

Gung Ho Turn On The People In Any Organization

Each day we saw the outside world in all its splendour, and each day that view served as a reminder that we had wasted and ruined our lives. Jim Quillen, AZ586 - a runaway, problem child and petty thief - was jailed several times before his twentieth birthday. In August 1942, after escaping from San Quentin, he was arrested on the run and sentenced to forty-five years in prison, and later transferred to Alcatraz. This is the true story of life inside America's most notorious prison - from terrifying times in solitary confinement to daily encounters with 'the Birdman', and what really happened during the desperate and deadly 1946 escape attempt.

In a future where most people have computer implants in their heads to control their environment, a boy meets an unusual girl who is in serious trouble.

How to become Customer Driven Customer service is the competitive business battleground of the twenty-first century. This book, by an internationally acclaimed entrepreneur, is a hands-on guide for people who run businesses or work in them, written in simple jargon-free style. He explains: The 'Boomerang Principle' (bringing the customer back) How to get the feel of the market place How to listen effectively to the customer Customer panels Why you should increase the number of complaints How to introduce fun and surprise into business. An essential handbook for managers, company directors, employees and students.

Gung Ho! Harper Collins

What Great Leaders Know and Do

Weill Cornell Medicine

Follow the Learner

Leo Geo and His Miraculous Journey Through the Center of the Earth

The Power of Positive Relationships

Gung Ho !

An intrepid explorer climbs down, down, down the page as he voyages through the center of the earth in this unusually inventive comic adventure. Intrepid explorer Leo Geo is heading off on a mission into the unknown. With science as his sidekick, he intends to tunnel his way to the center of the earth. Of course, things never turn out quite the way you expect when you're burrowing your way through the earth's layers. Before long, Leo is forced to leave his tunneling machine behind, and he climbs, crawls, and falls to his destination while dodging giant centipedes, man-eating quadclops, and an evil army of subterranean malvisors bent on invading the surface. Kids will be drawn in by the unusual format of this inventive comic, following Leo as he climbs deeper and deeper into a very long and skinny book—and they may just learn a few things about geology as they go.

*Mega-bestselling author Ken Blanchard and celebrated business leaders Don Hutson and Ethan Willis present an inspiring story that reveals the secrets to becoming a successful entrepreneur. In **THE ONE MINUTE ENTREPRENEUR**, Ken Blanchard (coauthor of the #1 bestselling business classic *The One Minute Manager*), Don Hutson, CEO of U.S. Learning, and Ethan Willis, CEO of Prosper Learning, tell the inspiring story of one man's challenges in creating his own business. Through a powerful and engaging narrative, we confront many of the typical problems all entrepreneurs face in starting up their business, from finding new sources of revenue to securing the commitment of their people and the loyalty of their customers. More important, we learn the secrets to becoming a successful entrepreneur, including how to build a firm foundation, how to ensure a steady cash flow, and how to create legendary service. In addition, the book offers invaluable advice, delivered through *One Minute Insights*, from such entrepreneurs and thinkers as Sheldon Bowles, Peter Drucker, Michael Gerber, and Charlie "Tremendous" Jones. Today, in the midst of the largest entrepreneurial surge in U.S. history, four out of five small businesses continue to fail. **THE ONE MINUTE ENTREPRENEUR** offers businesspeople and would-be entrepreneurs a treasure trove of wisdom on how to think, act, and succeed in creating and sustaining a business, no matter what their industry.*

*A new edition based on the timeless business classic—updated to help today's readers succeed more quickly in a rapidly changing world. For decades, *The One Minute Manager*® has helped millions achieve more successful professional and personal lives. While the principles it lays out are timeless, our world has changed drastically since the book's publication. The exponential rise of technology, global flattening of markets, instant communication, and pressures on corporate workforces to do more with less—including resources, funding, and staff—have all revolutionized the world in which we live and work. Now, Ken Blanchard and Spencer Johnson have written *The New One Minute Manager* to introduce the book's powerful, important lessons to a new generation. In their concise, easy-to-read story, they teach readers three very practical secrets about leading others—and explain why these techniques continue to work so well. As compelling today as the original was thirty years ago, this classic parable of a young man looking for an effective manager is more relevant and useful than ever.*

