

Excellence Tom Peters

For more than three decades, Tom Peters has been obsessed with Excellence (with a capital E). In this beautifully designed eBook, he's sharing his thoughts, ideas, inspirations, formulas, stories, tips, lessons, experience, examples, and, perhaps most important, attitude. The bottom line: Don't ask what Excellence is. Ask when. Tom's answer: Excellence Now.

Discusses the dramatic impact of globalization and information technology on the business world and examines the diverse ways in which the corporate community must adapt to future trends

Michael Goldhaber, writing in Wired, said, "If there is nothing very special about your work, no matter how hard you apply yourself you won't get noticed and that increasingly means you won't get paid much either. In times past you could be obscure yet secure -- now that's much harder." Again: the white collar job as now configured is doomed. Soon. ("Downsizing" in the nineties will look like small change.) So what's the trick? There's only one: distinction. Or as we call it, turning yourself into a brand . . . Brand You. A brand is nothing more than a sign of distinction. Right? Nike. Starbucks. Martha Stewart. The point (again): that's not the way we've thought about white collar workers--ourselves--over the past century. The "bureaucrat" on the finance staff is de facto faceless, plugging away, passing papers. But now, in our view, she is born again, transformed from bureaucrat to the new star. She works in a professional service firm and works on projects that she'll be able to brag about years from now. I call her/him the New American Professional, CEO of Me Inc. (even if Me Inc. is currently on someone's payroll) and, of course, of Brand You. Step #1 in the model was the organization . . . a department turned into PSF 1.0. Step #2 is the individual . . . reborn as Brand You. In 50 essential points, Tom Peters shows how to be committed to your craft, choose the right projects, how to improve networking, why you need to think fun is cool, and why it's important to piss some people off. He will enable you to turn yourself into an important and distinctive commodity. In short, he will show you how to turn yourself into . . . Brand You. See also the other 50List titles in the Reinventing Work series by Tom Peters -- The Project50 and The Professional Service Firm50 -- for additional information on how to make an impact in the professional world.

Turn your company into a dynamic centre of excellence. Instead of looking for things that have gone wrong in your organisation and trying to fix them, look for things that went right and try to build on them. Perceptive, provocative and inspiring ideas to transform the way you work, this is your crucial guide to leadership to help you reinvent your business from management guru Tom Peters.

Turning conventional wisdom on its head, a Senior Partner and an Innovation Specialist from McKinsey & Company debunk the myth that high-octane, built-to-last companies can continue to excel year after year and reveal the dynamic strategies of discontinuity and creative destruction these corporations must adopt in order to maintain excellence and remain competitive. In striking contrast to such bibles of business literature as In Search of Excellence and Built to Last, Richard N. Foster and Sarah Kaplan draw on research they conducted at McKinsey & Company of more than one thousand corporations in fifteen industries over a thirty-six-year period. The industries they examined included old-economy industries such as pulp and paper and chemicals, and new-economy industries like semiconductors and software. Using this enormous fact base, Foster and Kaplan show that even the best-run and most widely admired companies included in their sample are unable to sustain their market-beating levels of performance for more than ten to fifteen years. Foster and Kaplan's long-term studies of corporate birth, survival, and death in America show that the corporate equivalent of El Dorado, the golden company that continually outperforms the market, has never existed. It is a myth. Corporations operate with management philosophies based on the assumption of continuity; as a result, in the long term, they cannot change or create value at the pace and scale of the markets. Their control processes, the very processes that enable them to survive over the long haul, deaden them to the vital and constant need for change. Proposing a radical new business paradigm, Foster and Kaplan argue that redesigning the corporation to change at the pace and scale of the capital markets rather than merely operate well will require more than simple adjustments. They explain how companies like Johnson and Johnson, Enron, Corning, and GE are overcoming cultural "lock-in" by transforming rather than incrementally improving their companies. They are doing this by creating new businesses, selling off or closing down businesses or divisions whose growth is slowing down, as well as abandoning outdated, ingrown structures and rules and adopting new decision-making processes, control systems, and mental models. Corporations, they argue, must learn to be as dynamic and responsive as the market itself if they are to sustain superior returns and thrive over the long term. In a book that is sure to shake the business world to its foundations, Creative Destruction, like Re-Engineering the Corporation before it, offers a new paradigm that will change the way we think about business.

