

Legendary Service The Key Is To Care

"From the most unlikely of unlikely romances comes a deeply felt, touching, humorous exploration of what love and age mean in today's world. I can't recommend this book highly enough." -- Stan Evans, Emmy-award winning writer, and author of *Box of Mustaches*

When thirty-two-year-old actor Gregor Collins reluctantly interviewed for a job as a caregiver more out of a favor to a friend - he had no idea his life was about to change forever. Seconds into the chance meeting in 2008 with, it would turn out, a world-renowned Holocaust refugee named Maria Altmann, there was an unexplainable magic in the air - it felt as if they had already met. And Collins was suddenly thrown into a situation with which he had never before been confronted: caring for someone other than himself. Gregor offers us a personal and unprecedented look at Maria over the three intimate years he cared for her - her thrilling escape from the Nazis, her fight and subsequent win in the landmark Supreme Court Case to return original Gustav Klimt artwork that belonged to her family in Austria, and the extraordinary people she met along the way. But the real heart of the story transcends mere historical facts. Through a refreshingly raw portrayal of their unlikely and unbreakable bond, imbued with humorous, candid anecdotes about his mercurial relationship with Hollywood, Gregor takes us on a deeply emotional journey of how he opened up his heart to a 92-year-old woman in need - and in turn experienced the love he had been searching for his entire

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life.

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

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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*,

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Exceptional Profit

All-time greats, teams, today's favorite players, and playing tips! Do you know: What a draw play is? Who holds the all-time touchdown record? What teams play in the Big Ten Conference? You'll go from rookie to Pro Bowler in no time with this football-lover's guide to the gridiron. Whether you're new to the game or a longtime fan, this book has everything you need to know about the exciting game of football! Filled with the latest stats, tackle-worthy trivia, and more than 25 fun puzzles, this revised and updated guide gives you all the ins and outs of the game, including: The history of football and the NFL Football stats and record holders How to predict which teams will make it to the Super Bowl How to develop offensive and defensive skills Fantasy football leagues Packed with the latest draft, scoring, and league information, this end zone--worthy book helps you discover fun facts about football heroes and legends and coaches you on the tactics of the game so you can make that first down like a pro!

Weaving anecdotes with analysis, author Pamela Yatsko's lively narrative addresses key aspects of the city's rebirth: the building spree of the 1990s; Shanghai's resurrection as a financial center; its drive to remain a manufacturing powerhouse; its cultural reawakening; the growing divide between rich and poor; the return of fortune-hunting foreign business; and the revival of notorious Old Shanghai vices: nightlife, drugs and prostitution. The author breaks through the hype surrounding Shanghai's re-emergence to present a realistic picture of the legendary city and the challenges it

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faces fulfilling its aspirations. *New Shanghai: The Rocky Rebirth of China's Legendary City* is a work of exceptional richness and observation.

A definitive deep-dive into queer history and culture with hit reality show *RuPaul's Drag Race* as a touchstone, by the creators of the pop culture blog *Tom and Lorenzo* From the singular voices behind *Tom and Lorenzo* comes the ultimate guide to all-things *RuPaul's Drag Race* and its influence on modern LGBTQ culture. *Legendary Children* centers itself around the idea that not only is *RuPaul's Drag Race* the queerest show in the history of television, but that *RuPaul* and company devised a show that serves as an actual museum of queer cultural and social history, drawing on queer traditions and the work of legendary figures going back nearly a century. In doing so, *Drag Race* became not only a repository of queer history and culture, but also an examination and illustration of queer life in the modern age. It is a snapshot of how LGBTQ folks live, struggle, work, and reach out to one another--and how they always have--and every bit of it is tied directly to *Drag Race*. Each chapter is an examination of a specific aspect of the show--the *Werk Room*, the *Library*, the *Pit Crew*, the runway, the *Untucked lounge*, the *Snatch Game*--that ties to a specific aspect of queer cultural history and/or the work of certain legendary figures in queer cultural history.