Set during the final 24 hours before the armistice at 11 a.m. on 11th November 1918, the story follows a German storm trooper, an American airman and a British Tommy. Their destinies converge during the death throes of the first ever conflict to spread across the globe. War becomes incredibly personal as nationality and geography cease to matter to each of these teenagers on the Western Front, and friendship becomes the defining aspect of their encounter. But who will live and who will die before the end of the day?

Increase Productivity, Profits and Your Own Prosperity

Raving Fans

The Secret

The New One Minute Manager

Legendary Service: The Key is to Care

Gung-Ho: Sexy Beast #2

Advanced Strategies for Today's Transformational Leaders

Told in the parable format of The One Minute Manager, this work draws on the model and messages of Jesus as a source of practical lessons in effective leadership. Recounting the story of a teacher, a minister and a marketplace leader who support one another in their leadership challenges, this book offers unexpected and exceptional answers to tough leadership issues. The authors offer simple strategies for bringing vision - and values - to the workplace by examining messages and examples from the Bible.

From a gifted young writer, the story of his quest to reclaim his family's apartment building in Poland--and of the astonishing entanglement with Nazi treasure hunters that follows Menachem Kaiser's brilliantly told story, woven from improbable events and profound revelations, is set in motion when the author takes up his Holocaust-survivor grandfather's former battle to reclaim the family's apartment building in Sosnowiec, Poland. Soon, he is on a circuitous path to encounters with the long-time residents of the building, and with a Polish lawyer known as "The Killer." A surprise discovery--that his grandfather's cousin not only survived the war, but wrote a secret memoir while a slave laborer in a vast, secret Nazi tunnel complex--leads to Kaiser being adopted as a virtual celebrity by a band of Silesian treasure seekers who revere the memoir as the indispensable guidebook to Nazi plunder. Propelled by rich original research, Kaiser immerses readers in profound questions that reach far beyond his personal quest. What does it mean to seize your own legacy? Can reclaimed property repair rifts among the living? Plunder is both a deeply immersive adventure story and an irreverent, daring interrogation of inheritance--material, spiritual, familial, and emotional.

The first of a three-novel series, Mission Compromised introduces Major Peter J. Newman, a U.S. marine assigned to fill a top-secret White House National Security Council staff position. In these novels, Newman discovers secrets such as how covert missions are being compromised, why high-ranking FBI and CIA spies rarely go on trial, and why the United Nations has a military command center. In this first book, a mission to the Middle East to eliminate top terrorist leaders, including Osama Bin Laden and Saddam Hussein is compromised when a top official tips off the intended targets. Everyone on the mission is killed except Peter Newman. Now Newman must find out what happened—and why.

Suggests that a company's success is measured more by quality service and job satisfaction than it is by placement on the Fortune 500 list, outlining a plan for use by organizations, groups, and individuals on how to design and implement a set of ethical guiding values. Reprint.

To America

The One Minute Entrepreneur

The Abstinence Teacher

My Time on the Rock

Tools to Transform Your Workplace

An American in the Making

Leadership Smarts

In this newly released edition of one of his classic books, The One Minute Sales Person, Spencer Johnson, the author of the number one New York Times bestseller Who Moved My Cheese?, shows you how to sell your ideas, products, or services successfully! This is the book that has proved to be a must-have for the millions of people who were looking for the quickest way to improve their selling skills. In these changing times, Spencer Johnson, coauthor of The One Minute Manager®, shows you how the phenomenal One Minute® methods can bring real and lasting sales success with the least amount of time and effort. You will learn how to enjoy your job and your life more as you discover the effective secrets of "self-management," the integrity of "selling on purpose," and the liberating "wonderful paradox" of helping others get what they want so you can get what you need. The One Minute Sales Person is a clear, easy and invaluable guide that works for both you and the people you sell to, for your financial prosperity and personal well-being. In short, it is a classic Spencer Johnson bestseller that can help you enjoy more success with less stress.