Turning conventional management theory on its head, this anecdotal work shows how only those companies that put people first and organize to meet their needs will stay productive, breed quality, execute strategy, and do well by their shareholders.

Capture their attention-and keep it! With the rise of digital media, you'd think it would be easier than ever to be heard. Yet, most messages fail to cut through the clutter.

Consumers are overwhelmed. Ads alone aren't effective. And you can't just churn out content and connect on every social network. To stand out today, you need to start with your brand. Brand Now uncovers the new rules of branding in our complex and chaotic world. Written by the author of Get Scrappy, the digital marketing bible for business, this latest book explains how to build brands that resonate both online and off. The book helps you: Create a brand with meaning * Reinforce it with the right touchpoints * Hone your

brand's unique story * Share it through engaging content * Cultivate a sense of community * Craft a coherent experience * Stand out with simplicity and transparency The world may be growing louder, but with Brand Now's big ideas and practical toolbox, you can break through the noise-and win a place in the hearts and minds of your customers. In this internationally bestselling sequel to the classic business book *In Search of Excellence*, Tom Peters and Nancy Austin reveal the secrets of a management revolution. The authors show how by mixing attention to detail with values, vision and integrity, you can achieve long-term excellence. The heart and soul of the management revolution is leadership which mixes tough-mindedness with tenderness, enabling every employee to take possession of their own achievements, and which demands that each person becomes an innovative contributor to the company's success. Dedicated to imaginative leaders everywhere, this book is for all concerned about the pursuit of excellence in the business world and in public service.

Organized into more than 200 thought- and action-provoking elements—from the importance of clean trucks and bathrooms to conversations with entrepreneurs creating new markets—Tom Peters, bestselling management guru offers a practical guide to impractical times. In *The Pursuit of Wow!*, Tom Peters offers readers the words, the tools, to survive in tumultuous business environments. In his groundbreaking book, *In Search of Excellence* changed the way business does business. Now it's time to take the next leap into the cyberstage era. Getting to a place called excellence is no longer the idea. You've got to take that leap, then leap again—catapult their imaginations, blow their mindsets—in a word, wow! them. Once more the unconventional Peters stimulates corporate thought processes. Along with the best of his columns, Peters includes questions and rebuttals that come from readers and listeners, as well as his own candid responses. A must-read for every business person.

It's an exciting time to be in marketing, with an array of equalizing platforms from the Internet to social media to content marketing, that have reset the playing field for businesses large and small. Yet, it's also a challenging time, with much work to do and an ever-changing array of platforms, features, and networks to master--all on tighter budgets than ever before. Don't get discouraged, get scrappy! Weaving hacks, tips, idea starters, and more, chief brand strategist Nick Westergaard has provided in *Get Scrappy* a plan of attack for businesses of any size to:

- Demystify digital marketing in a way that makes sense for your business
- Do more with less
- Build a strong brand with something to say
- Create relevant and engaging content for your social media platforms
- Spark dialogue with your community of customers
- Measure what matters
- And more

The result will be a reliable, repeatable system for building your brand, creating engaging content, and growing your community of customers. Don't wait for marketing to reinvent itself. Instead, proactively reinvent your company's marketing to maximize its reach!

Lead each person on your team up the learning curve. What's the secret to having an engaged and productive team? It's having a plan for developing all employees--no matter where they are on their personal learning curves. Better morale and higher performance happen through learning, argues Whitney Johnson. In over twenty years of coaching, investing, and consulting, Johnson has seen that employees need continuous learning and fresh challenges to stay motivated. The best bosses know this, and they know how to make it happen by thoughtfully designing people's jobs around the skills they have today as well as the skills they'll need to be even more valuable tomorrow. That's how entire organizations stay competitive in an unpredictable, rapidly changing business environment. In this book, Johnson explains how to become one of those bosses and how to build your A-team by: Identifying what your employees already know and what they need to learn Designing their jobs to maximize engagement and learning Applying a seven-step process for leading each person up their learning curve We all want opportunities to learn, experiment, and grow in our jobs. When our bosses work with us to help us leap to new challenges, the result is a team that knows how to thrive, no matter what the future holds.

