTSELLER [] Brené Brown has taught us what it means to dare greatly, rise strong, and brave the wilderness. Now, based on new research conducted with leaders, change makers, and culture shifters, she’s showing us how to put those ideas into practice so we can step up and lead. Look for Brené
Brown’s new podcast, Dare to Lead, as well as her ongoing podcast Unlocking Us! NAMED ONE OF THE BEST BOOKS OF THE YEAR BY BLOOMBERG Leadership is not about titles, status, and wielding power. A leader is anyone who takes responsibility for recognizing the potential in people and ideas, and has the courage to develop that potential. When we dare to lead, we don’t pretend to have the right answers; we stay curious and ask the right questions. We don’t see power as finite and hoard it; we know that power becomes infinite when we share it with others. We don’t avoid difficult conversations and situations; we lean into vulnerability when it’s necessary to do good work. But daring leadership in a culture defined by scarcity, fear, and uncertainty requires skill-building around traits that are deeply and uniquely human. The irony is that we’re choosing not to invest in developing the hearts and minds of leaders at the exact same time as we’re scrambling to figure out what we have to offer that machines and AI can’t do better and faster. What can we do better? Empathy, connection, and courage, to start. Four-time #1 New York Times bestselling author Brené Brown has spent the past two decades studying the emotions and experiences that give meaning to our lives, and the past seven years working with transformative leaders and teams spanning the globe. She found that leaders in organizations ranging from small entrepreneurial startups and family-owned businesses to nonprofits, civic organizations, and Fortune 50 companies all ask the same question: How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture? In this new book, Brown uses research, stories, and examples to answer these questions in the no-BS style that millions of readers have come to expect and love. Brown writes, “One of the most important findings of my career is that daring leadership is a collection of four skill sets that are 100 percent teachable, observable, and measurable. It’s learning and unlearning that requires
brave work, tough conversations, and showing up with your whole heart. Easy? No. Because choosing courage over comfort is not always our default. Worth it? Always. We want to be brave with our lives and our work. It’s why we’re here.” Whether you’ve read Daring Greatly and Rising Strong or you’re new to Brené Brown’s work, this book is for anyone who wants to step up and into brave leadership.

The Innovator's DNA

One of the world's leading authorities on customer-centric business transformation, Lior Arussy—founder and CEO of the global consulting firm Strativity Group—offers “a revolutionary, yet pragmatic guide to not only managing change, but driving and thriving in a world of cataclysmic explosions of information and technology” (Joseph Michelli, #1 New York Times bestselling author of Leading the Starbucks Way). The old business model of adapting to change for continued success is dead. Change is the new normal. There are no more periods of stability and predictability. There is only change. This continuous upheaval can undercut morale, decrease productivity and decimate profits, or it can be a game-changing opportunity. In Next Is Now, “Lior Arussy provides a comprehensive and instructive roadmap for leading change and preparing yourself and your organization for the future. He generously shares insider insights, examples, and lessons learned from his many years advising top business leaders.” (Denise Lee Yohn, author of What Great Brands Do). He helps corporate leaders and their employees view change as an opportunity to become invested, drive that change, and achieve more success and job satisfaction than if change were simply implemented from the top down. Based on his experience working one-on-one with major corporate clients like Mercedes-Benz,
Royal Caribbean Cruises, Thomson Reuters, HSBC and other Fortune 500 clients, Arussy shares his five-step Future Ready Impact program, guiding change-impacted employees and business owners from a victim mentality to one of participation and ownership. As Stephen Cannon, the former president and CEO of Mercedes-Benz USA, raves, “For anyone interested in building a thriving business, Lior Arussy’s insights provide actionable steps to integrate into your plans for achieving success.”

Good Strategy, Bad Strategy

Being! Five ways of leading authentically in an iConnected world is rooted in leadership practice across many sectors and its raison d'être is to build adaptiveness and resilience in uncertain times. It is credentialed by leaders who have honed their personal effectiveness, grown spiritually and become more effective and impactful, because of their engagement with its content. It channels wisdom at the intersection of many disciplines and multiple world views to provide deeper insight and meaning to the leadership dilemmas and choices that you constantly face. It integrates both western leadership-thinking with its more evidence-based, cognitive approaches, and eastern philosophy with its more 'mystical' and spiritually-oriented homilies, into a rich tapestry that engages your attention, challenges your capabilities, and leaves you richer and more fulfilled for the effort.

