

The Southwest Airlines Way Jody Hoffer Gittel

Using the words of its own people, this intriguing book provides an in-depth look at the incredibly successful airline that changed the rules of the game with a no-frills business model and innovative corporate culture.
• Includes interviews with passengers, employees, managers, and a Southwest Airlines executive
• Presents photos of people and places at Southwest Airlines
Samson/Daft/Donnet's Management is a robust foundation text providing a balance of broad, theoretical content with an engaging, easy-to-understand writing style. It covers the four key management functions - planning, organising, leading and controlling - conveying to students the elements of a manager's working day. Along with current management theory and practice, the authors integrate coverage of innovation, entrepreneurship, agile workplaces, social media and new technology throughout. This sixth edition features a new author on the team and contains updates to content based on recent research. Real-life local and international examples showcase the ongoing changes in the management world. Focusing on a 'skills approach', they bring concepts to life for students, supporting motivation, confidence and mastery. Each part concludes with a contemporary continuing case study, focusing on car company Toyota as it faces managerial challenges and opportunities in the region.

In her groundbreaking book The Southwest Airlines Way, Jody Hoffer Gittel revealed the management secrets of the company Fortune magazine called “the most successful airline in history.” Now, the bestselling business author explains how to apply those same principles in one of our nation's largest, most important, and increasingly complex industries. High Performance Healthcare explains the critical concept of “relational coordination”—coordinating work through shared goals, shared knowledge, and mutual respect. Because of the way healthcare is organized, weak links exist throughout the chain of communication. Gittel clearly demonstrates that relational coordination strengthens those weak links, enabling providers to deliver high quality, efficient care to their patients. Using Gittel's innovative management methods, you will improve quality, maximize efficiency, and compete more effectively. High Performance Healthcare walks you step by step through the process of: Identifying weak areas of relational coordination within your organization Transforming work practices that are creating barriers to relational coordination Building a high performance work system to foster consistent relational coordination across all disciplines The book includes case studies illustrating how some healthcare organizations are already transforming themselves using Gittel's proven tools. It concludes by identifying industry-level obstacles to high performance healthcare and showing how individual organizations and their leaders can support sweeping change at the highest levels. Policy changes and increased access to care will not alone answer the healthcare industry’s problems. Timely, accurate, problem-solving communication that crosses all organizational boundaries is a powerful response to business as usual. High Performance Healthcare explains exactly how to achieve this crucial dynamic, providing a long-awaited cure to an industry in crisis.

A Wall Street Journal Bestseller In a world of unrelenting change and unprecedented challenges, we need organizations that are resilient and daring. Unfortunately, most organizations, overburdened by bureaucracy, are sluggish and timid. In the age of upheaval, top-down power structures and rule-choked management systems are a liability. They crush creativity and stifle initiative. As leaders, employees, investors, and citizens, we deserve better. We need organizations that are bold, entrepreneurial, and as nimble as change itself. Hence this book. In Humanocracy, Gary Hamel and Michele Zanini make a passionate, data-driven argument for excising bureaucracy and replacing it with something better. Drawing on more than a decade of research and packed with practical examples, Humanocracy lays out a detailed blueprint for creating organizations that are as inspired and ingenious as the human beings inside them. Critical building blocks include: Motivation: Rallying colleagues to the challenge of busting bureaucracy Models: Leveraging the experience of organizations that have profitably challenged the bureaucratic status quo Mindsets: Escaping the industrial age thinking that frustrates progress Mobilization: Activating a pro-change coalition to hack outmoded management systems and processes Migration: Embedding the principles of humanocracy—ownership, markets, meritocracy, community, openness, experimentation, and paradox—in your organization's DNA If you've finally run out of patience with bureaucratic bullshit . . . If you want to build an organization that can outrun change . . . If you're committed to giving every team member the chance to learn, grow, and contribute then this book's for you. Whatever your role or title, Humanocracy will show you how to launch an unstoppable movement to equip and empower everyone in your organization to be their best and to do their best. The ultimate prize: an organization that's fit for the future and fit for human beings.

The Disposable American

How to Have the Best Employees (Collection)

Spiritual Leadership in Organizations

10 Virtues of Outstanding Leaders

Essential Lessons on Leadership (Collection)

Review and Analysis of Gittel's Book

Southwest Airlines

'Leaders everywhere are trying to build great brands, but few realise how powerfully brands are shaped by the cultures of their organizations. This compelling book shows how.' –Adam Grant, New York Times bestselling author of Originals and Give and Take In FUSION, Denise Lee Yohn examines some of the world's greatest organizations and reverse-engineers their greatness – specifically how they've integrated what's on the inside (culture) with what's on the outside (brand) for remarkable results. Through detailed case studies, interviews with industry leaders, findings from respected academic research and drawing on her own experience working with extraordinary brands across a broad range of sectors, Denise shows how great companies achieve the brand-culture fusion that creates extraordinary results and growth. FUSION is for those with responsibility and oversight for the core operations of their business (C-Suite and line managers) who also set the tone and direction for their companies. The book includes access to Denise's proprietary online assessment for determining how close to or how far from brand/culture integration a company is and a blueprint for achieving brand-culture fusion.