Our common belief in business is that the heart has no place in workplace management. In fact, most of us were taught that the heart acts like Kryptonite in leadership: it inherently undermines a manager's effectiveness and lowers productivity and profitability. In this stunning and groundbreaking work, however, engagement expert, Mark C. Crowley, provides irrefutable proof that we were wrong. Crowley begins by showing us how traditional leadership practices are failing. Across the globe, employee engagement and job satisfaction scores have fallen to crisis levels. According to astonishing research from Gallup, 70% of the US workforce is now disengaged. It once was that a job and a paycheck kept workers satisfied and productive. Today, pay barely makes the list of what inspires people to put their hearts into their work and contribute to their highest capacity. Right before our eyes, human beings have evolved in what they need and want in exchange for work. 21st Century employees are seeking to find purpose, meaning and feelings of significance. What drives their engagement is feeling valued, respected, developed and cared for. Crowley's profound insight draws upon recent medical science discoveries which prove it's the heart, and not the mind, that drives human motivation and achievement. There's nothing soft about *Lead From The Heart*. It represents the future of workplace management and a roadmap to driving uncommon engagement, productivity and profitability.

"[Hough's] thorough and lively biography . . . interprets the life with sympathy and skill. From first page to last, Hough leaves no doubt that he is telling the story not merely of a great sailor but also of a great man."--Jonathan Yardley, *Washington Post Book World*

Fully updated and revised, the second edition of *New Learning* explores the contemporary debates and challenges in education and considers how schools can prepare their students for the future. *New Learning, Second Edition* is an inspiring and comprehensive resource for pre-service and in-service teachers alike.

The national bestseller that offers prescriptions for an economic world turned upside down. A *New York Times* bestseller for eleven months.

This volume brings together the best of the Tom Peters seminars, complete with visual materials. The Tom Peters Seminar demonstrates Peters' unconventional analysis that challenges outdated corporate structures and demonstrates that in the 1990s, "imagination is the source of value in the economy." Peters' bold ideas vault business thinking beyond change--toward invention and revolution.

For more than three decades, Tom Peters has been obsessed with Excellence (with a capital E). In this beautifully designed eBook, the second in a series, he's sharing his thoughts, ideas, inspirations, opinions, stories, tips, lessons, examples, and, perhaps most important, attitude. And the topic is Innovation (with a capital I). The bottom line: Don't ask what Excellence in Innovation is. Ask when. Tom's answer: Excellence Now.

A WALL STREET JOURNAL BESTSELLER Do you know the best way to drive your company's growth? If not, it's time to boost your Growth IQ. Trying to find the one right move that will improve your business's performance can feel overwhelming. But, as you'll discover in *Growth IQ*, there are just ten simple--but easily misunderstood--paths to growth, and every successful growth strategy can be boiled down to picking the right combination and sequence of these paths for your current context. Tiffani Bova travels around the world helping companies solve their most vexing problem: how to keep growing in the face of stiff competition and a fast-changing business environment. Whether she's

presenting to a Fortune 500 board of directors or brainstorming over coffee with a startup founder, Bova cuts through the clutter and confusion that surround growth. Now, she draws on her decades of experience and more than thirty fascinating, in-depth business stories to demonstrate the opportunities--and pitfalls--of each of the ten growth paths, how they work together, and how they apply to business today. You'll see how, for instance: * Red Bull broke Coca-Cola and PepsiCo's stranglehold on the soft drink market by taking the Customer Base Penetration path to establish a foothold with adventure sports junkies and expand into the mainstream. * Marvel transformed itself from a struggling comic book publisher into a global entertainment behemoth by using a Customer and Product Diversification strategy and shifting their focus from comic books to comic book characters in movies. * Starbucks suffered a brand crisis when they overwhelmed their customers with a Product Expansion strategy, and brought back CEO Howard Schultz to course-correct by returning to the Customer Experience path. Through Bova's insightful analyses of these and many other case studies, you'll see why it can be a mistake to imitate strategies that worked for your competitors, or rely on strategies that worked for you in the past. To grow your company with confidence, you first need to grow your Growth IQ.