Experts estimate that as many as 98,000 people die in any given year from medical errors that occur in hospitals. That's more than die from motor vehicle accidents, breast cancer, or AIDS--three causes that receive far more public attention. Indeed, more

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people die annually from medication errors than from workplace injuries. Add the financial cost to the human tragedy, and medical error easily rises to the top ranks of urgent, widespread public problems. *To Err Is Human* breaks the silence that has surrounded medical errors and their consequence--but not by pointing fingers at caring health care professionals who make honest mistakes. After all, to err is human. Instead, this book sets forth a national agenda--with state and local implications--for reducing medical errors and improving patient safety through the design of a safer health system. This volume reveals the often startling statistics of medical error and the disparity between the incidence of error and public perception of it, given many patients' expectations that the medical profession always performs perfectly. A careful examination is made of how the surrounding forces of legislation, regulation, and market activity influence the quality of care provided by health care organizations and then looks at their handling of medical mistakes. Using a detailed case study, the book reviews the current understanding of why these mistakes happen. A key theme is that legitimate liability concerns discourage reporting of errors--which begs the question, "How can we learn from our mistakes?" Balancing regulatory versus market-based initiatives and public versus private efforts, the Institute of Medicine presents wide-ranging recommendations for improving patient safety, in the areas of leadership, improved data collection and analysis, and development of effective systems at the level of direct patient care. *To Err Is Human* asserts that the problem is not bad people

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in health care--it is that good people are working in bad systems that need to be made safer. Comprehensive and straightforward, this book offers a clear prescription for raising the level of patient safety in American health care. It also explains how patients themselves can influence the quality of care that they receive once they check into the hospital. This book will be vitally important to federal, state, and local health policy makers and regulators, health professional licensing officials, hospital administrators, medical educators and students, health caregivers, health journalists, patient advocates--as well as patients themselves. First in a series of publications from the Quality of Health Care in America, a project initiated by the Institute of Medicine Now, for the first time, one element of the methods behind the magic that is the Walt Disney World Resort--quality service--is revealed. The book outlines proven Disney principles and processes for helping an organization focus its vision and align its people into a strategy that delivers on the promise of exceptional customer service.

As a new generation of activists demands an end to racism, *A Place to Land* reflects on Martin Luther King, Jr.'s "I Have a Dream" speech and the movement that it galvanized. Winner of the Orbis Pictus Award for Outstanding Nonfiction for Children Selected for the Texas Bluebonnet Master List Much has been written about Martin Luther King, Jr. and the 1963 March on Washington. But there's little on his legendary speech and how he came to write it. Martin Luther King, Jr. was once asked if the hardest part of preaching was knowing where to begin. No, he said. The hardest part is knowing where

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to end. "It's terrible to be circling up there without a place to land." Finding this place to land was what Martin Luther King, Jr. struggled with, alongside advisors and fellow speech writers, in the Willard Hotel the night before the March on Washington, where he gave his historic "I Have a Dream" speech. But those famous words were never intended to be heard on that day, not even written down for that day, not even once. Barry Wittenstein teams up with legendary illustrator Jerry Pinkney to tell the story of how, against all odds, Martin found his place to land. An ALA Notable Children's Book A Capitol Choices Noteworthy Title Nominated for an NAACP Image Award A Bank Street Best Book of the Year A Notable Social Studies Trade Book for Young People A Booklist Editors' Choice Named a Best Book of the Year by Publishers Weekly, Kirkus Reviews, and School Library Journal Selected for the CBC Champions of Change Showcase

The transition from President Donald J. Trump to President Joseph R. Biden Jr. stands as one of the most dangerous periods in American history. But as # 1 internationally bestselling author Bob Woodward and acclaimed reporter Robert Costa reveal for the first time, it was far more than just a domestic political crisis. Woodward and Costa interviewed more than 200 people at the center of the turmoil, resulting in more than 6,000 pages of transcripts—and a spellbinding and definitive portrait of a nation on the brink. This classic study of Washington takes readers deep inside the Trump White House, the Biden White House, the 2020 campaign, and the Pentagon and Congress, with vivid, eyewitness accounts of what really happened. Peril is supplemented throughout with never-before-seen material from secret orders, transcripts of

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confidential calls, diaries, emails, meeting notes and other personal and government records, making for an unparalleled history. It is also the first inside look at Biden's presidency as he faces the challenges of a lifetime: the continuing deadly pandemic and millions of Americans facing soul-crushing economic pain, all the while navigating a bitter and disabling partisan divide, a world rife with threats, and the hovering, dark shadow of the former president. "We have much to do in this winter of peril," Biden declared at his inauguration, an event marked by a nerve-wracking security alert and the threat of domestic terrorism. Peril is the extraordinary story of the end of one presidency and the beginning of another, and represents the culmination of Bob Woodward's news-making trilogy on the Trump presidency, along with Fear and Rage. And it is the beginning of a collaboration with fellow Washington Post reporter Robert Costa that will remind readers of Woodward's coverage, with Carl Bernstein, of President Richard M. Nixon's final days.

