

Onward Howard Schultz

"You're going to sell what? Empty Boxes?" Back in 1978, Kip Tindell (Chairman & CEO of The Container Store) and his partners had the vision that people were eager to find solutions to save both space and time - and they were definitely onto something. A new category of the retailing industry was born - storage and organization. Today, with stores nationwide and with more than 5,000 loyal employees, the company couldn't be stronger. Over the years, The Container Store has been lauded for its commitment to its employees and focus on its original concept and inventory mix as the formula for its success. But for Tindell, the goal never has been growth for growth's sake. Rather, it is to adhere to the company's values-based business philosophies, which center on an employee-first culture, superior customer service and strict merchandising. The Container Store has been named on Fortune magazine's "100 Best Companies To Work For" list for 15 consecutive years. Even better, The Container Store has millions of loyal customers. In *Uncontainable*, Tindell reveals his approach for building a business where everyone associated with it thrives through embodying the tenets of Conscious Capitalism. Tindell's seven Foundation Principles are the roadmap that drives everyone at The Container Store to achieve the goals of the company. *Uncontainable* shows how other businesses can adapt this approach toward what Tindell calls the most profitable, sustainable and fun way of doing business. Tindell is that rare CEO who fully embraces the "Golden Rule" of business - where all stakeholders - employees, customers, vendors, shareholder, the community - are successful through a harmonic balance of win-wins.

Amazon's business model is deceptively simple: Make online shopping so easy and convenient that customers won't think twice. It can almost be summed up by the button on every page: "Buy now with one click." Why has Amazon been so successful? Much of it has to do with Jeff Bezos, the CEO and founder, whose unique combination of character traits and business strategy have driven Amazon to the top of the online retail world. Richard Brandt charts Bezos's rise from computer nerd to world-changing entrepreneur. His success can be credited to his forward-looking insights and ruthless business sense. Brandt explains: Why Bezos decided to allow negative product reviews, correctly guessing that the earned trust would outweigh possible lost sales. Why Amazon zealously guards some patents yet freely shares others. Why Bezos called becoming profitable the "dumbest" thing they could do in 1997. How Amazon.com became one of the only dotcoms to survive the bust of the early 2000s. Where the company is headed next. Through interviews with Amazon employees, competitors, and observers, Brandt has deciphered how Bezos makes decisions. The story of Amazon's ongoing evolution is a case study in how to reinvent an entire industry, and one that anyone in business today ignores at their peril.

In 2008, Howard Schultz, the president and chairman of Starbucks, made the unprecedented decision to return as the CEO eight years after he stepped down from daily oversight of the company and became chairman. Concerned that Starbucks had lost its way, Schultz was determined to help it return to its core values and restore not only its financial health, but also its soul. In *Onward*, he shares the remarkable story of his return and the company's ongoing transformation under his leadership, revealing how, during one of the most tumultuous economic times in history, Starbucks again achieved profitability and sustainability without sacrificing humanity. Offering readers a snapshot of a moment in history that left no company unscathed, the book zooms in to show, in riveting detail, how one company struggled and recreated itself in the midst of it all. The fast paced narrative is driven by day-to-day tension as conflicts arise and lets readers into Schultz's psyche as he comes to terms with his limitations and evolving leadership style. *Onward* is a compelling, candid narrative documenting the maturing of a brand as well as a businessman. *Onward* represents Schultz's central leadership philosophy: It's not just about winning, but the right way to win. Ultimately, he gives readers what he strives to deliver every day - a sense of hope that, no matter how tough times get, the future can be just as or more successful than the past, whatever one defines success to be. "Through the lens of his personal leadership journey, with all of its dizzying ups and agonizing downs, Howard Schultz has written, with aching honesty and passion, the single most important book on leadership and change for our time and for every generation of leaders. This book is not just recommended reading, it's required." Warren Bennis, Distinguished Professor of Business, University of Southern California, and author of the recently published *Still Surprised: A Memoir of a Life in Leadership* "[This] sequel to the founding of Starbucks is grittier, more gripping, and dramatic, and [Schultz's] voice is winning and authentic. This is a must-read for anyone interested in leadership, management, or the quest to connect a brand with the consumer." Publishers Weekly

Onward: How Starbucks Fought for Its Life without Losing Its Soul Rodale Books

From bestselling historian H. W. Brands, a sweeping chronicle of how a few wealthy businessmen reshaped America from a land of small farmers and small businessmen into an industrial giant.