Good management is a precious commodity in the corporate world. Guide to Management Ideas and Gurus is a straight-forward manual on the most innovative management ideas and the management gurus who developed them. The earlier edition, Guide to Management Ideas, presented the most significant ideas that continue to underpin business management. This new book builds on those ideas and adds detailed biographies of the people who came up with them--the most influential business thinkers of the past and present. Topics covered include: Active Inertia, Disruptive Technology, Genchi Genbutsu (Japanese for "Go and See for Yourself"), The Halo Effect, The Long Tail, Skunkworks, Tipping Point, Triple Bottom Line, and more. The management gurus covered include: Dale Carnegie, Jim Collins, Stephen Covey, Peter Drucker, Philip Kotler, Michael Porter, Tom Peters, and many others.

This classic bestseller, revised and updated, is an original and lively self-help resource that's packed with tested exercises, step-by-step guides, and solid advice on how to express oneself with co-workers, authority figures, lovers, family, and friends.

Breaking down the message from his bestselling "Re-Imagine!," these pocket-sized books deliver crucial business truths to those who are looking for inspiration on leadership, innovation, design, or trends.

In 1982, Tom Peters and Bob Waterman put "A Bias for Action" at the top of their list of eight traits of successful companies in their groundbreaking book In Search of Excellence. Given the subsequent acceleration of change, "A Bias for Action" would doubtless top a similar list in 2012. Here's Peters' excellent (and beautifully designed) take for today.

Excellence Now: InnovationNew Word City

#1 NEW YORK TIMES AND WALL STREET JOURNAL BESTSELLER Pay brand-new employees \$2,000 to quit Make customer service the responsibility of the entire company--not just a department Focus on company culture as the #1 priority Apply research from the science of happiness to running a business Help employees grow--both personally and professionally Seek to change the world Oh, and make money too . . . Sound crazy? It's all standard operating procedure at Zappos, the online retailer that's doing over \$1 billion in gross merchandise sales annually. After debuting as the highest-ranking newcomer in Fortune magazine's annual "Best Companies to Work For" list in 2009, Zappos was acquired by Amazon in a deal valued at over \$1.2 billion on the day of closing. In DELIVERING HAPPINESS, Zappos CEO Tony Hsieh shares the different lessons he has learned in business and life, from starting a worm farm to running a pizza business, through LinkExchange, Zappos, and more. Fast-paced and down-to-earth, DELIVERING HAPPINESS shows how a very different kind of corporate culture is a powerful model for achieving success--and how by concentrating on the happiness of those around you, you can dramatically increase your own. To learn more about the book, go to www.deliveringhappinessbook.com.

"It is [Tom] Peters—as consultant, writer, columnist, seminar lecturer, and stage performer—whose energy, style, influence, and ideas have [most] shaped new management thinking." —Movers and Shakers: The 100 Most Influential Figures in Modern Business "We live in a Tom Peters world." —Fortune Magazine Business uber-guru Tom Peters is back with his first book in a decade, The Little Big Things. In this age of economic recession and financial uncertainty, the patented Peters approach to business and management—no-nonsense, witty, down-to-earth, insightful—is more pertinent now than ever. As essential for small-business owners as it is for the heads of major corporations, The Little Big Things is a rousing call-to-arms to American business to get "back to the basics" of running a successful enterprise.

What does it mean to be yourself at work? As a leader, how do you strike the right balance between vulnerability and authority? This book explains the role of authenticity in emotionally intelligent leadership. You'll learn how to discover your authentic self, when emotional responses are appropriate, how conforming to specific standards can hurt you, and when you need to feel like a fake. This volume includes the work of: Bill George Herminia Ibarra Rob Goffee Gareth Jones This collection of articles includes: "Discovering Your Authentic Leadership" by Bill George, Peter Sims, Andrew N. McLean, and Diana Mayer; "The Authenticity Paradox" by Herminia Ibarra; "What Bosses Gain by Being Vulnerable" by Emma Seppala; "Practice Tough Empathy" by Rob Goffee and Gareth Jones; "Cracking the Code That Stalls People of Color" by Sylvia Ann Hewitt; "For a Corporate Apology to Work, the CEO Should Look Sad" by Sarah Green Carmichael; and "Are Leaders Getting Too Emotional?" an interview with Gautam Mukunda and Gianpiero Petriglieri by Adi Ignatius and Sarah Green Carmichael. How to be human at work. The HBR Emotional Intelligence Series features smart, essential reading on the human side of professional life from the pages of Harvard Business Review. Each book in the series offers proven research showing how our emotions impact our work lives,