The self-development movement has left us all drowning, we're crushed by an information overload and we cry out for something that will actually create a measurable difference to our lives. We search long and hard to find guidance that will actually work to bring deeper meaning and joy into our lives. We search for confidence in a world that stole it from us. We search for a way to be ourselves in a world that is afraid of honesty. If you are truly motivated to take action, to make changes to the way you live in order to experience a deeper level of self-confidence, then look no further. #1 Bestseller The Legendary Life will give you something that the other resources out there fall woefully short on: practical guidance. If you're ready to break down your dream-life into small, manageable steps, and you are prepared to take those steps, then it's time to create YOUR Legendary Life.

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Shortlisted for the 2020 Goldsmiths Prize Based on the German composer's own correspondence, this inventive, counterfactual work of historical fiction imagines Beethoven traveling to America to write an oratorio based on the Book of Job. It is a matter of historical record that in 1823 the Handel and Haydn Society of Boston (active to this day) sought to commission Beethoven to write an oratorio. The premise of Paul Griffiths's ingenious novel is that Beethoven accepted the commission and traveled to the United States to oversee its first performance. Griffiths grants the composer a few extra years of life and, starting with his voyage across the Atlantic and entry into Boston Harbor, chronicles his adventures and misadventures in a new world in which, great man though he is, he finds himself a new man. Relying entirely on historically attested possibilities to develop the plot, Griffiths shows Beethoven learning a form of sign language, struggling to rein in the uncertain inspiration of Reverend Ballou (his designated librettist), and finding a kindred spirit in the widowed Mrs. Hill, all the while keeping his hosts guessing as to whether he will come through with his promised composition. (And just what, the reader also wonders, will this new piece by Beethoven turn out to be?) The book that emerges is an improvisation, as virtuosic as it is delicate, on a historical theme.

From award-winning author Paulina Bren comes the “captivating portrait” (The Wall Street Journal) of New York's most famous residential hotel—The Barbizon—and the remarkable women who lived there. Welcome to New York's legendary hotel for women. Liberated from home and hearth by World War I, politically enfranchised and ready to work, women arrived to take their place in the dazzling new skyscrapers of Manhattan. But they did not want to stay in uncomfortable boarding houses. They wanted what men already had—exclusive residential

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hotels with maid service, workout rooms, and private dining. Built in 1927, at the height of the Roaring Twenties, the Barbizon Hotel was designed as a luxurious safe haven for the “Modern Woman” hoping for a career in the arts. Over time, it became the place to stay for any ambitious young woman hoping for fame and fortune. Sylvia Plath fictionalized her time there in *The Bell Jar*, and, over the years, it’s almost 700 tiny rooms with matching floral curtains and bedspreads housed, among many others, Titanic survivor Molly Brown; actresses Grace Kelly, Liza Minnelli, Ali MacGraw, Jaclyn Smith; and writers Joan Didion, Gael Greene, Diane Johnson, Meg Wolitzer. *Mademoiselle* magazine boarded its summer interns there, as did Katharine Gibbs Secretarial School its students and the Ford Modeling Agency its young models. Before the hotel’s residents were household names, they were young women arriving at the Barbizon with a suitcase and a dream. Not everyone who passed through the Barbizon’s doors was destined for success—for some, it was a story of dashed hopes—but until 1981, when men were finally let in, the Barbizon offered its residents a room of their own and a life without family obligations. It gave women a chance to remake themselves however they pleased; it was the hotel that set them free. No place had existed like it before or has since. “Poignant and intriguing” (*The New Republic*), *The Barbizon* weaves together a tale that has, until now, never been told. It is both a vivid portrait of the lives of these young women looking for something more and a “brilliant many-layered social history of women’s ambition and a rapidly changing New York through the 20th century” (*The Guardian*).