_____ *A road-map for a kinder, fairer capitalism that is fit for the 21st century* Financial Times Book of the Month 'The founder of Richer Sounds is one of the finest entrepreneurs we have.' Archie Norman, chairman of Marks & Spencer _____ Capitalism has lost its way. Every week brings fresh news stories about businesses exploiting their staff, avoiding their taxes, and ripping off their customers. Every week, public anger at the system grows. Now, one of Britain's foremost entrepreneurs intervenes to make the case for putting business back firmly in the service of society, and setting out on a new path to a kinder, fairer form of capitalism. Drawing on four decades of hands-on management experience, the founder of Richer Sounds argues that ethically run businesses are invariably more efficient, more motivated and more innovative than those that care only about the bottom line. He uncovers the simple tools that the best leaders use to make their businesses fair, revealing how others can follow suit. And he also delves into the big questions that modern capitalism has to answer if it is to survive and to thrive.

A page-turning narrative about Marissa Mayer's efforts to remake Yahoo as well as her own rise from Stanford University undergrad to CEO of a \$30 billion corporation by the age of 38. When Yahoo hired star Google executive Mayer to be its CEO in 2012 employees rejoiced. They put posters on the walls throughout Yahoo's California headquarters. On them there was Mayer's face and one word: HOPE. But one year later, Mayer sat in front of those same employees in a huge cafeteria on Yahoo's campus and took the beating of her life. Her hair wet and her tone defensive, Mayer read and answered a series of employee-posed questions challenging the basic elements of her plan. There was anger in the room and, behind it, a question: Was Mayer

actually going to be able to do this thing? **MARISSA MAYER AND THE FIGHT TO SAVE YAHOO!** is the inside story of how Yahoo got into such awful shape in the first place, Marissa Mayer's controversial rise at Google, and her desperate fight to save an Internet icon. In August 2011 hedge fund billionaire Daniel Loeb took a long look at Yahoo and decided to go to war with its management and board of directors. Loeb then bought a 5% stake and began a shareholder activist campaign that would cost the jobs of three CEOs before he finally settled on Google's golden girl Mayer to unlock the value lurking in the company. As Mayer began to remake Yahoo from a content company to a tech company, an internal civil war erupted. In author Nicholas Carlson's capable hands, this riveting book captures Mayer's rise and Yahoo's missteps as a dramatic illustration of what it takes to grab the brass ring in Silicon Valley. And it reveals whether it is possible for a big lumbering tech company to stay relevant in today's rapidly changing business landscape.

In this #1 New York Times bestseller, the CEO of Starbucks recounts the story and leadership lessons behind the global coffee company's comeback and continued success. In 2008, Howard Schultz decided to return as the CEO of Starbucks to help restore its financial health and bring the company back to its core values. In *Onward*, he shares this remarkable story, revealing how, during one of the most tumultuous economic periods in American history, Starbucks again achieved profitability and sustainability without sacrificing humanity. Offering you a snapshot of the recession that left no company unscathed, the book shows in riveting detail how one company struggled and recreated itself in the midst of it all. In addition, you'll get an inside look into Schultz's central leadership philosophy: It's not about winning, it's about the right way to win. *Onward* is a compelling, candid narrative documenting the maturing of a brand as well as a businessman. Ultimately, Schultz gives you a sense of hope that, no matter how tough times get, the future can be more successful than the past.

In *Pour Your Heart Into It*, former CEO and now chairman emeritus Howard Schultz illustrates the principles that have shaped the Starbucks phenomenon, sharing the wisdom he has gained from his quest to make great coffee part of the American experience. The success of Starbucks Coffee Company is one of the most amazing business stories in decades. What started as a single store on Seattle's waterfront has grown into the largest coffee chain on the planet. Just as remarkable as this incredible growth is the fact that Starbucks has managed to maintain its renowned commitment to product excellence and employee satisfaction. Marketers, managers, and aspiring entrepreneurs will discover how to turn passion into profit in this definitive chronicle of the company that "has changed everything... from our tastes to our language to the face of Main Street" (*Fortune*). "He either enchants or antagonizes everyone he meets. But even his enemies agree there are three things Ray Kroc does damned well: sell hamburgers, make money, and tell stories." --from *Grinding It Out* Few entrepreneurs can claim to have radically changed the way we live, and Ray Kroc is one of them. His revolutions in food-service automation, franchising, shared national training, and advertising have earned him a place beside the men and women who have founded not only businesses, but entire empires. But even more interesting than Ray Kroc the business man is Ray Kroc the man. Not your typical self-made tycoon, Kroc was fifty-two years old when he opened his first franchise. In *Grinding It Out*, you'll meet the man behind McDonald's, one of the largest fast-food corporations in the world with over 32,000 stores around the globe. Irrepressible enthusiast, intuitive people person, and born storyteller, Kroc will fascinate and inspire you on every page.