practical advice for managing difficult people and situations, and inspiring essays on what it means to tend to our emotional well-being at work. Uplifting and practical, these books describe the social skills that are critical for ambitious professionals to master.

Thank God It's Monday! is about loving what you're doing and creating massive results. Roxanne Emmerich introduces you to two CEOs: one desperately struggling to stay afloat and another who's discovered a better route to growth and profitability. As you join them both on their journey, you'll gain valuable insights for jumpstarting positive change from anywhere in the organization, replacing dysfunctional organizational behaviors with passion and creativity, overcoming setbacks and making vision and values actually work! Whether you're on the front line, in an office, or running the show, you'll see how to:

- Replace dysfunctional behaviors with passion and creativity
- Overcome setbacks with a "bring it on" attitude
- Breathe results-generating life into vision and values
- Think big and make big things happen

Thank God It's Monday! presents a unique approach that makes an impact on three groups at once:

- Employees discover how to win at work and love their work
- Companies turn around results quickly and profoundly
- Customers experience a powerful and visible commitment to their success

You will shift from a "why we can't" to a "how we can" workplace...in one day! Your customers will go crazy about you. You will find yourself loving to go to work where everyone exclaims, Thank God It's Monday!

Tom Peters--brilliant, original, and perhaps the most inspiring and listened-to business thinker of our time--has a lot on his mind these days. And he wants to share it in *The Circle of Innovation*. The world of business is in a permanent state of flux, he argues, a state of chaos in which constant innovation is the only survival strategy--for the individual and for the organization. And he presents here a lifesaving handbook--both provocative and practical--designed to turn any organization into a perpetual innovation machine. In 400 seminars in 47 states and 22 countries in the last five years, Peters has reexamined, refined, and reinvented his views on innovation. Now he brings those seminars--and his passion--to the reader in a landmark book. It is meant, he writes, to both "terrify" and "enlighten." These are "times of matchless peril for those who fail to grasp the nettle...and times of matchless opportunity for those who do." To keep us alert, limber, and ready for action, he provokes and cajoles in chapter after chapter. Among his institutions and revelations: *We Are All Michelangelos*. He shows how to transform every "jobholder" into a full-fledged businessperson. *All Value Comes from the Professional Services*. How to convert sluggish staff units into Vital Centers of Intellectual Capital Accumulation. *The System is the Solution*. How to build great systems--which go far beyond nuts and bolts. *Create Waves of Lust*. Quality is not the automatic advantage it recently was. There is a pressing need to reverse the rising tide of product and service "commoditization." *Tommy Hilfiger Knows*. In a crowded marketplace, branding is far more important than ever before. *It's a Woman's World*. How to capitalize on the fact that women purchase/are purchasing agents for well over half of U.S. commercial and consumer goods. *Little Things Are the Only Things*. As the Blight of Sameness encroaches on market after market, design is often the best tool in services or manufacturing for sustainable differentiation. *We're Here to Live Life Out Loud*. Why transformational leaders of the future must have laser-like focus, tell the truth, and live on the lunatic fringe. The hallmarks of Tom Peters legend are an insatiable curiosity, an agile intellect, a pragmatic perspective, and an uncanny ability to gauge the global zeitgeist. These qualities are all brought to bear as Peters sets out to engage, enrage, and ultimately empower his readers, amid forces that are reshaping not only business but every aspect of human experience.

The Genesis of the Excellence Project -- The Works of Tom Peters 1982- -- The Works of Tom Peters 1987- -- An Introduction to Organizational Storytelling -- Types of Organizational Stories -- Excellence and the Management storyteller -- Hierarchy and Anxiety in Management Stories -- Women in Management Stories -- Concluding Comments.