Take Care of Your Customers--or Someone Else Will! Legendary Service Great customer service is a concept organizations love to be known for. Yet most people consider the service they receive to be average, at best. Successful companies make the connection between legendary customer service and a thriving business--they recognize that the way employees treat customers is directly related to the way managers treat employees. Kelsey Young is an optimistic but disillusioned sales associate working her way through college. Her world opens up when one of her professors challenges her to create a culture of service at her workplace by putting the five components of Legendary Service into practice. Although Ferguson's, the store where Kelsey works, certainly isn't known for service excellence, Kelsey believes she can make a positive difference. She quickly learns that culture change isn't easy--and that her role as a frontline employee is more significant than she ever could have imagined. In characteristic Blanchard style, Legendary Service: The Key Is to Care is a quick and entertaining read for people at all organizational levels in every industry. When applied, its lessons will have a profound impact on the service experience your customers will receive. Whether a CEO or a part-time employee, every person can make a difference--and customer service is everyone's job. PRAISE FOR LEGENDARY SERVICE: "Read this book and establish a service culture in your organization." -- Horst Schulze, Chairman/CEO, Capella Hotel Group "Legendary Service has great learnings for people at all organizational levels: for executives and managers, the value of a service culture; and for frontline staff, the reality that they are the face of the company and can make a difference. Legendary service--it's everyone, always." -- Mark King, CEO and President, TaylorMade Golf "Everything I know about service I learned from my career at Hilton Hotels, Marriott International, The Walt Disney Company, and Ken Blanchard. The One Minute Manager dramatically changed my thinking 32 years ago. Legendary Service will teach the next generation how to deliver sensational service. Buy it, study it, implement it." -- Lee Cockerell, Executive Vice President, Walt Disney World (Retired & Inspired), and author of Creating Magic and The Customer Rules "Kathy Cuff and Vicki Halsey have created a fantastic customer service model called ICARE. When you add their voices to that of the master storyteller Ken Blanchard, you have a masterpiece entitled Legendary Service. It is a must-read for everyone who, like me, has a passion for service." -- Colleen Barrett, President Emeritus, Southwest Airlines, and coauthor of Lead with LUV "Ken Blanchard has done it again and delivered the right book at the right time. Legendary Service provides the essentials of hospitality and servant leadership in a way that everyone can adopt--right now--today!" -- John Caparella, President and COO, The Venetian, The Palazzo, and Sands Expo "Ken, Kathy, and Vicki show us how to change everyday service events into memorable experiences. Their book is a must-read for anyone unwilling to accept mediocrity." -- Leonardo Inghilleri, coauthor of Exceptional Service, Exceptional Profit

A compendium of straightforward techniques on how to accentuate the positive and redirect the negative, increasing productivity at work and at home. What do your people at work and your spouse and kids at home have in common with a five-ton killer whale? Probably a whole lot more than you think, according to top business consultant and mega-bestselling author Ken Blanchard and his coauthors from SeaWorld. In this moving and inspirational new book, Blanchard explains that both whales and people perform better when you accentuate the positive. He shows how using the techniques of animal trainers -- specifically those responsible for the killer whales of SeaWorld -- can supercharge your effectiveness at work and at

home. When gruff business manager and family man Wes Kingsley visited SeaWorld, he marveled at the ability of the trainers to get these huge killer whales, among the most feared predators in the ocean, to perform amazing acrobatic leaps and dives. Later, talking to the chief trainer, he learned their techniques of building trust, accentuating the positive, and redirecting negative behavior -- all of which make these extraordinary performances possible. Kingsley took a hard look at his own often accusatory management style and recognized how some of his shortcomings as a manager, spouse, and father actually diminish trust and damage relationships. He began to see the difference between "GOTcha" (catching people doing things wrong) and "Whale Done!" (catching people doing things right). In *Whale Done!*, Ken Blanchard shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home, allowing readers to become better parents and more committed spouses in their happier and more successful personal lives.