Shares the stories of men and women, including filmmakers and CEOs, who have set their own paths toward the careers of their dreams.

Porchlight's Best Leadership & Strategy Book of The Year An inspiring memoir from the CEO of DICK'S Sporting Goods that is "not only entertaining but will be of great value to any entrepreneur" (Phil Knight, New York Times bestselling author of *Shoe Dog*), this book shows how a trailblazing business was created by giving back to the community and by taking principled, and sometimes controversial, stands—including against the type of weapons that are too often used in mass shootings and other tragedies. It's *How We Play the Game* tells the story of a complicated founder and an ambitious son—one who transformed a business by making it about more than business, conceiving it as a force for good in the communities it serves. In 1948, Ed Stack's father started Dick's Bait and Tackle in Binghamton, New York. Ed Stack bought the business from his father in 1984, and grew it into the largest sporting goods retailer in the country, with 800 locations and close to \$9 billion in sales. The transformation Ed wrought wasn't easy: economic headwinds nearly toppled the chain twice. But DICK'S support for embattled youth sports programs earned the stores surprising loyalty, and the company won even more attention when, in the wake of yet another school shooting—at Marjory Stoneman Douglas High School in Parkland, Florida—it chose to become the first major retailer to pull all semi-automatic weapons from its shelves, raise the age of gun purchase to twenty-one, and, most strikingly, destroy the assault-style-type rifles then in its inventory. With vital lessons for anyone running a business and eye-opening reflections about what a company owes the people it serves, *It's How We Play the Game* is "a compelling narrative... In a genre that can frequently be staid, Mr. Stack's corporate biography is deeply personal... [Features] surprising openness [and] interesting and humorous anecdotes" (*Pittsburgh Post-Gazette*).

The Los Angeles Times and USA Today bestseller! Wise, practical, and profitable letters to entrepreneurs, leaders, managers, and business owners in every field—from a leading executive, investor, and business founder More than 600,000 new businesses are launched each year. How can a start-up find the funding it needs to survive? When, if at all, should a company go public? How does an entrepreneur build and manage a workplace—and create a lasting legacy? Maynard Webb has helped found, fund, and grow dozens of successful companies, and has driven strategic change at Salesforce, eBay, Everwise, and Visa, among other worldwide corporations. Known for offering savvy insight, encouragement, and a dose of reality in the form of engaging personal letters to a select group of business leaders, Webb now shares his lessons with the rest of America's aspiring entrepreneurs—at any age and stage in their careers—in *Dear Founder*. Featuring more than eighty inspiring, informative, and instructive letters, *Dear Founder* is rich with sound advice on an array of business topics, from turning your idea into a reality to building a culture, to reaching key financial goals. This book is an indispensable guide to navigating the realities, risks, and rewards of being your own boss—and founding the company of your dreams.

An intimate look at the founding father of the modern leadership movement Warren Bennis is an acclaimed American scholar, successful organizational consultant and author, and an expert in the field of leadership. His much awaited memoir is filled with insights about the successes and failures from his long and storied life and career. Bennis' life and career have traversed eight decades of first-hand experience with tumultuous episodes of recent history—from Jewish child in a gentile town in the 30's, a young army recruit in the Battle of the Bulge to a college student in the one of the first progressive precursors to the civil rights movement to a patient undergoing daily psychoanalysis for five years, and later a university provost during the Vietnam protests. Reveals the triumphs and struggles of the man who is considered the pioneer in the contemporary field of leadership studies Bennis is the author of 27 books including the bestseller *On Becoming a Leader* This is first book to examine the extraordinary life of Warren Bennis by the man himself. The "how-not-to" leadership book *There is a paradox in leadership: we can only succeed by knowing failure*. Every accomplished leader knows there are minefields of failures that need to be navigated in order to succeed. Wouldn't it be great to have the insights to help you prevent from making avoidable mistakes? Unfortunately, in business talking about mistakes can be taboo, and, at a certain level, learning from failure is not an option. Weinzimmer and McConoughey speak frankly about the things that are difficult to talk about – the unvarnished truths necessary to become a successful leader. Based on a groundbreaking 7-year study of what almost 1000 managers across 21 industries really think about lessons from failures Includes exclusive interview material from CEOs at a wide range of organizations, including major firms such as Caterpillar, Priceline.com, and Allstate; startups; and entrepreneurial small businesses Drills down into failure to uncover the strategies that aspiring leaders need in order to avoid the most damning leadership mistakes: unbalanced orchestration, drama management, and reckless vanity Learning from the mistakes of others is a necessary part of the journey of effective leadership, and this book offers an indispensable guide to learning these powerful lessons—without paying the price of failure.