R.E.D. Marketing

Bestselling author Richard Koch shows managers how to apply the 80/20 Principle to achieve exceptional results at work -- without stress or long hours. In his bestselling book The 80/20 Principle, Richard Koch showed readers how to put the 80/20 Principle -- the idea that 80 percent of
results come from just 20 percent of effort -- into practice in their personal lives. Now in The 80/20 Manager, he demonstrates how to apply the principle to management. An 80/20 manager learns to focus only on the issues that really matter, achieving exceptional results, and feeling successful everyday while working less hard in fewer hours. A large number of managers -- especially in these difficult times -- feel completely overwhelmed. Their inboxes are overflowing and they constantly struggle to finish their to-do lists, leaving little time for the things that really matter. The 80/20 Manager shows a new way to look at management -- and at life -- to enjoy work and build a successful and fulfilling career.

The Zappos Experience: 5 Principles to Inspire, Engage, and WOW

Lead Your Business the Starbucks Way Foreword by Herve Humler, President and COO, The Ritz-Carlton Hotel Company, L.L.C. One of the best-recognized and admired brands in the world, Starbucks singlehandedly transformed the ordinary delivery of coffee into a cultural phenomenon--a result of the company's exemplary leadership practices. Joseph Michelli, author of the Wall Street Journal, USA Today, and BusinessWeek bestseller The Starbucks Experience, explains that the international success of Starbucks begins with a promise: To inspire and nurture the human spirit--one person, one cup, and one neighborhood at a time. Michelli offers a perspective on the leadership principles that drove the iconic coffee company's resurgence from serious setbacks during the economic downturn--one of the few true turnaround stories of this time. And the company continues to grow dramatically, entering new markets and channels with fresh products and technologies. In Leading the Starbucks Way, Michelli establishes five actionable principles that
fuel long-term global sustainability at Starbucks and that can be used in any company, in any industry: Savor and Elevate Love to Be Loved Reach for Common Ground Mobilize the Connection Cherish and Challenge Your Legacy Leading the Starbucks Way is a penetrating look at the inner workings of one of today’s most successful brands. The company gave Michelli one-on-one access to a variety of employees (called partners) to write this book— from baristas to senior leaders, including Howard Schultz, chairman, president, and chief executive officer. In short, success is all about loving your product, loving your customers, and loving your employees. Sincerely. Without fail. Even in the face of business challenges. Praise for Leading the Starbucks Way “Michelli shows us how a small Seattle-based chain of coffee shops became one of the most beloved brands on the planet. So grab a cup of coffee, put your feet up, and read this book!” Ken Blanchard, coauthor of The One Minute Manager® and Leading at a Higher Level “Culture is everything! This fast-moving, fascinating book gives you countless practical ideas you can use immediately to create a company climate of inspiration and loyalty.” Brian Tracy, author of Full Engagement “Michelli identifies the principles by which Howard Schultz and his team passionately perform in a culture that loves, respects, and rewards suppliers, employees, customers, shareholders, and the community.” Robert Spector, author of The Nordstrom Way “Leading the Starbucks Way provides the key success factors of a lifestyle brand that is globally scaled, locally relevant, and powered by the passion of the Starbucks culture.” John Timmerman, PhD, Senior Strategist of Customer Experience and Innovation, Gallup "Organizational consultant Michelli serves up a new helping of the recipe for business success he offered in The Starbucks Experience." Kirkus Reviews
Leading at a Distance

In this #1 New York Times bestseller, the CEO of Starbucks recounts the story and leadership lessons behind the global coffee company's comeback and continued success. In 2008, Howard Schultz decided to return as the CEO of Starbucks to help restore its financial health and bring the company back to its core values. In Onward, he shares this remarkable story, revealing how, during one of the most tumultuous economic periods in American history, Starbucks again achieved profitability and sustainability without sacrificing humanity. Offering you a snapshot of the recession that left no company unscathed, the book shows in riveting detail how one company struggled and recreated itself in the midst of it all. In addition, you’ll get an inside look into Schultz's central leadership philosophy: It's not about winning, it's about the right way to win. Onward is a compelling, candid narrative documenting the maturing of a brand as well as a businessman. Ultimately, Schultz gives you a sense of hope that, no matter how tough times get, the future can be more successful than the past.