No one is born a Legend — but anyone can become one. In *Legendary*, Tommy Breedlove provides a playbook of simple tools and strategies anyone can use to become truly *Legendary* in business and in life. Created from years of research, study, and practice in the areas of self-

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development, mindset mastery, relationship building, and business leadership, the Legendary playbook can help you: Achieve greater financial and business success Lead others with courage, conviction, and passion Become a master over your thoughts and well-being Take control of your time Find peace, balance, and fulfillment without compromising ambition or success Discover your life's purpose Build deep, loving, and trustworthy relationships And so much more! Regardless of the obstacles you face, mistakes you've made in the past, where you live, what your background is, or how much money you make, you have what it takes to become a Legend. The only question remaining is whether you will choose to step into your greater purpose to live a truly Legendary life. Will you step up and do what it takes to become Legendary?

This “extraordinary history” of the influential black newspaper is “deeply researched, elegantly written [and] a towering achievement” (Brent Staples, New York Times Book Review). In 1905, Robert S. Abbott started printing The Chicago Defender, a newspaper dedicated to condemning Jim Crow and encouraging African Americans living in the South to join the Great Migration. Smuggling hundreds of thousands of copies into the most isolated communities in the segregated South, Abbott gave voice to the voiceless, galvanized the electoral power of black America, and became one of the first black millionaires in the process. His successor wielded the newspaper's clout to elect mayors and presidents, including Harry S. Truman and John F. Kennedy, who would have lost in 1960 if not for The Defender's support. Drawing on dozens of interviews and extensive archival research, Ethan Michaeli constructs a revelatory narrative of journalism and race in America, bringing to life the reporters who braved lynch mobs and policemen's clubs to do their jobs, from the age of Teddy Roosevelt to the age of

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Barack Obama. “[This] epic, meticulously detailed account not only reminds its readers that newspapers matter, but so do black lives, past and present.” —USA Today

Examining key characteristics that make teachers extraordinary, this resource demonstrates how educators can motivate students and create positive classroom environments.

Instant New York Times bestseller One of Bustle’s Most Anticipated Books of Summer 2020

“The perfect riveting summer read!”—BookBub In 1935 three women are forever changed when one of the most powerful hurricanes in history barrels toward the Florida Keys. For the tourists traveling on Henry Flagler’s legendary Overseas Railroad, Labor Day weekend is an opportunity to forget the economic depression gripping the nation. But one person’s paradise can be another’s prison, and Key West-native Helen Berner yearns to escape. After the Cuban Revolution of 1933 leaves Mirta Perez’s family in a precarious position, she agrees to an arranged marriage with a notorious American. Following her wedding in Havana, Mirta arrives in the Keys on her honeymoon. While she can’t deny the growing attraction to her new husband, his illicit business interests may threaten not only her relationship, but her life.

Elizabeth Preston's trip to Key West is a chance to save her once-wealthy family from their troubles after the Wall Street crash. Her quest takes her to the camps occupied by veterans of the Great War and pairs her with an unlikely ally on a treacherous hunt of his own. Over the course of the holiday weekend, the women’s paths cross unexpectedly, and the danger swirling around them is matched only by the terrifying force of the deadly storm threatening the Keys.

In his first work of narrative nonfiction, Matthew Pearl, bestselling author of acclaimed novel *The Dante Club*, explores the little-known true story of the kidnapping of

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legendary pioneer Daniel Boone's daughter and the dramatic aftermath that rippled across the nation. On a quiet midsummer day in 1776, weeks after the signing of the Declaration of Independence, thirteen-year-old Jemima Boone and her friends Betsy and Fanny Callaway disappear near the Kentucky settlement of Boonesboro, the echoes of their faraway screams lingering on the air. A Cherokee-Shawnee raiding party has taken the girls as the latest salvo in the blood feud between American Indians and the colonial settlers who have decimated native lands and resources. Hanging Maw, the raiders' leader, recognizes one of the captives as Jemima Boone, daughter of Kentucky's most influential pioneers, and realizes she could be a valuable pawn in the battle to drive the colonists out of the contested Kentucky territory for good. With Daniel Boone and his posse in pursuit, Hanging Maw devises a plan that could ultimately bring greater peace both to the tribes and the colonists. But after the girls find clever ways to create a trail of clues, the raiding party is ambushed by Boone and the rescuers in a battle with reverberations that nobody could predict. As Matthew Pearl reveals, the exciting story of Jemima Boone's kidnapping vividly illuminates the early days of America's westward expansion, and the violent and tragic clashes across cultural lines that ensue. In this enthralling narrative in the tradition of Candice Millard and David Grann, Matthew Pearl unearths a forgotten and dramatic series of events from early in the Revolutionary War that opens a window into America's transition from colony to nation, with the heavy moral costs incurred amid shocking new alliances and

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betrayals.