Principles for church leadership are important, but just as important is knowing when and how to implement them. This is strategy and it can make or break a leader's work. Those who have been in ministry for a while may have a bag of leadership tricks. But what are the results? Nixon and Shockley explore eight key leadership behaviors that will help a church move successfully through its first season of transformation, putting it well on its way to becoming a dynamic, growing body of Christ. They report that ninety percent of existing churches never make it out of the first season of transformation and give guidance on how to turn around a stagnant or dying church.

The must-read summary of Jody Gittel's book: "The Southwest Airlines Way: Using the Power of Relationships to Achieve High Performance". This complete summary of the ideas from Jody Gittel's book "The Southwest Airlines Way" tells the standout success story of the US airline industry. In her book, the author describes the accomplishments of Southwest Airlines and explains how most attempts to copy Southwest have focused solely on operational issues. However, despite following these same strategies, no other airline has yet been able to successfully clone Southwest's success. This summary provides readers with an insight into the "secret sauce" of Southwest and all of the operational factors that come together to ensure its success. Added-value of this summary:
• Save time
• Understand key concepts
• Expand your knowledge
To learn more, read "The Southwest Airlines Way" and discover the secrets behind the success of this major airline company.

Share, Don't Take the Lead is a book that offers an alternative perspective on leadership. The philosophy of shared leadership is straightforward: Leadership does not derive solely from position, authority, or hierarchy. Instead, leadership is something that can be executed by anyone who has the best knowledge or skill to undertake the leadership necessary in any given situation. Shared leadership is especially relevant, for example, in empowered teams where shared leadership can be initiated from any team member at any time, depending on the needs of the moment and the capabilities of the individuals. But the notion of shared leadership is also appropriate in a larger context. For example, an individual lower in the hierarchy can provide leadership if that person is best qualified to exercise it. Shared leadership also shows how hierarchical leaders with formal authority can use empowerment to develop leadership in others. This book tells the tales of how multiple trail blazing organizations used shared leadership to build high performance. The notion of shared leadership seems to contradict many of the bedrock ideas of efficient management and effective organizations. A typical first reaction is, “It'll never work here!” Yet, the organizations that “get it” and implement this new powerful approach tend to be more innovative and to out-perform their “nay-sayer” competitors. In fact, shared leadership is one of the most important ideas to hit business in recent years—our recent feature article about shared leadership in the Wall Street Journal is testimony to that. Shared leadership can provide a way for companies to increase productivity, quality, and flexibility while meeting the competitiveness challenge. Share the Lead provides new insights and information about how to push the organizational envelope to new frontiers.

The Southwest Airlines Way

Becoming a Master Manager

And What We Need To Be Happy And Productive At Work

How to Use the Tipping Point to Design a Best School, an Action Research Discovery

FUSION

Beyond Airline Disruptions

Shaping the Future of Work

Hochbegabte sind als Mitarbeiter einerseits besonders attraktiv, gelten aber andererseits als eher „schwierig “ zu führen. In diesem Buch finden sich konkrete Ratschläge für den effektiven Umgang mit Hochbegabten im Unternehmen sowie mit Künstlern, Forschern und anderen Spezies.

Discover the keys to management success as Daft/Marci's UNDERSTANDING MANAGEMENT, 11E integrates classic management principles with today's latest management ideas. This captivating, market-leading edition focuses on management and entrepreneurial issues within small to midsize companies -- where you are most likely to begin your career - while still addressing challenges in larger global enterprises. Numerous new examples from today's food business further reflect today's trends. You gain valuable insights as you examine best practices in current management. This streamlined edition helps you build practical skills with engaging examples, skill-building and application exercises in every chapter. You examine how change demands innovation and how innovation requires forward-thinking and flexible leaders and organizations. Learn to become the successful manager who seizes business opportunities and leads change. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Efficient operations and powerful innovations are not limited to seasons of growth and high demand. Going Lean introduces the powerful yet unexpected mind-set that 's reshaping the rules for business competitiveness: Lean Dynamics TM. This approach, based on the now-famous Toyota Production System--empowers companies to thrive in virtually any environment—even when sudden shifts occur or they experience unpredictable conditions. Through a detailed exploration of this approach, readers will learn how to: become broadly effective in creating and sustaining value; set a critical foundation for achieving sustained excellence; identify sources of lag and create robust value streams that thrive in today 's dynamic conditions; describe the underlying techniques to maintain steady and predictable flow; create a system based on “ pull, ” or external demand that consistently introduces new innovation; strive for perfection; and deliver industry-leading returns. Led by a new breed of companies--Toyota, Walmart, and Southwest Airlines--this innovative mind-set changes the game for businesses everywhere. Going Lean teaches readers how their companies--big or small--can leverage this revolutionary thinking to measure and achieve real results.