High Five! combines the spellbinding charm of a timeless parable with cutting-edge information about why teams are important and what individuals and organizations can do to build successful ones. Through the story of Alan Foster, a workplace one-man band, *High Five!* identifies the four key ingredients of winning teams. Although Alan is an effective producer, he is unwilling to share the spotlight by partnering on projects and is fired because, as his boss puts it, "Alan, we need good producers who are good team players, too." It is a bitter pill for him to swallow. While mulling over his disappointment, he takes his son to his grade-five hockey practice, where it is clear that his son's team, the Riverbend Warriors, knows nothing about teamwork, either. When the team's two overworked coaches learn of Alan's plight, they persuade him to join their ranks, and he finds himself charged with teaching himself and the players the meaning of teamwork. With the help of a woman friend—a former girls' basketball coach who has "won more high school basketball championships than anyone"—Alan and the Warriors learn the magic of teamwork and that "none of us is as smart as all of us." With its simple style and easy-to-follow techniques, *High Five!* is a must-read for anyone seeking to learn the value and power of teamwork.

Gung-Ho #1

The Nonprofit Manager's Guide to Getting Results

Big Bucks!

Increasing Effectiveness Through Situational Leadership II

High Five!

Feed

Mission Compromised

With this extraordinary first volume in what promises to be an epoch-making masterpiece, Neal Stephenson hacks into the secret histories of nations and the private obsessions of men, decrypting with dazzling virtuosity the forces that shaped this century. As an added bonus, the e-book edition of this New York Times bestseller includes an excerpt from Stephenson's new novel, *Seveneves*. In 1942, Lawrence Pritchard Waterhouse—mathematical genius and young Captain in the U.S. Navy—is assigned to detachment 2702. It is an outfit so secret that only a handful of people know it exists, and some of those people have names like Churchill and Roosevelt. The mission of Waterhouse and Detachment 2702—commanded by Marine Raider Bobby Shaftoe—is to keep the Nazis ignorant of the fact that Allied Intelligence has cracked the enemy's fabled Enigma code. It is a game, a cryptographic chess match between Waterhouse and his German counterpart, translated into action by the gung-ho Shaftoe and his forces. Fast-forward to the present, where Waterhouse's crypto-hacker grandson, Randy, is attempting to create a "data haven" in Southeast Asia—a place where encrypted data can be stored and exchanged free of repression and scrutiny. As governments and multinationals attack the endeavor, Randy joins forces with Shaftoe's tough-as-nails granddaughter, Amy, to secretly salvage a sunken Nazi submarine that holds the key to keeping the dream of a data haven afloat. But soon their scheme brings to light a massive conspiracy with its roots in Detachment 2702 linked to an unbreakable Nazi code called *Arethusa*. And it will represent the path to unimaginable riches and a future of personal and digital liberty...or to universal totalitarianism reborn. A breathtaking tour de force, and Neal Stephenson's most accomplished and affecting work to date, *Cryptonomicon* is profound and prophetic, hypnotic and hyper-driven, as it leaps forward and back between World War II and the World Wide Web, hinting all the while at a dark day-after-tomorrow. It is a work of great art, thought and creative daring; the product of a truly iconoclastic imagination working with white-hot intensity.