Poor and destitute, he grew up in Brooklyn, New York in the 1960s. His father sustained an injury at work and was laid off without health insurance. Getting by during his darkest days, he managed to get a basketball scholarship to Northern Michigan University. Driven to perform and harboring a talent for showmanship, he moved to Seattle and began selling coffee beans for Starbucks Coffee. It was not long after that he bought the company and the rest is history. This is the story of Howard Schultz. He transformed an entire industry. After his trip to Italy, he had a revelation, and following his vision made Starbucks part of the American culture where people went to do more than just have coffee. Now, people go there to meet friends, read a book in an ambient environment, get work done, or just relax. But behind the glitz and glamour, there is a lot of blood, sweat, and tears. At one point, Howard Schultz had to sell his blood just to pay his university fees. Come meet the man who defied the odds and even went against the advice of "experts" to create an enviable coffee brand that we love and admire Here's a preview of what you'll discover in this book: Howard Schultz's early childhood, family life, and education From Brooklyn to Seattle, and experiencing a moment of epiphany His trip to Italy as formative to develop his business vision Leading with passion and the opportunity to buy the company Pioneering the development of a company as a corporate citizen Entering the unknown and expanding overseas Starbucks Coffee and the continuation of the modern-day zeitgeist Going strong and the next chapter in Schultz's life And much more! Howard Schultz not only changed people's perception of thinking about coffee, but he also changed life for his employees for the better. Starbucks participates in ethical trade and does not exploit coffee growers and could be seen serving coffee to customers when he was CEO of the company. From developing coffee-ordering lingo to creating refreshing flavors to unifying the coffee experience, Schultz has created a unique and enduring legacy built on the foundation of love and respect for each other. This one-of-a-kind book will help you better understand the man behind the business and the cultural revolution that it spawned. So, scroll up and click the "Buy now with 1-click" button and find out more!

A magical all-new story based on Disney and Pixar's film, *Onward!* Sadalia Brushthorn is an ordinary teenage elf. She goes to school, hangs out with her friends, and dreams of becoming a journalist. But the problem is, nothing exciting ever seems to happen in her town of New Mushroomton. Sadalia wonders if she'll ever get the chance to write a true investigative story. Then one day something mysterious, monumental, and shockingly magical erupts at her high school, sending everything into chaos. And the whole event centers on two elf brothers, Ian and Barley Lightfoot. Sadalia thinks this is her chance to finally write a real story. But there are so many questions: What caused this event? How are Ian and Barley involved? And why were they searching for a magical object known as the Phoenix Gem? It's up to Sadalia to set out on her own investigation, to follow the Lightfoot brothers' epic quest and discover the truth about the events that transformed her town and her entire world.

When Hank Gilman started his career, he aspired to be a great journalist. But just a few years later, he became an editor and suddenly found himself in charge of a slew of difficult reporters—without a clue how to manage them. Plenty of managers start out this way, never asking, expecting, or training to be responsible for others. These accidental bosses often find that learning to manage is like learning to swim by being dropped into the deep end of the pool. Now the deputy managing editor at *Fortune*, Gilman learned the hard way about what makes a good boss. He shares his insights from the good, bad, ugly, entertaining, and sometimes just plain bizarre stories from more than two decades in the management trenches.

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. Crowleys profound insight draws upon recent medical science discoveries which prove its the heart, and not the mind, that drives human motivation and achievement. Theres nothing soft about Lead From The Heart. It represents the future of workplace management and a roadmap to driving uncommon engagement, productivity and profitability.

Success in 50 Steps has been 10 years in the making, with the author researching and compiling over 500 book summaries into video, audio and written format on his website Bestbookbits.com. The book takes the reader through the steps of taking their dreams out of their head and making them a reality. Walking the reader through the steps to success such as dreams, passions, desire, purpose, goals, planning, time, knowledge, ideas, thinking, beliefs, attitude, action, work, habits, happiness, growth, failure, fear, courage, motivation, persistence, discipline, results and success. With the pathway to success outlined in 50 easy steps, anyone can put into practice the wisdom to take their personal dreams and goals out of their head into reality. Featuring a treasure trove of quotations from the legends of personal development such as Tony Robbins, Jim Rohn, Napoleon Hill, Les Brown, Zig Ziglar, Wayne Dyer, Brian Tracy, Earl Nightingale, Dale Carnegie, Norman Vincent Peale, Og Mandino and Bob Proctor to name a few, let this book inspire you to become the best version of yourself.