In the course of six years of research and more than fifteen years of field work, Amie Devero has distinguished many of the key characteristics common to the thousands of organizations that maintain better than average results and ethical performance over the long term. What stood out was the degree to which they all use deep-seated core values for their decision-making and management. If you are a leader or a manager, an investor or a student, the tools and practices that are presented here will become indispensable. Powered by Principle not only explains why these types of organizations do so well, but provides a detailed, step by step guide for how to create this kind of dynamic and aligned organization. From the rationale to the exact type of process one should use to measure the expression of core values, every step is outlined here. Along the way, you will also gain knowledge of ways to develop your own thinking and mindset for this profound journey to become Principle-Powered. Regardless of your title, role or tenure, you will find a way to make your organization far better, and to make yourself better along the way.

Humanocracy

The Driven Organization

How NASA Builds Teams

Best School

Restoring the American Dream

A Working Families' Agenda for America

Powered by Principle: Using Core Values to Build World-Class Organizations

Flight disruptions continue to thrive unnoticed, invisibly eroding airline profitability and causing growing passenger dissatisfaction. This is especially critical at airports where traffic expansion outstrips airport capacities. Hampered by legacy information systems, management practices and organisational detachments, decision makers across the industry have little or no implications. Consequently, their actions are focused on resolving local problems without being synchronised at system level. As problematic as they are, disruptions create opportunities for learning about system interactions, a solid and appropriate foundation for resolving complex industry issues. Beyond Airline Disruptions explains how airlines can become more cost and measurable improvements, centred around cost and quality of operational performance. It describes practical methods and techniques essential for turning these ideas into daily practices. This second, revised edition features updated content that introduces a fresh approach to airline management and decision making, more in line with future industry needs. It encourages collaboration between airlines, airports, ATC, service providers and regulators to bring longer-lasting benefits not only for industry participants and passengers, but also for the economy, society and the environment.

Traditionally, the U.S. Army has stressed “competency” in its officer development doctrine. Recent operational experience clearly demonstrates the need for something more than adequate or appropriate individual performance by leaders. In an era of persistent conflict, Army officers must embrace new cultures, serve as ambassadors and diplomats, sow the seeds of change, and conceptualize solutions to complex and unanticipated problems. It requires the Army to access, retain, develop, and employ talented officers, not competent ones. The authors define talent as the intersection of three dimensions-- skills, knowledge, and behaviors-- that create an optimal level of individual performance, provided the individual is employed within his or her organization. The authors must first acknowledge that each has a unique distribution of skills, knowledge, and behaviors. It must also acknowledge the unique distribution of talent requirements across the force. Doing so will allow the Army to thoughtfully manage the nexus of individual talent supply and organizational talent demand, to create a true talent management system that puts the focus on talent but has but one purpose: to help the Army achieve its overall objectives. It does this by mitigating the greatest risks: the cost of a mismatch between numbers of officers and requirements; and the cost of losing talented officers to the civilian labor market.

The #1 Principle of Sustainable Business Success Is Simpler Than You Think “Do the Right Thing is about how any company can stay true to its soul. Jim Parker's deep and abiding belief in the power of people and culture in building a business of lasting worth is evident everywhere: so too is his humility and selflessness as a leader--his stories are not about his own success but about the great success stories of our time.” --Sean Moriarty, CEO, Ticketmaster “Do the Right Thing offers insightful views into the culture, leadership, and decisions that build great companies the right way. A must read for my management team. THIS BOOK ROCKS.” --Kent Taylor, Founder and Chairman, Texas Roadhouse Restaurants “The book is a fun read filled with many examples of how to do it the right way that simultaneously satisfies employees, customers, and shareholders. Jim Parker plays the role of eloquent detective and ferrets out the interweaving parts that distributed leadership, culture, values, and teamwork play as the underlying layers of a company's success. This is a book about heroes at all levels and the environment needed to create those heroes.” --Beverly K. Carmichael, Member, Board of Directors, Society for Human Resource Management “Distinguished Professor of Management and Faculty Director of the MIT Leadership Center, Sloan School of Management “You'll laugh and cry reading Jim's book, and probably won't be able to put it down. It will forever change the way you view the employees in your organization.” --Beverly K. Carmichael, Member, Board of Directors, Society for Human Resource Management “Companies would rather slash costs, cut headcount, replace well-paid employees with lower-paid employees or outsourced workers, and reduce customer service. No wonder so many fail--while others focused on doing the right thing remain profitable and growth oriented for decades. James F. Parker shows why “doing the right thing” isn't just naive “feel-goodism.” It won't just convince you: They'll move you. Naive? No way. In this book, Southwest Airlines' former CEO proves why doing what's right is the #1 rule of business success. James F. Parker tells how after 9/11, Southwest made three pivotal decisions: no layoffs, no pay cuts, and no-hassle refunds for any customer wanting them. The result: Southwest remained profitable while the rest of its industry nearly collapsed...and Southwest's market cap soon exceeded all its major competitors combined. These pivotal decisions grew naturally from Southwest's culture of mutual respect and trust. Parker offers deeply personal insights into that culture, revealing how those same principles are used by other people and organizations, showing you that this is the surest way to optimize and sustain value Putting people first...honestly, for real Finding great leaders at every level of the organization Hiring for attitude, training for skills Achieving unprecedented levels of teamwork (and fun)

