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Scaling up excellence is the key to creating a great organisation. It 's how a small enterprise expands without losing focus. It 's how a brilliant new idea or plan developed by the few goes on to be adopted by the many. And, in hard times and tough situations, it 's how pockets of smart new thinking overcome cultures of indifference or negativity. An organisation that doesn 't know how to ...

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Scaling Up Excellence is one of the finest business books you'll ever read. It is rich with vivid examples, deep research, and practical advice on the toughest challenge organizations confront: how to spread success from a few small pockets of an organization to its entire fabric. Whether you're an entrepreneur who wants to get big, a CEO who wants to avoid stagnation, or a non-profit ...

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Scaling Up Excellence is the first major business book devoted to this universal and vexing challenge and it is destined to become the standard bearer in the field. Read An Excerpt. Read An Excerpt. Read An Excerpt. About Robert I. Sutton. Robert I. Sutton is professor of management science and engineering at Stanford University, where he is co-founder of the Center for... More about Robert I ...

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Scaling Up Excellence: Getting to More Without Settling ...
Scaling Up Excellence – Page 1 SCALING UP EXCELLENCE
Getting to More Without Settling For Less ROBERT SUTTON
and HUGGY RAO ROBERT SUTTON is professor of
management science and engineering at Stanford University. His
research focuses on evidence-based management and the links
between managerial knowledge and organizational action. He is the
author of several books including The Knowing ...

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Wall Street Journal Bestseller "The pick of 2014's management books." – Andrew Hill, Financial Times "One of the top business books of the year." – Harvey Schacter, The Globe and Mail Bestselling author, Robert Sutton and Stanford colleague, Huggy Rao tackle a challenge that determines every organization's success: how to scale up farther, faster, and more effectively as an organization grows. Sutton and Rao have devoted much of the last decade to uncovering what it takes to build and uncover pockets of exemplary performance, to help spread them, and to keep recharging organizations with ever better work practices. Drawing on inside accounts and case studies and academic research from a

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wealth of industries-- including start-ups, pharmaceuticals, airlines, retail, financial services, high-tech, education, non-profits, government, and healthcare-- Sutton and Rao identify the key scaling challenges that confront every organization. They tackle the difficult trade-offs that organizations must make between whether to encourage individualized approaches tailored to local needs or to replicate the same practices and customs as an organization or program expands. They reveal how the best leaders and teams develop, spread, and instill the right mindsets in their people-- rather than ruining or watering down the very things that have fueled successful growth in the past. They unpack the principles that help to cascade excellence throughout an organization, as well as show how to eliminate destructive beliefs and behaviors that will hold them back. *Scaling Up Excellence* is the first major business

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book devoted to this universal and vexing challenge and it is destined to become the standard bearer in the field.

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and healthcare -- Sutton and Rao identify the key scaling challenges that confront every organization. They tackle the difficult trade-offs that organizations must make between “ Buddhism ” versus “ Catholicism ” -- whether to encourage individualized approaches tailored to local needs or to replicate the same practices and customs as an organization or program expands. They reveal how the best leaders and teams develop, spread, and instill the right mindsets in their people -- rather than ruining or watering down the very things that have fueled successful growth in the past. They unpack the principles that help to cascade excellence throughout an organization, as well as show how to eliminate destructive beliefs and behaviors that will hold them back. *Scaling Up Excellence* is the first major business book devoted to this universal and vexing challenge. It is destined to become the standard bearer in the field.

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The definitive guide to working with -- and surviving -- bullies, creeps, jerks, tyrants, tormentors, despots, backstabbers, egomaniacs, and all the other assholes who do their best to destroy you at work. "What an asshole!" How many times have you said that about someone at work? You're not alone! In this groundbreaking book, Stanford University professor Robert I. Sutton builds on his acclaimed Harvard Business Review article to show you the best ways to deal with assholes...and why they can be so destructive to your company. Practical, compassionate, and in places downright funny, this guide offers: Strategies on how to pinpoint and eliminate negative influences for good Illuminating case histories from major organizations A self-diagnostic test and a program to identify and keep your own "inner jerk" from coming

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out The No Asshole Rule is a New York Times, Wall Street Journal, USA Today and Business Week bestseller.

Great individuals are assumed to cause the success of radical innovations--thus Henry Ford is depicted as the one who established the automobile industry in America. Hayagreeva Rao tells a different story, one that will change the way you think about markets forever. He explains how "market rebels"--activists who defy authority and convention--are the real force behind the success or failure of radical innovations. Rao shows how automobile enthusiasts were the ones who established the new automobile industry by staging highly publicized reliability races and lobbying governments to enact licensing laws. Ford exploited the popularity of the car by using new mass-production technologies. Rao argues

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that market rebels also establish new niches and new cultural styles. If it were not for craft brewers who crusaded against "industrial beer" and proliferated brewpubs, there would be no specialty beers in America. But for nouvelle cuisine activists who broke the stranglehold of Escoffier's classical cuisine in France, there would have been little hybridization and experimentation in modern cooking. Market rebels also thwart radical innovation. Rao demonstrates how consumer activists have faced down chain stores and big box retailers, and how anti-biotechnology activists in Germany penetrated pharmaceutical firms and delayed the commercialization of patents. Read Market Rebels to learn how activists succeed when they construct "hot causes" that arouse intense emotions, and exploit "cool mobilization"--unconventional techniques that engage audiences in collective action. You will

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realize how the hands that move markets are the joined hands of market rebels. Some images inside the book are unavailable due to digital copyright restrictions.