WAKE UP AND SMELL THE SUCCESS! You already know the Starbucks story. Since 1992, its stock has risen a staggering 5,000 percent! The genius of Starbucks success lies in its ability to create personalized customer experiences, stimulate business growth, generate profits, energize employees, and secure customer loyalty-all at the same time. The Starbucks Experience contains a robust blend of home-brewed ingenuity and people-driven philosophies that have made Starbucks one of the world's "most admired" companies, according to Fortune magazine. With unique access to Starbucks personnel and resources, Joseph Michelli discovered that the success of Starbucks is driven by the people who work there-the "partners"-and the special experience they create for each customer. Michelli reveals how you can follow the Starbucks way to Reach out to entire communities Listen to individual workers and consumers Seize growth opportunities in every market Custom-design a truly satisfying experience that benefits everyone involved Filled with real-life insider stories, eye-opening anecdotes, and solid step-by-step strategies, this fascinating book takes you deep inside one of the most talked-about companies in the world today. For anyone who wants to learn from the best-and be the best-The Starbucks Experience is a rich, heady brew of unforgettable user-friendly ideas.

After graduating, Schultz worked as a salesman for Xerox Corporation and was quickly promoted to a full sales representative. In 1979 he became a general manager for Swedish drip coffee maker manufacturer, Hammarplast, where he became responsible for their U.S. operations with a staff of twenty. In 1981, Schultz visited a client of Hammarplast, a fledgling coffee-bean shop called Starbucks Coffee Company in Seattle, curious as to why it ordered so many plastic cone filters. He was impressed with the company's knowledge of coffee and kept in contact over the next year, expressing interest in working with them. A year later, he joined Starbucks as the Director of Marketing. On a buying trip to Milan, Italy, for Starbucks, Schultz noted that coffee bars existed on practically every street. He learned that they not only served excellent espresso, they also served as meeting places or public squares; the 200,000 cafés in the country were an important element of Italian culture and society. On his return, he tried to persuade the owners (including Jerry Baldwin) to offer traditional espresso beverages in addition to the whole bean coffee, leaf teas and spices they had long offered. After a successful pilot of the cafe concept, the owners refused to roll it out company-wide, saying they did not want to get into the restaurant business. Frustrated, Schultz decided to leave Starbucks in 1985. He needed \$400,000 to open the first store and start the business. He simply did not have the money and his wife was pregnant with their first baby. Jerry Baldwin and Gordon Bowker offered to help. Schultz also received \$100,000 from a doctor who was impressed by Schultz's energy to "take a gamble." By 1986, he raised all the money he needed to open the first store, "Il Giornale," named after the Milanese newspaper of the same name. The store offered ice cream in addition to coffee, had little seating, and played opera music in the background to portray an Italian experience. Two years later, the original Starbucks management decided to focus on Peet's Coffee & Tea and sold its Starbucks retail unit to Schultz and Il Giornale for US\$3.8 million. Schultz renamed Il Giornale with the Starbucks name, and aggressively expanded its reach across the United States. Schultz's keen insight in real estate and his hard-line focus on growth drove him to expand the company rapidly. Schultz did not believe in franchising, and made a point of having Starbucks retain ownership of every domestic outlet.

During his many years as a senior executive at Starbucks, Howard Behar helped establish the Starbucks culture, which stresses people over profits. He coached hundreds of leaders at every level and helped the company grow into a world-renowned brand. Now he reveals the ten principles that guided his leadership-and not one of them is about coffee. Behar shows that if you think of your staff as people (not labor costs) they will achieve amazing results. He discusses the importance of building trust, telling hard truths, thinking independently, and more. And he shares inside stories of key turning points for Starbucks, as it fought to hang on to its culture while growing exponentially.