Layoffs have become a fact of life in today's economy; initiated in the mid 1970s, they are now widely expected, and even accepted. It doesn't have to be that way.In The Disposable American, award-winning reporter Louis Uchitelle offers an eye-opening account of layoffs in America--how they started, their questionable necessity, and their devastating psychological impact on executives and workers at companies such as Stanley Works, United Airlines, and Citigroup. Uchitelle shows how layoffs are in fact counterproductive, rarely promoting efficiency or profitability in the long term. Recognizing that a global competitive economy makes tightening necessary, Uchitelle offers specific recommendations for government policies that would ease the impact on workers, corporations, and the nation as a whole.

Contemporary Principles and Practice

The Quiet Power That Elevates People and Organizations

How the Best Companies Apply Lean Manufacturing Principles to Shatter Uncertainty, Drive Innovation, and Maximize Profits

Organization

Gospel Strategies for Changing the Game at Your Church
 Leading with Ministry Intelligence

Soul at Work

Proven principles for sustainable success, with new leadership insight PEAK is the popular, transformative guide to doing business better, written by a seasoned entrepreneur/CEO who has disrupted his favorite industry not once, but twice. Author Chip Conley, founder and former CEO of one of the world’s largest boutique hotel companies, turned to psychologist Abraham Maslow’s Hierarchy of Needs at a time when his company was in dire need. And years later, when the young founders of Airbnb asked him to help turn their start-up home sharing company into a world-class hospitality giant, Conley once again used the principles he’d developed in PEAK. In the decade since this book’s first edition, Conley’s PEAK strategy has been developed on six continents in organizations in virtually every industry. The author’s foundational premise is that great leaders become amateur psychologists by understanding the unique needs of three key relationships—with employees, customers, and investors—and this message has resonated with every kind of leader and company including some of the world’s best-known, from Apple to Facebook. Avid users of PEAK have found that the principles create greater loyalty and differentiation with their key stakeholders. This new second edition includes in-depth examples of real-world PEAK companies, including the author’s own at Airbnb, and exclusive PEAK leadership practices that will take you—and your company’s performance—to new heights. Whether you’re at a startup or a Fortune 500 company, at a for-profit, nonprofit, or governmental organization, this book can help you and your people reach potential you never realized you had. Understand how Maslow’s hierarchy makes for winning business practices Learn how PEAK drove some of today’s top businesses to success Help employees reach their full potential—and beyond Transform the customer experience and keep investors happy The PEAK framework succeeds because it elevates the business from the inside out. These same principles apply in the boardroom, the breakroom, and your living room at home, and have proven to be the foundation of healthy, fulfilled lives. Even if you think you’re doing great, you could always be doing better—and PEAK gives you a roadmap to the next level.

Caring Is a Competitive Advantage Suffering in the workplace can rob our colleagues and coworkers of humanity, dignity, and motivation and is an unrecognized and costly drain on organizational potential. Marshaling evidence from two decades of field research, scholars and consultants Monica Worline and Jane Dutton show that alleviating such suffering confers measurable competitive advantages in areas like innovation, collaboration, service quality, and talent attraction and retention. They outline four steps for meeting suffering with compassion and show how to build a capacity for compassion into the structures and practices of an organization—because ultimately, as they write, “Compassion is an irreplaceable dimension of excellence for any organization that wants to make the most of its human capabilities.”

Publishes in-depth articles on labor subjects, current labor statistics, information about current labor contracts, and book reviews.