Humor, Play, & Laughter

During his many years as a senior executive at Starbucks, Howard Behar helped establish the Starbucks culture, which stresses people over profits. He coached hundreds of leaders at every level and helped the company grow into a world-renowned brand. Now he reveals the ten principles that guided his leadership—and not one of them is about coffee. Behar shows that if you think of your staff as people (not labor costs) they will achieve amazing results. He discusses the importance of building trust, telling hard truths, thinking independently, and more. And he shares inside stories of key turning points for Starbucks,
as it fought to hang on to its culture while growing exponentially.

Mindchamps Way, The: How To Turn An Idea Into A Global Movement

In *Pour Your Heart Into It*, former CEO and now chairman emeritus Howard Schultz illustrates the principles that have shaped the Starbucks phenomenon, sharing the wisdom he has gained from his quest to make great coffee part of the American experience. The success of Starbucks Coffee Company is one of the most amazing business stories in decades. What started as a single store on Seattle's waterfront has grown into the largest coffee chain on the planet. Just as remarkable as this incredible growth is the fact that Starbucks has managed to maintain its renowned commitment to product excellence and employee satisfaction. Marketers, managers, and aspiring entrepreneurs will discover how to turn passion into profit in this definitive chronicle of the company that "has changed everything from our tastes to our language to the face of Main Street" (Fortune).

The Grapes of Wrath

A lot of work is required to release an API, but the effort doesn't always pay off. Overplanning before an API matures is a wasted investment, while underplanning can lead to disaster. This practical guide provides maturity models for individual APIs and multi-API landscapes to help you invest the right human and company resources for the right maturity level at the right time. How do you balance the desire for agility and speed with the need for robust and scalable operations? Four experts from the API Academy show software architects, program directors, and product owners how to maximize the value of their APIs by
managing them as products through a continuous life cycle. Learn which API decisions you need to govern and how and where to do so. Design, deploy, and manage APIs using an API-as-a-product (AaaP) approach. Examine ten pillars that form the foundation of API product work. Learn how the continuous improvement model governs changes throughout an API’s lifetime. Explore the five stages of a complete API product life cycle. Delve into team roles needed to design, build, and maintain your APIs. Learn how to manage your API landscape—the set of APIs published by your organization.

**Being!: Five Ways Of Leading Authentically In An Connected World**

“Timely and important . . . It should be our North Star for the recovery and beyond.” —Hillary Clinton “Sperling makes a forceful case that only by speaking to matters of the spirit can liberals root their belief in economic justice in people’s deepest aspirations—in their sense of purpose and self-worth.” —The New York Times

When Gene Sperling was in charge of coordinating economic policy in the Obama White House, he found himself surprised when serious people in Washington told him that the Obama focus on health care was a distraction because it was “not focused on the economy.” How, he asked, was the fear felt by millions of Americans of being one serious illness away from financial ruin not considered an economic issue? Too often, Sperling found that we measured economic success by metrics like GDP instead of whether the economy was succeeding in lifting up the sense of meaning, purpose, fulfillment, and security of people. In Economic Dignity, Sperling frames the way forward in a time of wrenching change and offers a vision of an economy whose guiding light is the promotion of dignity for all Americans.
Making predictions about the future is always tricky. But there is one prediction that author Rob Bernshteyn is quite confident in making: Across a host of industries, we will move to a model that he calls value as a service. It is already common knowledge that many traditional-products companies are converting the delivery of their offerings to the as-a-service model. With the completion of this transition assumed, the coming disruption will focus less on the delivery model and more on the value delivered. Value as a Service is the simple idea that measurable value delivered for customers will be the ultimate competitive battleground. Every customer will want to understand the exact value that they are being provided. They will want a quantifiable difference as they compare their options. Is your business ready to embrace this coming disruption? Are you ready?