Arguably, the Human Resources (HR) function is the key partner in embedding Corporate Social Responsibility (CSR) and Sustainability initiatives in any organisation, as this can be achieved only when a company educates, engages and empowers its entire workforce. This book goes even further and proposes that the HR function has a responsibility to be proactive in leading the way in establishing a company-wide CSR-enabled culture. And, yet, this is not happening. HR managers are preoccupied with their traditional roles of organizational development, recruitment, training and compensation, and are failing to see the opportunities that CSR brings for them as professionals and for

their organizations. CSR for HR has been designed to change the game. It provides HR managers with a thorough understanding of the drivers and principles of CSR and a practical step-by-step guide to the way CSR interfaces with every HR function. Recruitment, compensation, training, employee communications, employee well-being, health & safety, employee rights, involvement in the community, and employee impacts on the environment are all discussed from the CSR–HR standpoint, with many clear examples showing how HR can leverage CSR strategies to deliver greater benefit for the business, for employees, for society, for the environment and, ultimately, for HR professionals themselves. The HR function plays a critical role in embedding a values-based, strategic CSR mindset and establishing an organizational culture that meets the needs of today's stakeholders. HR professionals who understand this and adapt accordingly will reap the benefits. The book explains why, how and what to do next, offering detailed advice, tools, a roadmap to get started and hundreds of tips from companies around the world, including original content from HR managers of large corporations. Written from the standpoint of an HR professional waking up to the strategic possibilities of incorporating CSR in her day-to-day role, the book has an easy and engaging style, ideal for the busy managerial reader. CSR for HR is both a wake-up call and a toolkit and will be essential reading for practitioners in both HR and CSR, as well as being a sought-after teaching resource for both executives and students.

STARBUCKED will be the first book to explore the incredible rise of the Starbucks Corporation and the caffeine-crazy culture that fueled its success. Part Fast Food Nation, part Bobos in Paradise, STARBUCKED combines investigative heft with witty cultural observation in telling the story of how the coffeehouse movement changed our everyday lives, from our evolving neighborhoods and workplaces to the ways we shop, socialize, and self-medicate. In STARBUCKED, Taylor Clark provides an objective, meticulously reported look at the volatile issues like gentrification and fair trade that distress activists and coffee zealots alike. Through a cast of characters that includes coffee-wild hippies, business sharks, slackers, Hollywood trendsetters and more, STARBUCKED explores how America transformed into a nation of coffee gourmets in only a few years, how Starbucks manipulates psyches and social habits to snare loyal customers, and why many of the things we think we know about the coffee commodity chain are false.

Fully revised and updated since its first publication in 2011 to encompass further appalling instances of wilful blindness: Grenfell Tower, Carillion, Harvey Weinstein, Windrush and many more 'Entertaining and compellingly argued' Sunday Times 'A tour de force of brilliant insights' Philip Zimbardo 'A polemic against the dangers of docility and "groupthink" in every walk of life' Books of the Year, Financial Times 'Writing in clear, flowing prose, Heffernan draws on psychological and neurological studies and interviews with executives, whistleblowers and white-collar criminals' New York Times 'An engaging read, packed with cautionary tales ... Heffernan shows why we close our eyes to facts that threaten our families, our livelihood, and our self-image – and, even better, she points the way out of the darkness' Daniel H. Pink, author of Drive and A Whole New Mind? Why, after every major accident and blunder, do we look back and ask, how could we have been so blind? Why do some people see what others don't? And how can we change? Drawing on studies by psychologists and neuroscientists, and from interviews with business leaders, whistle blowers and white collar criminals, distinguished businesswoman and writer Margaret Heffernan examines the phenomenon of wilful blindness, exploring the reasons that individuals and groups are blind to impending personal tragedies, corporate collapses, engineering failures – even crimes against humanity. We turn a blind eye in order to feel safe, to avoid conflict, to reduce anxiety and to protect prestige. It makes us feel good at first, with consequences we don't see. But greater understanding leads to solutions, and Heffernan shows how – by challenging our biases, encouraging debate, discouraging conformity, and not backing away from difficult or complicated problems – we can be more mindful of what's going on around us and be proactive instead of reactive.

Leadership strategies grounded in reality and focused on results Recent polls show that 71% of workers think about quitting their jobs every day. That number would be shocking-if people actually were quitting. Worse, they go to work, punching time clocks and collecting pay checks, while completely checked out emotionally. In Reality-Based Leadership, expert Fast Company blogger Cy Wakeman reveals how to be the kind of leader who changes the way people think about and perceive their circumstances-one who deals with the facts, clarifies roles, gives clear and direct feedback, and insists that everyone do the same-without drama or defensiveness. Filled with dynamic examples, innovative tools, and diagnostic tests, this book shows you how to become a Reality-Based Leader, revealing how to: Uncover destructive thought patterns with yourself and others Diffuse drama and lead the person in front of you Stop managing and start leading, empowering others to focus on facts and think for themselves Equipped with a facts-based, confident approach, you will free yourself from the frustrations you face at work and transform yourself into a Reality-Based Leader, with the ability to liberate and inspire others.