Are you happy with your job? Do you feel happy and excited on Sunday night because you get to go to work the next day? Does your company produce the desired financial results? Imagine that every day you look forward to go to work with the same eagerness with which you pursue a hobby, go out with your friends, or read about your favorite subject. Sounds unreal, but Omar Garcia proves us that work not only doesn't have to be a drag on our life, but that it is the best way to reach our entire potential, accomplish higher goals, and have the best of times. In the process, we would make our companies significantly more profitable. This is a fun-to-read, inspiring book for managers, entrepreneurs, and everyone who has considered that the way we work could be better. You will never see work in the same way. It will help you rethink current paradigms and understand what you need your work to be. It will help managers and business owners create the conditions for workers to be happy, reach their entire potential, and be much more productive. Omar Garcia manages to bring the latest research and explain it in a way that it all makes perfect sense. He also shows us what the most progressive organizations do to build companies where people love to work.

It Is Not Just for HR Anymore

Knowledge Management EditionTM guide to Gittel's book "The Southwest Airlines Way"

Leadership and Character

Transforming Relationships for High Performance

Competing for and with Human Capital

High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience

Talent-Management spezial

The definitive organization management text for executives andaspiring business leaders Organization: Contemporary Principles and Practices, SecondEdition is the completely updated and revised landmark guide to"macro" organization theory and design, fully grounded in currentinternational practice. International management expert John Childexplores the conditions facilitating the development of neworganizational forms and provides up-to-date coverage of the keydevelopments driving new organization structure and practice. Thisrevised Second Edition includes a new introductory section onOrganization Theory as well as a complete Instructor Manual updatedwith new material on the basic principles of organizationaldesign. With detailed case studies and examples from throughout the UK,Europe, Asia and North America, Organization provides atruly international overview for advanced students and businessexecutives who want to be at the forefront of the evolution inOrganization Theory. 21st Century organizations will befaced with entirely new challenges and opportunities than thosefaced by previous generations, and emerging business leaders mustunderstand the new "macro" realities in order to succeed.Organization will help readers: Understand the "macro" organization, which is distinct fromorganizational behaviour Explore the way organizations fit into the internationalbusiness environment and global economy Analyze the way organizational structure and design affectmanagement performance Apply advanced organization theory and principles to day to daymanagement activities Written by one of the foremost scholars, the fully updatedSecond Edition of this successful text provides executives andadvanced business students with a wide-ranging and trustworthyguide to organizations as the conditions for their survival in ourglobal business environment change.

Every successful organization needs high-performance teams to compete and succeed. Yet, technical people are often resistant to traditional "touchy-feely" teambuilding. To improve communication, performance, and morale among NASA’s technical teams, former NASA Astrophysicist Dr. Charlie Pellerin developed the teambuilding process described in "How NASA Builds Teams"—an approach that is proven, quantitative, and requires only a fraction of the time and resources of traditional training methods. This "4-D" process has boosted team performance in hundreds of NASA project teams, engineering teams, and management teams, including the people responsible for NASA’s most complex systems — the Space Shuttle, space telescopes, robots on Mars, and the mission back to the moon. How NASA Builds Teams explains how the 4-D teambuilding process can be applied in any organization, and includes a fast, free on-line behavioral assessment to help your team and the individual members understand each other and measure the key driver of team performance, the social context. Moreover, these simple, logical processes appeal strongly to technical teams who eschew "touchy-feely" training. Pellerin applies simple, elegant principles from his physics background to the art teambuilding, such as the use of a coordinate system to analyze the characteristics of team performance into actionable elements. The author illustrates the teambuilding process with entertaining stories from his decade as NASA’s Director for Astrophysics and subsequent 15 years of working closely with NASA and outside business teams. For example, he tells how the processes in the book enabled him to initiate the space mission to fix the Hubble Space Telescope’s flawed mirror. Free downloadable resources will help you: Identify your teammates’ innate personalities Diagram your culture (And compare it to your customer’s) Measure the coherency of your project’s paradigm (Get this wrong and you will be fired!) and Learn to meet people’s need to feel valued by you. Further, you can download and use Pellerin’s most powerful tool for influencing the outcome of any difficult situation: the Context Shifting Worksheet.

Executives say that people are their most important asset, but most don’t walk the talk. They don’t have systematic strategies for how to get the people they want to want them. They don’t have measures and metrics for how they are doing to be the employer of choice. They don’t hold leaders accountable regarding those ambitions. In many cases, this is because top leaders don’t have concrete tools to help them do what they know they should. This book fills that gap in three major sections. The first section supports with clear and compelling data what executives intuitively but somewhat superficially believe—that people are their most important asset. The second section provides a systematic process and set of tools to help leaders get the people they want to want them; it shows executives how to win the competition for human capital. The third section then helps leaders position people appropriately so that they can create a sustainable competitive advantage; its shows executives how to compete with human capital. When it comes to human capital, most books get it wrong. Strategy books place human capital to the side as an enabler of competitive advantage. HR books treat human capital as a support activity to business strategy. This book places human capital where it should be—not to the side and not as an enabler or a support activity, but at the center and as the source of competitive advantage.