Reveals techniques for cultivating useful contacts in business and at leisure, from targeting the right people to staying in touch with them to asking for favors

An All-Pro line-up of writers including Red Smith, Frank Deford, Jimmy Breslin, George Plimpton, Richard Price, Charles Pierce, Michael Lewis, and Roy Blount Jr tackle our most popular pastime: Since football's meteoric rise in the mid-twentieth century, the standout writers on the sport have gone behind and beyond the spectacle to reveal the complexity, the contradictions, and the deeper humanity at the heart of the game. Now, in a landmark collection, The Library of America brings together the very best of their work: gems of deadline reportage, incisive longform profiles of football's storied figures, and autobiographical accounts by players and others close to the game. Celebrating the sport without shying away from its sometimes devastating personal and social costs, the forty-four pieces gathered here testify to football's boundless capacity to generate outsized characters and memorable tales.

10TH ANNIVERSARY EDITION, REVISED AND UPDATED In this new edition of their classic business fable, Ken Blanchard and Mark Miller get at the heart of what makes a leader successful. Newly promoted but struggling young executive Debbie Brewster asks her mentor the one question she desperately needs answered: "What is the secret of great leaders?" His reply—"great leaders serve"—flummoxes her, but over time he reveals the five fundamental ways that leaders succeed through service. Along the way she learns:

- Why great leaders seem preoccupied with the future
- How people on the team ultimately determine your success or failure
- What three arenas require continuous improvement
- Why true success in leadership has two essential components
- How to knowingly strengthen—or unwittingly destroy—leadership credibility

The tenth anniversary edition includes a leadership self-assessment so readers can measure to what extent they lead by serving and where they can improve. The authors also have added answers to the most frequently asked questions about how to apply the SERVE model in the real world. As practical as it is uplifting, *The Secret* shares Blanchard's and Miller's wisdom about leadership in a form that anyone can easily understand and implement. This book will benefit not only those who read it but also the people who look to them for guidance and the organizations they serve.

Crowning the Customer

Inside Alcatraz

Leadership and the One Minute Manager

The One Minute Sales Person

Football: Great Writing About the National Sport

Leadership by the Book

The Secret to Creating and Sustaining a Successful Business

"Some people enjoy it." That was all Ruth had said. Even now, when she'd had months to come to terms with the fallout from this remark, she still marveled at the power of those four words, which she'd uttered without premeditation and without any sense of treading on forbidden ground. (p. 11) Thanks to an off-hand remark made during a class discussion of oral sex, sex-ed teacher Ruth Ramsey finds herself a target of the Christian evangelicals who are increasingly influencing the schoolboard of suburban Stonewood Heights. Forced to attend remedial sessions with a smug "Virginity Consultant," Ruth is isolated and alone, caught in the polarized red-versus-blue landscape of present-day American suburbia. It's like "living in a horror movie," she thinks, "The Invasion of the Body Snatchers, or something. You never knew who they were going to get to next." Divorced and sharing custody of her daughters with her ex, and sometimes attempting a futile date, Ruth spends many a lonely weekend wondering how her bleak existence came to be. Then one morning at her daughter's soccer game, Ruth meets Tim Mason, a cute forty-something volunteer coach. Ruth feels an instant attraction to Tim, but when he draws the girls together for a spontaneous prayer circle after the game, she angrily yanks her daughter away from the proceedings, placing herself once again in the sights of the evangelicals. But Ruth has another unexpected problem: she can't seem to get a handle on Tim, her supposed adversary, who keeps appearing at her front door. A recovering addict whose bottoming-out cost him his home and his marriage, Tim found his way to the Tabernacle of the Gospel Truth through the intervention of Pastor Dennis, the charismatic preacher who put Tim's shattered life back together in an approximation of happiness. Thanks to Pastor Dennis, Tim is now married to Carrie, a fellow Tabernacler who is attractive and attentive, if robotic. He plays guitar at the weekly prayer sessions in a sanitized reenactment of his days in a Grateful Dead cover band. He holds a respectable if unfulfilling job as a loan officer, well aware of the irony of the post for a man with his history. He is grateful for the help he has received from his church community and Pastor Dennis. But he can't shake the yearning for something more, and a nagging attraction to that troublesome sex-ed teacher.... With *The Abstinence Teacher*, Tom Perrotta wades into the murky waters of contemporary American suburbia, fully deploying his proven gift for describing the panic lurking beneath its seemingly placid surface. Already widely known to book and movie audiences for his scathing satire mixed with remarkable compassion in works including *Election* and *Little Children* (both adapted for film, *Little Children* garnering Perrotta an Oscar nomination), this novel once again proves, as declared by the *Los Angeles Times*, "Perrotta's balance of humor and pathos has no equal."