The “fascinating” #1 international bestseller of a quest across centuries by two intrepid women to reunite the pieces of a powerful, ancient chess set (Los Angeles Times Book Review). A fabulous, bejeweled chess set that belonged to Charlemagne has been buried in a Pyrenees abbey for a thousand years. As the bloody French Revolution rages in Paris, the nuns dig it up and scatter its pieces across the globe because, when united, the set contains a secret power that could topple civilizations. To keep the set from falling into the wrong hands, two novices, Valentine and Mireille, embark on an adventure that begins in the streets of Paris and leads to Russia, Egypt, Corsica, and into the heart of the Algerian Sahara. Two hundred years later, while on assignment in Algeria, computer expert Catherine Velis finds herself drawn unwillingly into the deadly “Game” still swirling around the legendary chess set—a game that will require her to risk her life and match wits with diabolical forces. This ebook features an illustrated biography of Katherine Neville including rare images from her life and travels.

Holman-Moody: The Legendary Race Team is the second edition of the highly-detailed, illustrated book by well-known author Tom Cotter, who recounts the colourful story of two hard-working car guys who built one of the largest race teams in history.

Discover the secrets of world-class leadership! When it comes to refined service and exquisite hospitality, one name stands high above the rest: The Ritz-Carlton Hotel Company. With ceaseless attention to every luxurious detail, the company has set the

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bar for creating memorable customer experiences in world-class settings. Now, for the first time, the leadership secrets behind the company's extraordinary success are revealed. The New Gold Standard takes you on an exclusive tour behind the scenes of The Ritz-Carlton Hotel Company. Granted unprecedented access to the company's executives, staff, and its award-winning Leadership Center training facilities, bestselling author Joseph Michelli explored every level of leadership within the organization. He emerged with the key principles leaders at any company can use to provide a customer experience unlike any other, such as:

- Understanding the ever-evolving needs of customers
- Empowering employees by treating them with the utmost respect
- Anticipating customers' unexpressed needs and concerns
- Developing and conducting an unsurpassed training regimen
- Sharing engaging stories from the company's employees--from the corporate office and hotels around the globe--Michelli describes the innovative methods the company uses to create peerless guest experiences and explains how it constantly hones and improves them.

The New Gold Standard weaves practical how-to advice, proven leadership tools, and the wisdom of experts to help you create and embed superior customer-service principles, processes, and practices in your own organization.

Refire! Don't Retire asks readers the all-important question: as you look at the years ahead, what can you do to make them satisfying and meaningful? Ken Blanchard and Morton Shaevitz point out that some people see their later years as a time to endure

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rather than as an exciting opportunity. Both research and common sense confirm that people who embrace these years with energy and gusto—rather than withdrawing and waiting for things to happen—consistently make the rest of their lives the best of their lives. In the trademark Ken Blanchard style, the authors tell the compelling story of Larry and Janice Sparks, who discover how to see each day as an opportunity to enhance their relationships, stimulate their minds, revitalize their bodies, and grow spiritually. As they learn to be open to new experiences, Larry and Janice rekindle passion in every area of their lives. Readers will find humor, practical information, and profound wisdom in *Refire! Don't Retire*. Best of all, they will be inspired to make all the years ahead truly worth living.

Champions do extra. They sweep the sheds. They follow the spearhead. They keep a blue head. They are good ancestors. In *Legacy*, best-selling author James Kerr goes deep into the heart of the world's most successful sporting team, the legendary All Blacks of New Zealand, to reveal 15 powerful and practical lessons for leadership and business. *Legacy* is a unique, inspiring handbook for leaders in all fields, and asks: What are the secrets of success - sustained success? How do you achieve world-class standards, day after day, week after week, year after year? How do you handle pressure? How do you train to win at the highest level? What do you leave behind you after you're gone? What will be your legacy?