Legacy

“stirring and moving tour-de-force” (John Legend), Susan Burton movingly recounts her own journey through the criminal justice system and her transformation into a life of advocacy. After a childhood of immense pain, poverty, and abuse in Los Angeles, the tragic loss of her son led her into addiction, which in turn led to arrests and incarceration. During the War on Drugs, Burton was arrested and would cycle in and out of prison for more than fifteen years. When, by chance, she finally received treatment, her political awakening began and she became a powerful advocate for “a more humane justice system guided by compassion and dignity” (Booklist, starred review). Her award-winning organization, A New Way of Life, has transformed the lives of more than one thousand formerly incarcerated women and is an international model for a less punitive and more effective approach to rehabilitation and reentry. Winner of an NAACP Image Award and named a “Best Book of 2017” by the Chicago Public Library, here is an unforgettable book about “the breathtaking resilience of the human spirit” (Michelle Alexander).

The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience
Courtesy of the Ritz-Carlton Hotel Company

A new classic, cited by leaders and media around the globe as a highly recommended read for anyone interested in innovation. In The Innovator’s DNA, authors Jeffrey Dyer, Hal Gregersen, and bestselling author Clayton Christensen (The Innovator’s Dilemma, The Innovator’s Solution, How Will You Measure Your Life?) build on what we know about disruptive innovation to show how individuals can develop the skills necessary to move progressively from idea to impact. By identifying behaviors of the world’s best innovators—from leaders at Amazon and Apple to those at Google, Skype, and Virgin Group—the authors outline five
discovery skills that distinguish innovative entrepreneurs and executives from ordinary managers: Associating, Questioning, Observing, Networking, and Experimenting. Once you master these competencies (the authors provide a self-assessment for rating your own innovator's DNA), the authors explain how to generate ideas, collaborate to implement them, and build innovation skills throughout the organization to result in a competitive edge. This innovation advantage will translate into a premium in your company's stock price—an innovation premium—which is possible only by building the code for innovation right into your organization's people, processes, and guiding philosophies. Practical and provocative, The Innovator's DNA is an essential resource for individuals and teams who want to strengthen their innovative prowess.

The Open Organization

Parenting does not have to be a stressful experience. In fact, parents who lighten up and laugh with their families can be more productive by using humor to ease conflict, deflect hostility, and create a feeling of well-being in the household. Readers will benefit from the author's many everyday examples of how a humorous approach can greatly improve family life.

Becoming Ms. Burton

Innovation principles to bring about meaningful and sustainable growth in your organization Using a list of more than 2,000 successful innovations, including Cirque du Soleil, early IBM mainframes, the Ford Model-T, and many more, the authors applied a proprietary algorithm and determined ten meaningful groupings—the Ten Types of Innovation—that provided insight into innovation. The Ten Types of Innovation explores these insights to
diagnose patterns of innovation within industries, to identify innovation opportunities, and to evaluate how firms are performing against competitors. The framework has proven to be one of the most enduring and useful ways to start thinking about transformation. Details how you can use these innovation principles to bring about meaningful—and sustainable—growth within your organization Author Larry Keeley is a world renowned speaker, innovation consultant, and president and co-founder of Doblin, the innovation practice of Monitor Group; Business Week named Keeley one of seven Innovation Gurus who are changing the field The Ten Types of Innovation concept has influenced thousands of executives and companies around the world since its discovery in 1998. The Ten Types of Innovation is the first book explaining how to implement it.

Leading Digital

An unprecedented inside look at how Airbnb and its host community create dynamic customer experiences and build brand loyalty in the sharing economy Airbnb best embody the entrepreneurial and disruptive spirit of today’s sharing economy. Since its early days as a humble start-up, Airbnb has evolved into a revolutionary force in the short-term housing market as a platform where hosts provide listings spread across more than 81,000 cities and 191 countries. Airbnb’s leadership strives to support the host community to ensure a consistent, on-brand experience for every guest, every time. The Airbnb Way delivers proven methods for increasing customer engagement, loyalty, and referrals that can be utilized in every service setting and in any industry. Exclusive interviews with Airbnb leaders and rich stories from hosts and guests provide an inside look into the wildly popular online rental platform. The book features: []Airbnb
strategies and practices that will drive customer engagement and loyalty. Expert advice on how to provide phenomenal customer service. Illuminating stories about Airbnb guest and host experiences. Unique leadership principles for activating all stakeholders--including those who share resources and services and more.