The popular historian shares his views of his own life and on the history of America, in a series of reflections on the Founding Fathers, Native Americans, Theodore Roosevelt, World War II, civil rights, Vietnam, and the writing of history.

Ken Blanchard and Sheldon Bowles, co-authors of the New York Times business bestseller *Raving Fans*, are back with *Gung Ho!* Here is an invaluable management tool that outlines foolproof ways to increase productivity by fostering excellent morale in the workplace. It is a must-read for everyone who wants to stay on top in today's ultra-competitive business world. *Raving Fans* taught managers how to turn customers into full-fledged fans. Now, *Gung Ho!* brings the same magic to employees. Through the inspirational story of business leaders Peggy Sinclair and Andy Longclaw, Blanchard and Bowles reveal the secret of *Gung Ho!*--a revolutionary technique to boost enthusiasm and performance and usher in astonishing results for any organization. The three principles of *Gung Ho!* are: The Spirit of the Squirrel The Way of the Beaver The Gift of the Goose These three cornerstones of *Gung Ho!* are surprisingly simple and yet amazingly powerful. Whether your organization consists of one or is listed in the Fortune 500, this book ensures *Gung Ho!* employees committed to success. *Gung Ho!* also includes a clear game plan with a step-by-step outline for instituting these groundbreaking ideas. Destined to become a classic, *Gung Ho!* is a rare and wonderful business book that is packed with invaluable information as well as a compelling, page-turning story. Management legend Ken Blanchard and master entrepreneur Sheldon Bowles are back with *Gung Ho!*, revealing a surefire way to boost employee enthusiasm, productivity, and performance and usher in astonishing results for any organization. *Raving Fans* brilliantly schooled managers on how to turn customers into raving fans. *Gung Ho!* now brings the same magic to employees. Here is the story of how two managers saved a failing company and turned in record profits with record productivity. The three core ideas of *Gung Ho!* are surprisingly simple: worthwhile work guided by goals and values; putting workers in control of their production; and cheering one another on. Their principles are so powerful that business leaders, reviewing the manuscript for Ken and Sheldon, have written to say, "Sorry. Ignored instructions. Have photocopied for everyone. I promise to buy books, but can't wait. We need now!" Like *Raving Fans*, *Gung Ho!* delivers.

Uses the success of the world's largest restaurant chain to explain how a company of any size can develop a unified, people first, customer-oriented approach to doing business.

Managing by Values

How To Become Customer-Driven

The Only Networking Book You'll Ever Need

The Role of a Leader in Creating a Lean Culture

The Magic of Working Together

A Novel

Gung Ho!

ABLAZE proudly presents...GUNG-HO...a "spiritual successor" to *The Walking Dead*! If you like *The Walking Dead*, you'll love GUNG-HO... In the near future, the "White Plague" has almost completely decimated humanity, and civilization is only a sweet memory. The world as a whole has become a danger zone, where survival is only possible within towns or fortified villages. Enter orphaned brothers Zack and Archer Goodwoody, troublemaking teens who have just arrived at Fort Apache, and about to learn the hard rules of integration into the colony. Outside the walls lies a hostile and deadly environment, but inside is also a dangerous place, as the boys are about to find out. Benjamin von Eckartsberg and Thomas von Kummant deliver a creative and visual tour de force with jaw-dropping artwork that will transport you to a brand new post-apocalyptic world where the tension is palpable, and the wrong move will get you killed...or worse.