Building strong, responsive, teams is one of the key factors in putting your organisation

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ahead of its competitors. So why do many teams fail to deliver to their true potential? The answer is that even when the commitment and the will to succeed exist, hidden pitfalls lay in wait to foil the best intentions of managers and team leaders. This book will enable you to avoid tripping up and so produce teams able to take effective action before problems arise. *Legendary Away Days* is a complete and invaluable guide to planning and delivering team events suited to a wide range of circumstances including problem-solving, teambuilding, boosting morale and making decisions. Concise and practical, it covers choosing an appropriate event, organising and running the day, keeping control, using external experts and evaluating your event afterwards. Focused on best practice throughout, the book also provides help on ensuring your event is legally protected. If you want your teams to look back on their *Away Days* as legendary then this is the book you need.

In the tradition of *On Beauty*, *On Ugliness* and *The Infinity of Lists*, Umberto Eco presents an enthralling and erudite illustrated tour of the fabled places that have awed and eluded us through the ages. From the epic poems of Homer to contemporary science fiction, from the Holy Scriptures to modern mythology and fairy tale, literature and art are full of illusory places we have at some time believed are real, and onto which we have projected our dreams, ideals and fears. Umberto Eco leads us on an illuminating journey through these legendary lands - Atlantis, Thule and Hyperborea, the Earth's interior and the Land of Cockaigne - and explores utopias and dystopias

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where our imagination can confront concepts that are too incredible, or too challenging, for our limited real world. In *The Book of Legendary Lands* the author's text is accompanied by several hundred carefully assembled works of art and literature; the result is a beautifully illustrated volume with broad and enduring appeal.

Describes how many companies erroneously believe that customer loyalty is won by dazzling them, but that research and surveys show that loyalty is based on delivering on basic promises and offers insights for companies to use to improve brand loyalty.

A beloved classic that captures the powerful bond between man and man's best friend. Billy has long dreamt of owning not one, but two, dogs. So when he's finally able to save up enough money for two pups to call his own—Old Dan and Little Ann—he's ecstatic. It doesn't matter that times are tough; together they'll roam the hills of the Ozarks. Soon Billy and his hounds become the finest hunting team in the valley. Stories of their great achievements spread throughout the region, and the combination of Old Dan's brawn, Little Ann's brains, and Billy's sheer will seems unbeatable. But tragedy awaits these determined hunters—now friends—and Billy learns that hope can grow out of despair, and that the seeds of the future can come from the scars of the past. Praise for *Where the Red Fern Grows* A Top 100 Children's Novel, *School Library Journal's* A Fuse #8

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Production A Must-Read for Kids 9 to 14, NPR Winner of Multiple State Awards Over 7 million copies in print! “Very touching.” —The New York Times Book Review “One of the great classics of children’s literature . . . Any child who doesn’t get to read this beloved and powerfully emotional book has missed out on an important piece of childhood for the last 40-plus years.” —Common Sense Media “An exciting tale of love and adventure you’ll never forget.” —School Library Journal “A book of unadorned naturalness.” —Kirkus Reviews “Written with so much feeling and sentiment that adults as well as children are drawn [in] with a passion.” —Arizona Daily Star “It’s a story about a young boy and his two hunting dogs and . . . I can’t even go on without getting a little misty.” —The Huffington Post “We tear up just thinking about it.” —Time on the film adaptation

A major biography of the greatest men's tennis player of the modern era. There have been other biographies of Roger Federer, but never one with this kind of access to the man himself, his support team, and the most prominent figures in the game, including such rivals as Rafael Nadal, Novak Djokovic, and Andy Roddick. In *The Master*, New York Times correspondent Christopher Clarey sits down with Federer and those closest to him to tell the story of the greatest player in men's tennis. Roger Federer has often made it look astonishingly easy through the decades: carving backhands, gliding to forehands, leaping for overheads and,

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in his most gravity-defying act, remaining high on a pedestal in a world of sports rightfully flooded with cynicism. But his path from temperamental, bleach-blond teenager with dubious style sense to one of the greatest, most self-possessed and elegant of competitors has been a long-running act of will, not destiny. He not only had a great gift. He had grit. Christopher Clarey, one of the top international sportswriters working today, has covered Federer since the beginning of his professional career. He was in Paris on the Suzanne Lenglen Court for Federer's first Grand Slam match and has interviewed him exclusively more than any other journalist since his rise to prominence. Here, Clarey focuses on the pivotal people, places, and moments in Federer's long and rich career: reporting from South Africa, South America, the Middle East, four Grand Slam tournaments, and Federer's native Switzerland. It has been a journey like no other player's, rife with victories and a few crushing defeats, one that has redefined enduring excellence and made Federer a sentimental favorite worldwide. The Master tells the story of Federer's life and career on both an intimate and grand scale, in a way no one else could possibly do.