Continuous API Management

A timely and hands-on resource informed by lessons learned from Fortune 500 CEOs and executives. Leading at a Distance provides executives with the necessary skills to successfully lead in the new virtual workplace, backed by the research and expertise of global leadership firm Spencer Stuart. Although working remotely is not new, the global pandemic has placed virtual work at the center of everyday life. And it has thrust workforce strategies to the core of business operations globally. As the shift towards large-scale virtual work continues to grow and become a permanent fixture—by some estimates, 30% of the workforce will be working virtually—leaders must understand how to build virtual work environments that foster connected, engaged, and high-performing teams. Although some forward-thinking companies and not-for-profit organizations have made significant investments in technology and virtual collaboration, many others have simply joined the "Zoom culture" without fully appreciating what it takes to operate effectively at a distance on a sustained basis. Leading at a Distance is a timely, research-based, and highly practical guide for developing and implementing strategies for conducting high-impact virtual work, building trust, and enhancing team unity. Designed to help leaders shape organizational culture remotely, this must-have resource demonstrates how to conduct virtual onboarding for senior leaders, build top teams from a distance, manage accountability in the new virtual...
environment, and much more. A hands-on toolkit filled with compelling examples, expert insights, and invaluable advice, this book: Provides clear guidance on establishing effective leadership in the virtual workplace Offers practical approaches for establishing strong relationships, increasing employee engagement, and coaching from a distance Addresses ways to keep geographically dispersed team members aligned and accountable Illustrates creative ideas for boosting team morale Features an overview of the unique challenges facing leaders in the virtual workplace Discusses often-overlooked topics such as virtual hiring and onboarding Leveraging the authors' in-depth research and consulting experience, Leading at a Distance is required reading for anyone needing to adapt to a virtual way of working and develop their virtual leadership skills to maximize organizational effectiveness and performance.

From the Ground Up

NEW YORK TIMES BESTSELLER [] From the longtime CEO and chairman of Starbucks, a bold, dramatic work about the new responsibilities that leaders, businesses, and citizens share in American society today—as viewed through the intimate lens of one man’s life and work. What do we owe one another? How do we channel our drive, ingenuity, even our pain, into something more meaningful than individual success? And what is our duty in the places where we live, work, and play? These questions are at the heart of the American journey. They are also ones that Howard Schultz has grappled with personally since growing up in the Brooklyn housing projects and while building Starbucks from eleven stores into one of the world’s most iconic brands. In From the Ground Up, Schultz looks for answers in two interwoven narratives. One story shows how his conflicted boyhood—including experiences he has
never before revealed—motivated Schultz to become the first in his family to graduate from college, then to build the kind of company his father, a working-class laborer, never had a chance to work for: a business that tries to balance profit and human dignity. A parallel story offers a behind-the-scenes look at Schultz’s unconventional efforts to challenge old notions about the role of business in society. From health insurance and free college tuition for part-time baristas to controversial initiatives about race and refugees, Schultz and his team tackled societal issues with the same creativity and rigor they applied to changing how the world consumes coffee. Throughout the book, Schultz introduces a cross-section of Americans transforming common struggles into shared successes. In these pages, lost youth find first jobs, aspiring college students overcome the yoke of debt, post-9/11 warriors replace lost limbs with indomitable spirit, former coal miners and opioid addicts pave fresh paths, entrepreneurs jump-start dreams, and better angels emerge from all corners of the country. From the Ground Up is part candid memoir, part uplifting blueprint of mutual responsibility, and part proof that ordinary people can do extraordinary things. At its heart, it’s an optimistic, inspiring account of what happens when we stand up, speak out, and come together for purposes bigger than ourselves. Here is a new vision of what can be when we try our best to lead lives through the lens of humanity. “Howard Schultz’s story is a clear reminder that success is not achieved through individual determination alone, but through partnership and community. Howard’s commitment to both have helped him build one of the world’s most recognized brands. It will be exciting to see what he accomplishes next.”—Bill Gates

Next Is Now
Principles of Management is designed to meet the scope and sequence requirements of the introductory course on management. This is a traditional approach to management using the leading, planning, organizing, and controlling approach. Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management, as well behavioral areas such as motivation. No one individual can be an expert in all areas of management, so an additional benefit of this text is that specialists in a variety of areas have authored individual chapters.