NEW YORK TIMES BESTSELLER • From the longtime CEO and chairman of Starbucks, a bold, dramatic work about the new responsibilities that leaders, businesses, and citizens share in American society today—as viewed through the intimate lens of one man's life and work. What do we owe one another? How do we channel our drive, ingenuity, even our pain, into something more meaningful than individual success? And what is our duty in the places where we live, work, and play? These questions are at the heart of the American journey. They are also ones that Howard Schultz has grappled with personally since growing up in the Brooklyn housing projects and while building Starbucks from eleven stores into one of the world's most iconic brands. In From the Ground Up, Schultz looks for answers in two interwoven narratives. One story shows how his conflicted boyhood—including experiences he has never before revealed—motivated Schultz to become the first in his family to graduate from college, then to build the kind of company his father, a working-class laborer, never had a chance to work for: a business that tries to balance profit and human dignity. A parallel story offers a behind-the-scenes look at Schultz's unconventional efforts to challenge old notions about the role of business in society. From health insurance and free college tuition for part-time baristas to controversial initiatives about race and refugees, Schultz and his team tackled societal issues with the same creativity and rigor they applied to changing how the world consumes coffee. Throughout the book, Schultz introduces a cross-section of Americans transforming common struggles into shared successes. In these pages, lost youth find first jobs, aspiring college students overcome the yoke of debt, post-9/11 warriors replace lost limbs with indomitable spirit, former coal miners and opioid addicts pave fresh paths, entrepreneurs jump-start dreams, and better angels emerge from all corners of the country. From the Ground Up is part candid memoir, part uplifting blueprint of mutual

responsibility, and part proof that ordinary people can do extraordinary things. At its heart, it's an optimistic, inspiring account of what happens when we stand up, speak out, and come together for purposes bigger than ourselves. Here is a new vision of what can be when we try our best to lead lives through the lens of humanity. "Howard Schultz's story is a clear reminder that success is not achieved through individual determination alone, but through partnership and community. Howard's commitment to both have helped him build one of the world's most recognized brands. It will be exciting to see what he accomplishes next."—Bill Gates

In *Working Together*, a fascinating and invaluable look at why great partnerships succeed, former Disney CEO Michael Eisner discusses how professional partnerships have contributed to his success. In addition, Eisner tells the stories of nine other highly successful business collaborations, including Warren Buffett and Charlie Munger, Valentino and Giancarlo Giammetti, Bill and Melinda Gates, Joe Torre and Don Zimmer, and Brian Grazer and Ron Howard.

Coffee is a commodity. You can get a cup at any café, sandwich bar or restaurant anywhere. So how did Starbucks manage to reinvent coffee as a whole new experience, and create a hugely successful brand in the process? *The Starbucks Story* tells the brand's story from its origins in a Seattle fish market to its growing global presence today. This is a story that has unfolded quickly - at least in terms of conventional business development. Starbucks is a phenomenon. Unknown 15 years ago, it now ranks among the 100 most valuable brands in the world. It has become the quintessential brand of the modern age, built around the creation of an experience that can be consistently reproduced across the world. Originally published in 2004 as 'My Sister's A Barista: How they made Starbucks a home away from home', this new 2012 edition has been updated to bring the brand up to date.

Now in paperback, the national bestselling riches-to-rags true story of an advertising executive who had it all, then lost it all—and was finally redeemed by his new job, and his twenty-eight-year-old boss, at Starbucks. In his fifties, Michael Gates Gill had it all: a mansion in the suburbs, a wife and loving children, a six-figure salary, and an Ivy League education. But in a few short years, he lost his job, got divorced, and was diagnosed with a brain tumor. With no money or health insurance, he was forced to get a job at Starbucks. Having gone from power lunches to scrubbing toilets, from being served to serving, Michael was a true fish out of water. But fate brings an unexpected teacher into his life who opens his eyes to what living well really looks like. The two seem to have nothing in common: She is a young African American, the daughter of a drug addict; he is used to being the boss but reports to her now. For the first time in his life he experiences being a member of a minority trying hard to survive in a challenging new job. He learns the value of hard work and humility, as well as what it truly means to respect another person. Behind the scenes at one of America's most intriguing businesses, an inspiring friendship is born, a family begins to heal, and, thanks to his unlikely mentor, Michael Gill at last experiences a sense of self-worth and happiness he has never known before. Watch a QuickTime trailer for this book.