Deadly distractions -- Totally under control -- Seeking revenge -- The P-word --
Rebelling against the experts -- Refusing to mask up -- Bunkers, blasts, and
bibles -- Staring down the dragon -- A sea of empty seats -- The skunks at the

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picnic -- Fear and fantasy -- Self-sabotage -- Stand back and stand by -- Nobody's immune -- Somebody's crazy uncle -- The reckoning -- The big lie -- Strange rangers -- Cries of injustice -- Hitting a dead end -- The insurrection -- Landing the bad boy -- Epilogue.

A compelling testament to a woman's most essential freedom--control over her own body--and to the power of women helping women. Updated with a new preface. An extraordinary history by one of its members, this is the first account of Jane's evolution, the conflicts within the group, and the impact its work had both on the women it helped and the members themselves.

Satoru Iwata was the global president and CEO of Nintendo and a gifted programmer who played a key role in the creation of many of the world's best-known games. He led the production of innovative platforms such as the Nintendo DS and the Wii, and laid the groundwork for the development of the wildly successful Pokémon Go game and the Nintendo Switch. Known for his analytical and imaginative mind, but even more for his humility and people-first approach to leadership, Satoru Iwata was beloved by game fans and developers worldwide. In this motivational collection, Satoru Iwata addresses diverse subjects such as locating bottlenecks, how success breeds resistance to change, and why programmers should never say no. Drawn from the "Iwata Asks" series

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of interviews with key contributors to Nintendo games and hardware, and featuring conversations with renowned Mario franchise creator Shigeru Miyamoto and creator of EarthBound Shigesato Itoi, Ask Iwata offers game fans and business leaders an insight into the leadership, development, and design philosophies of one of the most beloved figures in gaming history. -- VIZ Media

The New York Times #1 bestselling book by Pastor Rick Warren that helps you understand and live out the purpose of your life. Before you were born, God already planned your life. God longs for you to discover the life he uniquely created you to live--here on earth, and forever in eternity. Let The Purpose Driven Life show you how. As one of the bestselling nonfiction books in history, with more than 35 million copies sold, The Purpose Driven Life is far more than just a book; it's the road map for your spiritual journey. A journey that will transform your life. Designed to be read in 42 days, each chapter provides a daily meditation and practical steps to help you discover and live out your purpose, starting with exploring three of life's most pressing questions: The Question of Existence: Why am I alive? The Question of Significance: Does my life matter? The Question of Purpose: What on earth am I here for? The book also includes links to 3-minute video introductions and a 30- to 40-minute audio Bible study message for each chapter. Plus questions for further study and additional

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resources. The Purpose Driven Life is available in audiobook, ebook, softcover, and hardcover editions. Also available: The Purpose Driven Life video study and study guide, journal, devotional, book for kids, book for churches, Spanish edition, Large Print edition, and more.

The Master Key System by Charles F. Haanel has changed the lives of millions of people. The Master Key Workbook will continue that proud practice. You have always dreamed about living a successful and rewarding life, both financially and emotionally. The Master Key Workbook will help you make all of your dreams come true and set you on the road to riches and self-mastery. Based on the timeless classic The Master Key System, this book combines motivational exercises that build your "thought muscles" with written worksheets to define and prepare you to attain your goals. Once you define your goals and are given the power to attain them, then you can accomplish anything! Some of the things you will learn from this book are... You will gain a complete understanding of the operation of the Universe and how your dreams can become reality. You will learn how to "train your brain" properly and efficiently, thus removing doubt and fear from your life. Putting your plans into action will be easier and results will come quicker than ever before. Goal-setting and goal-attainment will be a snap. You will magnetize yourself to opportunity and success. Your problems will seem to

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dissolve and your life will have fewer "speed bumps". Your life will be fuller, richer, and more purposeful. Based on the tried and true knowledge and wisdom of Charles F. Haanel, written in an easy and approachable manner, and including many exercises that will both entertain and enlighten, *The Master Key Workbook* will set every man and woman on the path to a prosperous and meaningful life. Prepare yourself to attain all of your dreams!