The business management guru and author of *In Search of Excellence* presents a thought-provoking, inspirational look at the changing world of twenty-first-century business that introduces innovative strategies for overcoming outdated company values and procedures to create an aggressive environment that empowers talented individuals.

More than just a how-to book for the 21st century, "Re-imagine!" is a call to arms--a passionate wake-up call for the business world, educators, and society as a whole.

Bestselling author and legendary management thinker Tom Peters believes that any serious examination of business management and excellence must, especially in these perilous times, begin with an assessment of the moral basis for enterprise. His take in this provocative, highly designed new book? Organizations exist to SERVE. Leaders exist to SERVE.

Discusses eight basic practices characteristic of successfully managed companies.

In this smart, playful, and provocative book, one of today's most original business thinkers argues that we underestimate the importance of romance in our lives and that we can find it in and through business—by designing products, services, and experiences that connect us with something greater than ourselves. Against the backdrop of eroding trust in capitalism, pervasive technology, big data, and the desire to quantify all of our behaviors, *The Business Romantic* makes a compelling case that we must meld the pursuit of success and achievement with romance if we want to create an economy that serves our entire selves. A rising star in data analytics who is in love with the intrinsic beauty of spreadsheets; the mastermind behind a brand built on absence; an Argentinian couple who revolutionize shoelaces; the founder of a foodie-oriented start-up that creates intimate conversation spaces; a performance artist who offers fake corporate seminars for real professionals—these are some of the innovators readers will meet in this witty, deeply personal, and rousing ramble through the world of Business Romanticism. *The Business Romantic* not only provides surprising insights into the emotional and social aspects of business but also presents "Rules of Enchantment" that will help both individuals and organizations construct more meaningful experiences for themselves and others. The

Business Romantic offers a radically different view of the good life and outlines how to better meet one's own desires as well as those of customers, employees, and society. It encourages readers to expect more from companies, to give more of themselves, and to fall back in love with their work and their lives.

Studies individuals from fourteen companies who made worldwide commercial breakthroughs, with information on the conflicts, concepts, creativity, and climate that let a good idea break every barrier and become commonplace

"Tom Peters' new book is a bundle of beautiful dynamite. While I've been a CEO for 30 years, I still learned much worth knowing from The Excellence Dividend. You will too."

—John C. Bogle, founder, Vanguard For decades Tom Peters has been preaching the gospel of putting people first, and in today's rapidly changing business environment, this message is more important than ever. With his unparalleled expertise and inimitable charisma, Peters offers brilliantly simple, actionable guidelines for success that any business leader can immediately implement. He provides a roadmap for your organization and for you as an individual to thrive amidst the tech tsunami, and he has a lot of fun doing it. The Excellence Dividend is an important new book from one of today's greatest business thinkers.

The World Cafe is a flexible, easy-to-use process for fostering collaborative dialogue, sharing mutual knowledge, and discovering new opportunities for action. Based on living systems thinking, this innovative approach creates dynamic networks of conversation that can catalyze an organization or community's own collective intelligence around its most important questions. Filled with stories of actual Cafe dialogues in business, education, government, and community organizations across the globe, this uniquely crafted book demonstrates how the World Cafe can be adapted to any setting or culture. Examples from such varied organizations as Hewlett-Packard, American Society for Quality, the nation of Singapore, the University of Texas, and many others, demonstrate the process in action. Along with its seven core design principles, The World Cafe offers practical tips for hosting "conversations that matter" in groups of any size- strengthening both personal relationships and people's capacity to shape the future together.

The "Greatest Business Book of All Time" (Bloomsbury UK), In Search of Excellence has long been a must-have for the boardroom, business school, and bedside table. Based on a study of forty-three of America's best-run companies from a diverse array of business sectors, In Search of Excellence describes eight basic principles of management -- action-stimulating, people-oriented, profit-maximizing practices -- that made these organizations successful. Joining the HarperBusiness Essentials series, this phenomenal bestseller features a new Authors' Note, and reintroduces these vital principles in an accessible and practical way for today's management reader.

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