

Free read The southwest airlines way jody hoffer gittel Copy

The Southwest Airlines Way Summary: The Southwest Airlines Way Up In the Air — The Southwest Airlines Way Share, Don't Take the Lead Monthly Labor Review High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience Powered by Principle The Checkmate Formula Epilepsy - Jody's Journey an Inspiring True Story of Healing with the Edgar Cayce Remedies Becoming a Master Manager Awakening Compassion at Work How NASA Builds Teams The Driven Organization The Rebellious CEO Do the Right Thing Essential Lessons on Leadership (Collection) How to Have the Best Employees (Collection) Soul at Work Behavioural Skills for Effective Policing PEAK Transforming Relationships for High Performance Talent Southwest Airlines Encyclopedia of American Business History Best School Management with Online Study Tools 12 Months Competing for and with Human Capital The Disposable American Shaping the Future of Work Beyond Airline Disruptions Energize Your Workplace Leading with Ministry Intelligence 10 Virtues of Outstanding Leaders FUSION Business Going Lean Theory and Practice of Case Method of Instruction Trends and Issues in Global Tourism 2007

The Southwest Airlines Way 2003-01-09

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 gittel 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 mit global 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 these powerful cooperative 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

Summary: The Southwest Airlines Way 2014-11-12

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

Up In the Air 2013-05-15

when both an industry s workers and its customers report high and rising frustration with the way they are being treated something is fundamentally wrong in response to these conditions many of the world s airlines have made ever deeper cuts in services and their workforces is it too much to expect airlines or any other enterprise to provide a fair return to investors high quality reliable service to their customers and good jobs for their employees measured against these three expectations the airline industry is failing in the first five years of the twenty first century alone u s airlines lost a total of 30 billion while shedding 100 000 jobs forcing the remaining workers to give up over 15 billion in wages and benefits combined with plummeting employee morale shortages of air traffic controllers and increased

[illegible]

fortune magazine calls southwest airlines the most successful airline in history full of frontline tales of southwest s innovative management style this compelling book explains how southwest s relentless focus on high performance relationships and its people management practices have been the key to its unparalleled success in the airline industry it reveals how any organization willing to invest the time and effort can learn from southwest s management style by creating shared goals shared knowledge and mutual respect among management employees and suppliers this is the secret of how southwest consistently outperforms its competitors in the high pressure timesensitive airline industry

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

Monthly Labor Review 2003

publishes in depth articles on labor subjects current labor statistics information about current labor contracts and book reviews

High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience 2009-04-17

in her groundbreaking book the southwest airlines way jody hoffer gittell 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 gittell clearly demonstrates that relational coordination strengthens those weak links enabling providers to deliver high quality efficient care to their patients using gittell 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 gittell 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

Powered by Principle 2007-09

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

The Checkmate Formula 2016-01-26

this extraordinary book presents the powerful results of thirty years of observing and evaluating real world success patterns of billionaires visionaries it unravels the intriguing mystery of how grandmasters in business achieve success and presents a novel and compelling way to perceive the world of business after reading it you may never view or approach business quite the same way again the checkmate formula answers two questions what are the essential factors in business that dictate success or failure and how do serial winners win consistently revealing a pragmatic roadmap used by the greatest business minds it shows how to perceive reality differently through techniques like the great awareness think differently through approaches like the great enabler and act differently using the greatest force multiplier of all the decryption key it simplifies deconstructs business into understandable truths and reassembles them into practical guidelines for creative thinking and result generation you'll learn how to address major issues like capital raises strategy and the customer acceptance riddle and what it really means to understand the big picture with a generous dose of examples and insights from the business elite including colorful analogies to chess and art it's an engaging read that will benefit entrepreneurs executives wanting to up their game and founders wanting to beat the odds

Epilepsy - Jody's Journey an Inspiring True Story of Healing with the Edgar Cayce Remedies 2005-08

this is the remarkable true story of a young woman s seven year struggle and final victory over epilepsy jody had been diagnosed with epilepsy when she was a teenager and initially chose the conventional approach of trying various medications to control the seizures the medications didn t help jody was cured by cayce s remedies