Archer accuses Bagster of raping Celine, and goes to Kingsten, demanding a public trial. But the trial does not go as planned. Instead of Bagster, it's Archer who is accused, betrayed and condemned by false evidence. Archer finds himself in very bad predicament, with the real possibility of permanent exile from the colony looming...

Step-by-step guide for uninspired employees, motivation and performance.

With *Big Bucks!* bestselling authors Ken Blanchard and Sheldon Bowles unlock the secrets of making serious money for both you and your company.

Through a series of easy-to-follow steps and powerful strategies, Blanchard and Bowles show how anyone can create lasting wealth. By focusing on concepts like commitment, intensity, purpose, and even fun, the authors have crafted a totally new--and irresistible--paradigm for unlimited success. Written in the parable style of their previous books, *Raving Fans* and *Gung Ho!*, which were *Business Week*, *New York Times*, and *Wall Street Journal* business bestsellers, *Big Bucks!* introduces Len, who doesn't just want more money--he wants to be a millionaire. Under the direction and guidance of a group of mentors, Len must overcome three challenges on his way to attaining more wealth than he ever dreamed possible. Len learns that these three tests can be

undertaken by any individual or organization in the pursuit of big bucks. And he also sees that while making big money, he can accomplish even more valuable achievements by being generous with his time, talents, and prosperity. Packed with practical advice, Big Bucks! is a must-read for any individual or business professional seeking wealth. It's destined to become one of the major money books in the twenty-first century.

A History of Cornell's Medical School

Leadership and the One Minute Manager Updated Ed

The Life Story of an Immigrant

The Quickest Way to Sell People on Yourself, Your Services, Products, or Ideas--at Work and in Life

A Special Publication of The Library of America

Eleven Eleven

Plunder

Weill Cornell Medicine is a story of continuity and transformation. Throughout its colorful history, Cornell's medical school has been a leader in education, patient care, and research—from its founding as Cornell University Medical College in 1898, to its renaming as Weill Cornell Medical College in 1998, and now in its current incarnation as Weill Cornell Medicine. In this insightful and nuanced book, dean emeritus Antonio M. Gotto Jr., MD, and Jennifer Moon situate the history of Cornell's medical school in the context of the development of modern medicine and health care. The book examines the triumphs, struggles, and controversies the medical college has undergone. It recounts events surrounding the medical school's beginnings as one of the first to accept female students, its pioneering efforts to provide health care to patients in the emerging middle class, wartime and the creation of overseas military hospitals, medical research ranging from the effects of alcohol during Prohibition to classified partnerships with the Central Intelligence Agency, and the impact of the Depression, 1960s counterculture, and the Vietnam War on the institution. The authors describe how the medical school built itself back up after nearing the brink of financial ruin in the late 1970s, with philanthropic support and a renewal of its longstanding commitments to biomedical innovation and discovery. Central to this story is the close, intertwined, and at times tumultuous, relationship between Weill Cornell and its hospital affiliate, now known as New York-Presbyterian. Today the medical school's reach extends from its home base in Manhattan to a branch campus in Qatar and partnerships with institutions in Houston, Tanzania, and Haiti. As Weill Cornell Medicine relates, the medical college has never been better poised to improve health around the globe than it is now.

This updated edition of management guru Ken Blanchard's classic work Leadership and the One Minute Manager® teaches leaders the world renowned method of developing self-reliance in those they manage: Situational Leadership® II. From Leadership and the One Minute Manager® you'll learn why tailoring management styles to individual employees is so important; why knowing when to delegate, support, or direct is critical; and how to identify the leadership style suited to a particular person. By consistently using Situational Leadership® II's proven model and powerful techniques, leaders can develop and retain competent, committed employees. This remarkable, easy-to-follow book is a priceless guide to personalized leadership that elicits the best performance from your staff—and the best bottom line for any business.