When Fish Fly

This is a story of reinvention. Jim Whitehurst, celebrated president and CEO of one of the world's most revolutionary software companies, tells first-hand his journey from traditional manager (Delta Air Lines, Boston Consulting Group) and “chief” problem solver to CEO of one of the most open organizational environments he'd ever encountered. This challenging transition, and what Whitehurst learned in the interim, has paved the way for a new way of managing—one this modern leader sees as the only way companies will successfully function in the future. Whitehurst says beyond embracing the technology that has so far disrupted entire industries, companies must now adapt their management and organizational design to better fit the Information Age. His mantra? “Adapt or die.” Indeed, the successful company Whitehurst leads—the open source giant Red Hat—has become the organizational poster child for how to reboot, redesign, and reinvent an organization for a decentralized, digital age. Based on open source principles of transparency, participation, and collaboration, “open management” challenges conventional business ideas about what companies are,
how they run, and how they make money. This book provides the blueprint for putting it into practice in your own firm. He covers challenges that have been missing from the conversation to date, among them: how to scale engagement; how to have healthy debates that net progress; and how to attract and keep the “Social Generation” of workers. Through a mix of vibrant stories, candid lessons, and tested processes, Whitehurst shows how Red Hat has blown the traditional operating model to pieces by emerging out of a pure bottom up culture and learning how to execute it at scale. And he explains what other companies are, and need to be doing to bring this open style into all facets of the organization. By showing how to apply open source methods to everything from structure, management, and strategy to a firm's customer and partner relationships, leaders and teams will now have the tools needed to reach a new level of work. And with that new level of work comes unparalleled success. The Open Organization is your new resource for doing business differently. Get ready to make traditional management thinking obsolete.

Braving the Wilderness

Now in paperback, the national bestselling riches-to-rags true story of an advertising executive who had it all, then lost it all—and was finally redeemed by his new job, and his twenty-eight-year-old boss, at Starbucks. In his fifties, Michael Gates Gill had it all: a mansion in the suburbs, a wife and loving children, a six-figure salary, and an Ivy League education. But in a few short years, he lost his job, got divorced, and was diagnosed with a brain tumor. With no money or health insurance, he was forced to get a job at Starbucks. Having gone from power lunches to scrubbing toilets, from being served to serving, Michael was a true fish out of water. But fate brings an unexpected
teacher into his life who opens his eyes to what living well really looks like. The two seem to have nothing in common: She is a young African American, the daughter of a drug addict; he is used to being the boss but reports to her now. For the first time in his life he experiences being a member of a minority trying hard to survive in a challenging new job. He learns the value of hard work and humility, as well as what it truly means to respect another person. Behind the scenes at one of America’s most intriguing businesses, an inspiring friendship is born, a family begins to heal, and, thanks to his unlikely mentor, Michael Gill at last experiences a sense of self-worth and happiness he has never known before. Watch a QuickTime trailer for this book.

How Starbucks Saved My Life

Champions do extra. They sweep the sheds. They follow the spearhead. They keep a blue head. They are good ancestors. In Legacy, best-selling author James Kerr goes deep into the heart of the world’s most successful sporting team, the legendary All Blacks of New Zealand, to reveal 15 powerful and practical lessons for leadership and business. Legacy is a unique, inspiring handbook for leaders in all fields, and asks: What are the secrets of success - sustained success? How do you achieve world-class standards, day after day, week after week, year after year? How do you handle pressure? How do you train to win at the highest level? What do you leave behind you after you're gone? What will be your legacy?

Ten Types of Innovation

We all love the fairy tales we grew up on, creating a world in which good always wins over evil, where those whose hearts are true and who do the right thing come out on
top. But, grown-up competition for success is rough, even cutthroat, and we've often heard that nice guys finish last. Not according to Howard Behar, whose career as one of the three leaders who built the Starbucks organization most definitely proves that nice guys finish first. In THE MAGIC CUP, Behar spins an engaging corporate tale to teach us exactly how we can do the same thing. The story revolves around Vince Steadfast, the newly named CEO of imaginary manufacturer Verity Glassworks, which has fallen on difficult times. Vince is hired to help the once iconic company return to its glory days, and he brings with him a parting gift from his mentor and former boss: a stunning crystal coffee cup from Verity's halcyon days. The cup turns out to be magic - truly - and helps him come to understand and reinvigorate the values that Verity has misplaced along the way. As Vince and his new team make their way to (and through) many challenges, including the aptly named Worthy Way, Perilous Passage and Arduous Stair, the cup fills with a gold elixir and the universal truths that they learn to embrace - such as Responsibility, Forgiveness and Courage - magically become engraved in the glass. In the tradition of great parable writers throughout history, Behar quickly involves us in an engrossing fantasy, continually challenging us to compare each situation with our own real-life experiences. The story of THE MAGIC CUP helps each of us discover that only by acting on sound moral principles can we fill our own cups with the personal and professional success and satisfaction we seek.