Offers an organizational design model for service organizations, covering such topics as funding mechanisms, employee management systems, and customer management systems. Colleen Barrett began her career as an executive secretary, yet Southwest Airlines' founder chose her to succeed him as president. When asked why, he said, "Because she knows how to love people to success." --

#1 New York Times Bestseller Legendary venture capitalist John Doerr reveals how the goal-setting system of Objectives and Key Results (OKRs) has helped tech giants from Intel to Google achieve explosive growth—and how it can help any organization thrive. In the fall of 1999, John Doerr met with the founders of a start-up whom he'd just given \$12.5 million, the biggest investment of his career. Larry Page and Sergey Brin had amazing technology, entrepreneurial energy, and sky-high ambitions, but no real business plan. For Google to change the world (or even to survive), Page and Brin had to learn how to make tough choices on priorities while keeping their team on track. They'd have to know when to pull the plug on losing propositions, to fail fast. And they needed timely, relevant data to track their progress—to measure what mattered. Doerr taught them about a proven approach to operating excellence:

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Objectives and Key Results. He had first discovered OKRs in the 1970s as an engineer at Intel, where the legendary Andy Grove ("the greatest manager of his or any era") drove the best-run company Doerr had ever seen. Later, as a venture capitalist, Doerr shared Grove's brainchild with more than fifty companies. Wherever the process was faithfully practiced, it worked. In this goal-setting system, objectives define what we seek to achieve; key results are how those top-priority goals will be attained with specific, measurable actions within a set time frame. Everyone's goals, from entry level to CEO, are transparent to the entire organization. The benefits are profound. OKRs surface an organization's most important work. They focus effort and foster coordination. They keep employees on track. They link objectives across silos to unify and strengthen the entire company. Along the way, OKRs enhance workplace satisfaction and boost retention. In *Measure What Matters*, Doerr shares a broad range of first-person, behind-the-scenes case studies, with narrators including Bono and Bill Gates, to demonstrate the focus, agility, and explosive growth that OKRs have spurred at so many great organizations. This book will help a new generation of leaders capture the same magic. 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

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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.

The instant #1 New York Times bestseller! Stephanie Garber’s limitless imagination takes flight once more in the colorful, mesmerizing, and immersive sequel to the bestselling breakout debut *Caraval*... A heart to protect. A debt to repay. A game to win. After being swept up in the magical world of *Caraval*, Donatella Dragna has finally escaped her father and saved her sister Scarlett from a disastrous arranged marriage. The girls should be celebrating, but Tella isn’t yet free. She made a desperate bargain with a mysterious criminal, and what Tella owes him no one has ever been able to deliver: *Caraval* Master Legend’s true name. The only chance of uncovering Legend’s identity is to win *Caraval*, so Tella throws herself into the legendary competition once more—and into the path of the murderous heir to the throne, a doomed love story, and a web of secrets...including her sister’s. *Caraval* has always demanded bravery, cunning, and sacrifice. But now the game is asking for more. If Tella can’t fulfill her bargain and deliver Legend’s name, she’ll lose everything she cares about—maybe even her life. But if she wins, Legend and *Caraval* will be destroyed forever. Welcome, welcome to *Caraval*...the

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games have only just begun.

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Award-winning, internationally-published and best-selling author Kolie Crutcher, provides never-before granted access to the unfiltered success principles of America's most infamous cocaine kingpin--Freeway Ricky Ross. In *Ridin' With Rick: The 21 Keys of Success*, Crutcher (also an electrical engineer) masterfully breaks down the 21 success principles he personally witnessed the former kingpin use, as they rode around L.A. to conduct business with Hollywood's elite executives, sports figures and celebrities. After Ross' release from federal prison, Crutcher spent six months ridin' with, studying and documenting the practices of the ex-drug lord--who often made \$2-3 million daily from the sale of crack cocaine in the 1980s. *The 21 Keys* uniquely reveals how the same principles that made millions of dollars in illegal cocaine money can be used to make millions of dollars legally in Hollywood and legitimate business! By way of chapters (keys) such as "Don't Front What You Can't Lose", "Make Your Name Carry Weight" and "Cocaine Love", Crutcher takes you along for the ride with Freeway Rick--as no one else can. So whether you are a street hustler on the corner, or a "legit" businessperson in the corner office, the 21 Keys work universally for all striving to overcome life's adversities and live the life you want. After *Ridin' With Rick*, you will understand how to turn failure into fame, poverty into plenty, and setbacks into success!

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