Becoming a Master Manager 2015-01-28

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

Awakening Compassion at Work 2017-02-20

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

How NASA Builds Teams 2009-07-07

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

The Driven Organization 2013-10-31

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

The Rebellious CEO 2023-11-14

one of corporate america's greatest foes shows how 12 ceos he has known uniquely rejected narrow yardsticks of shareholder value by leading companies to larger models of prosperity and justice over the course of 7 decades ralph nader has been corporate america's

fiercest critic supreme court justice william powell singled out nader in his infamous memo as the single most effective antagonist of american business the target of his hatred is corporate power but now in a book that will surprise both his fans and critics nader profiles a small group of ceos who he believes performed extraordinarily well as business leaders and civic reformers some well known some not who should be celebrated as exceptions whose life and career should be a course of emulation and inspiration for students of business executives and the wider citizenry this select group of mavericks and iconoclasts which includes the body shop s anita roddick patagonia s yvon chouinard vanguard s john bogle and busboys and poets andy shallal give us nader writes a sense of what might have been and what still could be if business were rigorously framed as a process that was not only about making money and selling things but improving our social and natural world

Do the Right Thing 2007-11-29

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 achievements which are many but those of the people he led one of 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 memorable stories that get at the heart of what it takes to lead in a 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 a must read for today s leaders professor deborah ancona seley 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 people matter most you know that but most 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 naïve feel goodism it s the most powerful rule for business success parker s stories won t just convince you they ll move you naïve 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 and its revenue passenger miles for 4q01 held steady 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 it's really not that hard to do the right thing why doing what's right 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

Essential Lessons on Leadership (Collection) 2013-04-27

a brand new collection of expert advice on becoming a more successful and ethical leader 4 authoritative books bring together today's best advice on leading with passion inspiration ethics and charisma and succeeding this brand new collection will help you lead with passion inspiration and honor and win moral intelligence 2.0 reveals why the best performing companies have leaders who actively apply moral values to achieve enduring personal and organizational success using many new examples and real case studies and new interviews with key business leaders doug lennick and fred kiel identify connections between moral intelligence and higher levels of trust engagement retention and innovation you'll find specific guidance on moral leadership in both large organizations and entrepreneurial ventures and a new practical step by step plan for measuring and strengthening every component of moral intelligence in business next in do the right thing former southwest ceo james f. parker shows why doing the right thing isn't just naïve feel goodism it's the most powerful rule for business success parker reveals how southwest's extraordinary culture of mutual respect and trust developed offering deeply personal insights into principles that can make any team organization or company strong you'll discover how great leaders are found at every level hire for attitude and train for skills achieve unparalleled teamwork and actually make work fun in the updated edition of his national best seller winners never cheat jon huntsman proves that you can succeed at the highest levels without sacrificing the principles that make life worth living this book is about remembering why you work and why you were chosen to lead it's about finding the bravery to act on what you know is right no matter what you're up against it's about winning the right way finally in ultimate leadership russell e. palmer helps you shape your leadership approach to your unique challenges contexts and organizations without compromising what matters most palmer who has had highly successful careers leading one of the world's largest accounting firms as dean of the wharton school and as an entrepreneur helps you identify the leadership model most appropriate for your environment and how to lead accordingly you'll learn better ways to lead equals help organizations weather crises transform culture lead entrepreneurial or global organizations even lead non profits and universities from world renowned leadership experts doug lennick fred kiel ph.d james f. parker jon huntsman and russell e. palmer

How to Have the Best Employees (Collection) 2013-08-14

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 outhustling 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

***Soul at Work* 2005-08-01**

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 it translates the core of what companies like johnson and johnson stood for forty years ago into contemporary forms through compelling stories of contemporary businesses healthcare organizations and nonprofits soul at work shows how integrity profitability and personal and organizational transformation are all of a piece