Now with a new chapter that focuses on what great bosses really do. Dr. Sutton reveals new insights that he's learned since the writing of Good Boss, Bad Boss. Sutton adds revelatory thoughts about such legendary bosses as Ed Catmull, Steve Jobs, A.G. Lafley, and many more, and how you can implement their techniques. If you are a boss who wants to do great work, what can you do about it? Good Boss, Bad Boss is devoted to answering that question. Stanford Professor Robert Sutton weaves together the best psychological and management research with compelling stories and cases to reveal the mindset and moves of the best (and worst) bosses. This book was

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inspired by the deluge of emails, research, phone calls, and conversations that Dr. Sutton experienced after publishing his blockbuster bestseller *The No Asshole Rule*. He realized that most of these stories and studies swirled around a central figure in every workplace: THE BOSS. These heart-breaking, inspiring, and sometimes funny stories taught Sutton that most bosses - and their followers - wanted a lot more than just a jerk-free workplace. They aspired to become (or work for) an all-around great boss, somebody with the skill and grit to inspire superior work, commitment, and dignity among their charges. As Dr. Sutton digs into the nitty-gritty of what the best (and worst) bosses do, a theme runs throughout *Good Boss, Bad Boss* - which brings together the diverse lessons and is a hallmark of great bosses: They work doggedly to "stay in tune" with how their followers (and superiors, peers, and customers too)

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react to what they say and do. The best bosses are acutely aware that their success depends on having the self-awareness to control their moods and moves, to accurately interpret their impact on others, and to make adjustments on the fly that continuously spark effort, dignity, and pride among their people.

Imagine you could develop a customer-focused culture so powerful that your employees always seem to do the right thing. They encourage each other, proactively solve problems, and constantly look for ways to go the extra mile. In short, imagine a workplace culture where employees were absolutely obsessed with customer service. *The Service Culture Handbook* is a step-by-step guide to help you develop a customer-focused culture in your company, department, or location. Whether you're just beginning your

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journey, or have been working on culture for years, this handbook will prepare you to take the next step. You'll receive actionable advice, straightforward exercises, and proven tools you can utilize immediately. Learn the one thing that forms the foundation of every great culture. Discover what customer-focused companies do differently to engage their employees. And explore ways to strategically align every facet of your organization with outstanding service. Creating and sustaining a customer-focused culture is a never-ending journey that takes hard work, dedication, and commitment. The Service Culture Handbook is an indispensable resource to help you and your employees stay headed in the right direction. Praise for The Service Culture Handbook: "The Service Culture Handbook provides the poignant inspiration and practical instruction for the difficult work of transforming a service culture

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into one that is distinctive, successful, and permanent." -Chip R. Bell, author of Kaleidoscope: Delivering Innovative Service That Sparkles "Though research continues to uncover the astonishing impact of customer-focused cultures on customer loyalty and business results, few organizations know how to get there. Jeff Toister unlocks that mystery through this practical (and fun to read!) guide to developing a culture that really works." -Brad Cleveland, founding partner and former CEO, International Customer Management Institute

In publications such as BusinessWeek and Fast Company, the media have celebrated Whirlpool's transformation into a leading-edge innovator and Nancy Tennant Snyder's role as chief innovation officer. Ten years after this remarkable transformation, Unleashing

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Innovation tells the inside story of one of the most successful innovation turnarounds in American history. Nancy Tennant Snyder and coauthor Deborah L. Duarte reveal how Whirlpool undertook one of the largest change efforts in corporate history and show how innovation was embedded throughout the company, which ultimately lead to bottom-line results.

Introduces the proven rules that a company can use to promote innovation, arguing that the corporate world should hire misfits and encourage them to defy the existing culture and actively consider ideas that appear ridiculous or impractical.

Pamela Slim, a former corporate training manager, left her office job twelve years ago to go solo and has enjoyed every bit of it. In her

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groundbreaking book, based on her popular blog Escape from Cubicle Nation, Slim explores both the emotional issues of leaving the corporate world and the nuts and bolts of launching a business. Drawing on her own career, as well as stories from her coaching clients and blog readers, Slim will help readers weigh their options, and make a successful escape if they decide to go for it.

"The focus here is on ways to increase impact of health service innovations that have been tested in pilot or experimental projects so as to benefit more people and to foster policy and programme development on a lasting, sustainable basis." -- p.i Preface.

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