The Enthusiastic Employee is an action-oriented book that helps companies obtain more from workers. The basic premise is that under the right kind of leadership, the more one side wins in a collaborative relationship, the more the other side wins too. The book is heavily evidence-based (using extensive employee survey data) and lays out two basic ideas: the "Three-Factor Theory" of human motivation at work and the "Partnership" company culture that is based on the Three-Factor Theory and that, by far, brings out the best in people as they respond with enthusiasm about what they do and the company they do it for. ¿ Drawing on research with 13,000,000+ employees in 840+ companies, The Enthusiastic Employee, Second Edition tells you what managers (from first-line supervisor to senior leadership) do wrong. Then it tells you something much more important: what to do instead. David Sirota and Douglas Klein detail exactly how to create an environment where enthusiasm flourishes and businesses excel. Extensively updated with new research, case studies, and techniques (they have added over 8.6 million employees and over 400 companies to their analyses) , it now contains a detailed study of Mayo Clinic, one of the world’s most effective healthcare organizations and a true representation of the principle of partnership, as well as more in-depth descriptions of private sector exemplars of partnership, such as Costco. ¿ 17 Rules Successful Companies Use to Attract and Keep Top Talent: Why Engaged Employees Are Your Greatest Sustainable Advantage, first edition, ¿ is about building an outstanding workforce, one that sets your company apart from competitors and is a true competitive advantage. It’s about building a workforce that’s truly engaged, committed, aligned with strategy, and capable of incredible performance. Simply put, it’s about optimizing the #1 factor associated with outsmarting, out hustling, and out-executing your competition: your people. Through more than a dozen case studies, top workforce optimization consultant David Russo identifies exactly what great organizations do differently when it comes to managing their people. He distills these differences into 17 rules, covering everything from resourcing and compensation to leadership development, risk-taking to change management. You’ll learn exactly how to apply these rules in your organization, whether you’re large or small, high-tech or low-tech, profit-making or non-profit. Using Russo’s techniques, companies can build genuine esprit de corps, virtually guaranteeing that the efforts, minds, and hearts of their employees are focused on the corporate mission, and challenged with producing outstanding results and competitive advantage. What’s more, this book’s techniques help companies attract and retain the kinds of talent best suited to their unique work environments, promoting long-term success, not just short-term "quick fixes."

Thinking and Managing Anew

A Handbook for Action and a New Social Contract

Encyclopedia of American Business History

Share, Don’t Take the Lead

Implications for a U.S. Army Officer Corps Strategy

Talent

Billig

Presents an alphabetically-arranged reference to the history of business and industry in the United States. Includes selected primary source documents.

Understand the surprisingly robust links between morality and business success - and learn how to improve both! Learn how to succeed at the highest levels, without sacrificing the principles that make life worth living... discover why doing what’s right is the surest way to optimize and sustain business value... understand the powerful correlation between strong moral principles and business success... successfully promote “moral intelligence” throughout your organization! From world-renowned leaders and experts, including Jon M. Huntsman, James F. Parker, Doug Lennick, and Fred Kiel

How to give working families the tools and opportunities to prosper in the new economy: a call to action for families, business, labor, and government. Many American families have not prospered in the new "knowledge economy." The layoffs, restructurings, and wage and benefit cuts that have followed the short-lived boom of the 1990s threaten our deeply held values of justice, fairness, family, and work. These values -- and not those superficial ones political pollsters ask about -- are the foundation of the American dream of good jobs, fair pay, and opportunities for all. In this call to action for families, business, labor, and government, Thomas Kochan outlines ways in which we can empower working families to earn a good living by doing satisfying work while still having time for family and community life. We cannot make the transition to a knowledge economy, writes Kochan, with a workforce that is stressed, frustrated, and insecure. Businesses need to rebuild relationships with their employees based on trust. And working families need to take control of their own destinies. First, we can take action that goes beyond the workplace buzzwords flexible and family friendly to design systems that support productive work and healthy family life. We can invest in better basic education and life-long learning, and we can work toward strategies for creating and sustaining good jobs with portable benefits. We need organizations that value investors of human capital -- their employees -- as highly as they do investors of financial capital, and we need a renewed labor movement to give workers a stronger voice. Kochan lays out an agenda for working families in the twenty-first century that calls for business, labor, government, and workers to come together to make the changes that will allow us all to benefit from the new economy. The solution to our problems, he points out, is too important to be left to "the market."