Behavioural Skills for Effective Policing 2022-02-14

behavioural skills are essential to effective policing practice and professional development and are also embedded within the policing competency frameworks as the police service looks to further redefine its role in the twenty first century this critical handbook covers the full range of these proficiencies from building rapport applying emotional intelligence building empathy and resilience to diversity and difference understanding ethics and developing coaching and leadership skills each chapter is written by a distinguished serving or former senior police leader and or policing scholar bringing together a wealth of experience and understanding and applying this knowledge in context through key case studies and examples suitable for serving police officers at all levels as well as policing lecturers and students aspiring to join the police this book encourages and enables a people centred approach to policing that balances the debate that has given disproportionate credence to transactional skills at the expense of a more transformational approach

PEAK 2017-10-17

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

Transforming Relationships for High Performance 2016-08-03

a guide to using positive organizational change to do more with less from the acclaimed author of the southwest airlines way 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 pathbreaking 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 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 in addition tools for change guide readers as they learn how to implement this new model in their own workplaces

Talent 2009

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 economic development and democracy and in general rapidly 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 talent set to get optimal performance from its officers the army 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 right officer in the

right place at the right time an officer strategy focused upon talent 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

Southwest Airlines 2010-05-20

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 southwest airlines turns in depth interviews with the company s leaders managers employees and passengers into a powerful case study of this highly successful game changing business ranging from the early days of the company to the present the book covers the history of the airline and its founders while also detailing the unique corporate culture that attracts employees and passengers alike throughout its history southwest has championed a culture that puts employees first creating a productive workforce by hiring for attitude before aptitude because skills can be taught and allowing employees to be themselves at work the founders philosophies of servant leadership and a fun loving attitude continue to attract employees and influence the company s daily work today in detailing the airline s inner workings in the words of its own people this book shows other companies how they can emulate southwest s powerful business model and strategies as well as its hiring practices and corporate culture

Encyclopedia of American Business History 2014-05-14

presents an alphabetically arranged reference to the history of business and industry in the united states includes selected primary source documents

Best School 2009-08-04

rock explains how to identify schools that use action research to produce outstanding education results

Management with Online Study Tools 12 Months 2017-10-25

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

Competing for and with Human Capital 2019-05-28

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 it 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 Disposable American 2007-04-10

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 individuals at all income levels through portraits of both 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 encourage companies to avoid layoffs and help create jobs benefiting workers corporations and the nation as a whole

Shaping the Future of Work 2020-11-24

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

Beyond Airline Disruptions 2018-12-07

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 understanding of the multiple causes of disruptions and their 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 competitive by utilising unexplored potential for gradual consistent 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 bridges the gaps between strategy and operations and inspires 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

Energize Your Workplace 2003-08-08

corrosive work relationships are like black holes that swallow up energy that people need to do their jobs in contrast high

quality relationships generate and sustain energy equipping people to do work and do it well grounded in solid research this book uses energy as a measurement to describe the power of positive and negative connections in people's experience at work author jane dutton provides three pathways for turning negative connections into positive ones that create and sustain employee resilience and flexibility facilitate the speed and quality of learning and build individual commitment and cooperation through compelling and illustrative stories energize your workplace offers managers executives and human resource professionals the resources they need to build high quality connections in the workplace

Leading with Ministry Intelligence 2004-04

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

10 Virtues of Outstanding Leaders 2013-03-05

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 john 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

FUSION 2018-03-22

an international bestseller business the ultimate resource is a one stop reference and interactive tool covering all aspects of today's world of work unique authoritative and wide ranging it offers practical and strategic advice for anyone doing business today written with a team

of world class writers and editors it is an essential desk reference for managers mba and business students and for small business owners worldwide fully updated and revised for this new edition business features best practice over 170 essays from a stellar cast of business thought leaders including c k prahalad gary hamel and john kotter actionlists practical solutions to everyday business challenges management library time saving digests of more than 100 of the world s best business books dictionary jargon free definitions of more than 7 000 terms giants revised biographies of many of the world s most influential gurus and pioneers

Business 2011-06-06

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