Starbucks Leadership Lessons

TWO E-BOOKS IN ONE The Starbucks Experience The Starbucks Experience contains a robust blend of home-brewed ingenuity and people-driven philosophies that have made Starbucks one of the world's “most admired”
companies, according to Fortune magazine. With unique access to Starbucks personnel and resources, Joseph Michelli discovered that the success of Starbucks is driven by the people who work there—the “partners”—and the special experience they create for each customer. Leading the Starbucks Way In Leading the Starbucks Way, Joseph Michelli explains the leadership principles that drove the iconic coffee company’s resurgence from serious setbacks after the global recession—one of the few true turnaround stories of this time. “Culture is everything! This fast-moving, fascinating book gives you countless practical ideas you can use immediately to create a company climate of inspiration and loyalty.” Brian Tracy, author of Full Engagement

The Ministry of Branding

From business guru Joseph Michelli—the leadership lessons needed to thrive beyond the greatest business crisis in modern history COVID-19 has disrupted business and life in ways we never imagined. Within days of the outbreak, Joseph Michelli—the world-renowned business expert who has cracked the leadership codes of Starbucks, Airbnb, Mercedes-Benz USA, and many other top companies—went to work. He contacted 140+ senior leaders at major companies about their specific challenges and how they were meeting them—getting raw yet thoughtful real-time insights into a crisis that will define an entire generation of leaders. The result is Stronger Through Adversity. In this business guide for our times, Michelli distills best leadership practices that can be used in any company, in any industry. Organized into four main themes—Set the Foundation, Build Connections, Move with Purpose, and Harness Change—Stronger Through Adversity provides a deep dive into the methods, tactics, and approaches leaders have used to keep their company afloat and to
position it for success long after the pandemic. You’ll get invaluable insights into crisis management, keeping employees and customers safe, maintaining a culture of engagement, and rapidly innovating. Applying powerful leadership methods used by Microsoft, Starbucks, Google, DHL, Target, Verizon, Kohl’s, Marriott, and many others, you’ll seize and hold the competitive edge in your industry. Whether you run a Fortune 500 company, own a small business, or manage a department or team—this is your moment. Stronger Through Adversity delivers everything you need to prosper—to lead your people to an unprecedented recovery, to weather the toughest challenges your business faces from the pandemic and beyond, and to thrive in all storms, large and small.

Lead Inside the Box

The Ministry of Branding takes you on a brand building journey. One of the greatest inventions ever created was the microphone, this book is just that! It is the tool you have been looking for to amplify the significance of your voice! For any business, the brand is one of their most important assets. The Ministry of Branding aims to help you widen the influence and reach of your brand. In this book you are going to learn: •The Meaning of Branding •A Biblical Basis for Branding •The Jesus Brand Model •How to Build a Brand •How to Launch a Brand •And so much more! This book is unlike any other branding book you have read or seen on the shelf. Whether you are a novice or a marketing director you are going to find the tools you need in this book. There is nothing like having a personal coach to escort you into the reality of your dreams. The Ministry of Branding will directly coach you through every step of the branding process.

Prescription for Excellence: Leadership Lessons
How do a passion to create an education revolution and the business acumen to fuel rapid and spectacular global expansion co-exist within one organisation? Find out in The MindChamps Way. In his latest insightful study of strategy and leadership, Joseph Michelli (#1 New York Times & Wall Street Journal Bestselling Author), shares the unique philosophy and the values-driven strategies of a dynamic organization, whose growing presence on the world stage has the potential to fundamentally shape the future of 'individuals, families, communities, countries, and education systems' across the globe. The MindChamps Way demonstrates how combining a strong, 'big-picture' philosophy with a carefully planned and executed business strategy can inspire staff, clients and an unlikely range of interested stakeholders. Read how:

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