This book provides a clear roadmap for the roles workers and leaders in business, labor, education, and government must play in building a new social contract for all to prosper. It is a call to action for a collaborative effort to develop both high-quality jobs and strong, successful businesses while simultaneously overcoming the deep social and economic divisions that are all too apparent in society today. Written by two leading and trusted experts in the field of employment and work from MIT and Cornell University, this book is a practical, action-oriented guide. Readers will feel empowered to take actions needed to shape a better future of work for themselves, their employees, their co-workers, and others they may represent. It emphasizes the need to fix America’s broken social contract and reimagine a new one. The most important message of this book is that we have the ability to shape the work of the future by harnessing the power of new technologies. The book is essential reading for business executives, labor leaders and workforce advocates, government policy makers, politicians, and anyone who is interested in using emerging knowledge and technologies to drive innovation, creating high-quality jobs, and shaping a more broadly shared prosperity.

Wie die Lust am Discount Wirtschaft und Gesellschaft verändert

Awakening Compassion at Work

Management

How Integrating Brand and Culture Powers the World's Greatest Companies

PEAK

Management with Student Resource Access 12 Months

Creating Organizations as Amazing as the People Inside Them

Wer zu viel bezahlt, ist blöd! Der Druck, immer billiger zu werden, ist zum Markenzeichen globaler Wirtschaftsprozesse geworden. Wal-Mart, der einflussreichste Händler der Welt, hat nur ein Motto: "Want more for less" - fordere mehr für weniger. Die Möglichkeiten des

Global Sourcing und des Internet wirken in die gleiche Richtung. Wir alle lassen uns auf "billig" trainieren - doch der Preis dafür ist hoch, denn tiefe Preise bedeuten auch tiefe Einkommen. Und das Grundprinzip, alles immer schneller, besser und gleichzeitig billiger

anzubieten und zu konsumieren, lässt sich nicht endlos steigern - einer der drei Aspekte wird immer leiden. Wir haben an einer Spirale zu drehen begonnen, die sich nicht so leicht stoppen lässt. Aber wohin führt uns der Billigtrend? David Bosshart zeigt: Der Weg in die

Dienstleistungsgesellschaft ist ein Trugbild, solange wir nicht bereit sind, für Dienstleistungen zu zahlen. Ein spannendes Buch zu einem brandaktuellen Thema!

Becoming a Master Manager is appropriate for management and organizational behavior courses that emphasize critical management skills that yield sound organizational results. Developed from both theory and empirical evidence, the text provides a compelling case for why managerial and leadership competencies are essential for employee engagement, effective communication, and sustainable organizational success. The competing values framework offers future managers a foundation for analyzing, understanding and executing the behavior that will achieve positive performance, productivity and profitability.

"Working with Margaret Benefiel has helped me, in a short time, become grounded in Spirit in my corporate workplace. The power and productivity of this spiritual work gives me hope that leaders can encourage people to bring their whole selves into the workplace and that this will lead to more tangible and positive organizational results."--Kerry Hamilton Senior Vice President, Director of Marketing, BJ's Wholesale Clubs In the last ten years, dozens of books about spirituality and management have demonstrated the yearning for spirituality in the workplace that exists in people like Kerry Hamilton. No longer content to abide the widening chasm between their deeply-held values and the all-too-common business practices they encounter, these readers long for congruence between their values and their work. They wonder whether the days of the giants of corporate character like Johnson & Johnson, businesses who believed that integrity and profitability could co-exist, are gone for good. Are we living in a state of business and organizational entropy? Are we doomed to endless repetition of the Enron, Worldcom, and Global Crossing scandals? Must integrity and profitability now be opposed? What has happened to American business, healthcare, and non-profits in the last forty years? Soul at Work: Spiritual Leadership in Organizations demonstrates vividly that another way is possible, based on the contemporary restoration of the partnership between integrity and profitability. Soul at Work translates the core of what companies like Johnson and Johnson stood for forty years ago into contemporary forms. Soul at Work shows, through compelling stories of contemporary businesses, healthcare organizations, and nonprofits, how integrity, profitability, and personal and organizational transformation are all of a piece.

Rock explains how to identify schools that use action-research to produce outstanding education results.