With a new foreword by Ken Blanchard Adapting One Minute Manager techniques to enable successful leadership to happen. Use different ways to motivate different kinds of people.

Globally acclaimed leadership development expert, Phillip Van Hooser, teaches the ground rules of common sense leadership. These are just some things every leader ought to know – like how to earn an employee's respect, how to be truthful and be taken seriously as a leader. Leaders should also realize and recognize the negative habits and counter-productive behaviors that can be their downfall. Certain to be one of your top books on personal leadership development, Leaders Ought To Know will get all leaders -- new leaders, mid-level or executive managers -- familiar with the ground rules of leadership. Kick start your company's leadership development program with this common sense guide from Phillip Van Hooser, a top leadership development expert -- learn how to do more of the right things while avoiding the common leadership mistakes that trip up so many.

Beyond Change Management

Personal Reflections of an Historian

It's Never Too Late to Build a Customer-Focused Company

A Memoir of Family Property and Nazi Treasure

Cryptonomicon

Dig Your Well Before You're Thirsty

A Revolutionary Approach To Customer Service

Why getting results should be every nonprofit manager's first priority A nonprofit manager's fundamental job is to get results, sustained over time, rather than boost morale or promote staff development. This is a shift from the tenor of many management books, particularly in the nonprofit world. Managing to Change the World is designed to teach new and experienced nonprofit managers the fundamental skills of effective management, including: managing specific tasks and broader responsibilities; setting clear goals and holding people accountable to them; creating a results-oriented culture; hiring, developing, and retaining a staff of superstars. Offers nonprofit managers a clear guide to the most effective management skills Shows how to address performance problems, dismiss staffers who fall short, and the right way to exercising authority Gives guidance for managing time wisely and offers suggestions for staying in sync with your boss and managing up This important resource contains 41 resources and downloadable tools that can be implemented immediately.

"Your customers are only satisfied because their expectations are so low and because no one else is doing better. Just having satisfied customers isn't good enough anymore. If you really want a booming business, you have to create Raving Fans." This, in a nutshell, is the advice given to a new Area Manager on his first day--in an extraordinary business book that will help everyone, in every kind of organization or business, deliver stunning customer service and achieve miraculous bottom-line results. Written in the parable style of The One Minute Manager, Raving Fans uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature--not just another

program of the month. America is in the midst of a service crisis that has left a wake of disillusioned customers from coast to coast. Raving Fans includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace--and turn their customers into raving, spending fans.

Transform your organization! To truly transform your organization, you must learn to transform your own mindset. Beyond Change Management--the only book specifically about the interaction of leadership style, mindset, and the change process--revolutionizes leaders' approach to transformational change. Shattering the myth that transformation can be managed, this book--part of the Practicing OD Series--offers you new directions and ways of thinking and behaving that are essential for successful change. Its unique approach brings organization development (OD) into the mainstream of leaders' approaches to change, expanding and integrating the fields of OD, leadership, change management, and consciousness. You'll also get: ready-to-use worksheets questionnaires guidelines "Powerful business solutions to the current chaos facing many organizations today. Dean Anderson and Linda Ackerman Anderson get to the heart of change, the human touch, by using timeless techniques and tools." --Ken Blanchard, coauthor, The One Minute Manager and Gung Ho! "The authors combine their keen observations, sharp insights, and open hearts to produce towering works that will stand as lasting contributions to leadership and organization development. .. [t]hey guide us along a path of personal discovery so that we may have the strength of spirit to risk the creation of more meaningful organizations." --Jim Kouzes, coauthor, The Leadership Challenge and Encouraging the Heart

11 Ground Rules for Common Sense Leadership
Managing to Change the World
Leaders Ought to Know
Customer Mania!
Whale Done!