Book of Answers for A Young CEO

A Competing Values Approach

Going Lean

The Power of Relational Coordination

Mission Critical Soft Skills for Scientists, Engineers, and Project Teams

Understanding Management

Monthly Labor Review

Develop with the confidence and innovative skills to lead in today's rapidly changing, turbulent business environment with Daft's market-leading MANAGEMENT, 14E. This reader-friendly presentation blends coverage of the latest managerial theories and emerging trends with a strong foundation in best management practices. New personal feedback inventories let you evaluate your strengths while updated engagement exercises and the latest applications guide you in expanding your management competencies, harnessing your creativity and putting theory into practice. Recent research, organized around the four functions of management, helps you look beyond traditional techniques to consider a full breadth of progressive management solutions. In addition, numerous new examples and cases from familiar organizations bring the practice of management into clear focus. Author Richard Daft equips you with new and proven management concepts to achieve exceptional results in your managerial role. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Whether from customers, supply-chain partners, policymakers, or regulators, organizations in virtually every industry are facing calls to do more with less. They are feeling compelled to provide higher-quality outcomes, more rapidly, at a lower cost. This book offers a road-tested approach for delivering these outcomes through positive organizational change. Its message comes just in time, for too many companies have gone the way of low-road strategies, such as cutting pay and perks, and working harder not smarter. Drawing on her path-breaking research, Jody Hoffer Gittell reveals that high performance is fundamentally relational—rooted in both human and social capital. Based on this insight, she provides a unique model that will help companies to build meaningful relationships among colleagues, develop smarter work processes, and design organizational structures fit for today's pressure test. By following four organizations on their change journeys, she illustrates how "relational coordination" unfolds in real-world settings. Tools for change guide readers as they learn how to implement this new model in their own workplaces.

"When asked about the qualities needed to be an effective CEO, the answers are, to me, quite basic: Respect for, and ability to get along with, many different kinds of people, including those that do not share your views; The will to honor promises that one makes to his family, and the understanding that work and home life must be balanced." -Gerard J. Arpey, CEO, American Airlines "Be positive about challenges you encounter, for no matter how successful you are, you will encounter them." -William Clay Ford, Chairman, and CEO, Ford Motor Company "In the real world, leaders are rarely faced with a simple choice between right and wrong. Leaders can't avoid ambiguity, but must learn to be decisive in spite of it." -Sy Sternberg, CEO, New York Life "I think anyone willing to work hard for their goals, learn from their mistakes, and care about others has the "markings" to become a wonderful Leader." -Gary Kelly, CEO, Southwest Airlines "Find the right people and the right information to help you get the job done." -Ronald A. Williams, CEO, Aetna "Understand opportunities don't come in an envelope labeled "opportunities"; create value; be honest; have a vision; work hard." -Edward Zore, CEO, Northwestern Mutual "Success requires envisioning, embracing and driving change. The only way to turn potential into higher levels of achievements is to continuously change." -Susan M. Ivey, CEO, Reynolds American "Surround yourself with people smarter than you: People make it happen and great people are necessary to make any idea come alive." -Maggie Wilderotter, CEO, Frontier Communications "I believe hard work, dedication, and the willingness to take calculated risks, not only in my personal life, but in my career as well, have contributed to my success. Have a passion for whatever you do." -Robert A. Reynolds, CEO, Graybar Electric

What makes a good leader? Ten leaders, ten key virtues This readable distillation of the core common features of successful leaders shows how an individual's character, and especially their virtue, is the defining factor. Without these ten vital virtues, leadership becomes "misleadership." The authors, both renowned business ethicists, combine theory with fascinating biographical detail on exemplary leaders such as Abraham Lincoln,

Winston Churchill, and Oprah Winfrey. The result is an accessible text on the ethics of leadership which, unlike many publications that claim to reveal the secrets of success as a leader, is informed by a wealth of exceptional academic experience.

How Great Companies Get Their Mojo from Maslow Revised and Updated

The Surprise Factor

Do the Right Thing

Summary: The Southwest Airlines Way

Hochbegabte, Forscher, Künstler ... erfolgreich führen

"If you look at Southwest Airlines, and I admire what they do, they've been the most successful airline in the industry." --Gerard Arpey, CEO, American Airlines "Through extensive research Jody Hoffer Gittell gets to the bottom of what has sustained Southwest Airlines' positive employee relations and high performance through good and bad times." --Thomas A. Kochan, professor, MIT Sloan School of Management "Southwest Airlines is a model of how to do it right." --Thomas A. Kochan, professor, MIT Sloan School of Management "Southwest Airlines is a model of how to do it right." --Thomas A. Kochan, professor, MIT Sloan School of Management Airline Industry Program In an industry with losses in the billions, Southwest Airlines has an unbroken string of 31 consecutive years of profitability. The Southwest Airlines Way examines how the company uses high-performance relationships to create enormous competitive advantage in motivation, teamwork, and coordination among employees. It then goes further to show how any company can foster high-performance relationships and explains how to: Lead with credibility and caring Invest in frontline leaders Hire and train for relational competence Use conflicts to build relationships Make unions its partners, not its adversaries Build relationships with its suppliers