Featuring stories from leaders around the world, this practical approach to leadership in today's world of constant change and economic turbulence is based on the author's Healthy Leader model that focuses on six personal dimensions that fuel - and refuel - top executives today.

A financial news anchorwoman and columnist draws on interviews with people from a broad spectrum of backgrounds who have overcome personal difficulties and remained prosperous during challenging economic times, sharing their perspectives on living successfully in accordance with one's priorities.

The Wall Street Journal bestselling author of *18 Minutes* unlocks the secrets of highly successful leaders and pinpoints the missing ingredient that makes all the difference You have the opportunity to lead: to show up with confidence, connected to others, and committed to a purpose in a way that inspires others to follow. Maybe it's in your workplace, or in your relationships, or simply in your own life. But great leadership—leadership that aligns teams, inspires action, and achieves results—is hard. And what makes it hard isn't theoretical, it's practical. It's not about knowing what to say or do. It's about whether you're willing to experience the discomfort, risk, and uncertainty of saying or doing it. In other words, the most critical challenge of leadership is emotional courage. If you are willing to feel everything, you can do anything. *Leading with Emotional Courage*, based on the author's popular blogs for Harvard Business Review, provides practical, real-world advice for building your emotional courage muscle. Each short, easy to read chapter details a distinct step in this emotional "workout," giving you grounded advice for handling the difficult situations without sacrificing professional ground. By building the courage to say the necessary but difficult things, you become a stronger leader and leave the "should've's" behind. Theoretically, leadership is straightforward, but how many people actually lead? The gap between theory and practice is huge. Emotional courage is what bridges that gap. It's what sets great leaders apart from the rest. It gets results. It cuts through the distractions, the noise, and the politics to solve problems and get things done. This book is packed with actionable steps you can take to start building these skills now. Have the courage to speak up when others remain silent Be stable and grounded in the face of uncertainty Respond productively to opposition without getting distracted Weather others' anger without shutting down or getting defensive *Leading with Emotional Courage* coaches you to build your emotional courage, exercise it effectively, and create an environment in which people around you take accountability to get hard things done.

School leadership can often be a lonely calling. But it doesn't have to be that way. William D. Parker offers insights from over twenty years of experience as an educator, and over ten years as a school administrator. You are invited to this one-on-one conversation to learn how to better understand your purpose, lead others, influence change, and successfully manage the challenges of school leadership. Whether you are an aspiring principal or leading your own building or district, you will find *Principal Matters* both inspiring and instructive. Read ahead for insight into how to lead with courage, action, motivation, and teamwork! Here's some feedback from some others who recommend the book: "Will is a great storyteller, and his use of these connections makes this book easy to read but also memorable. His focus on 'purpose'-going beyond what you do in school-is something that all leaders should really consider if they are going to make a difference in both their professional and personal lives." -George Couros, Principal, founder of ConnectedPrincipals.com, and an Innovative Teaching, Learning and Leadership consultant "Will generously shares experiences from his personal and professional life to remind principals of the big picture as well as the small details that are essential to the success of our school communities...Being a school leader can be lonely work, as the role of principal is only truly understood by those who have served in the position. Mr. Parker has utilized his time occupying the principal's office to develop practical yet inspiring tips for administrators. I'm excited to politely steal many of his great ideas with my own students and staff this school year!" -Rachel Skerritt, Principal of Eastern Senior High School, a D.C. Public School. 2013 Principal Ambassador Fellow for the U.S. Department of Education "Will writes with passion, conviction and insight. This

book will equip you with the tools you'll need to face the frustrations you're sure to encounter as an educator, while enabling to you find renewed purpose and meaning as you influence your students to be the best they can be." -Daniel Wong, author of *The Happy Student* "This book explains the why of school leadership, not just the how. If you want to understand the right motives for school leadership and the steps to being a successful principal, you should read, *Principal Matters* by William D. Parker." -Jon Gordon, author of *The Energy Bus and Soup* This book captures the essence of effective teamwork and leadership. A great read for school administrators!"-Annette Breaux, educator, co-author with Todd Whitaker of *The Ten Minute Inservice* Don Keough—a former top executive at Coca-Cola and now chairman of the elite investment banking firm Allen & Company—has witnessed plenty of failures in his sixty-year career (including New Coke). He has also been friends with some of the most successful people in business history, including Warren Buffett, Bill Gates, Jack Welch, Rupert Murdoch, and Peter Drucker. Now this elder statesman reveals how great enterprises get into trouble. Even the smartest executives can fall into the trap of believing in their own infallibility. When that happens, more bad decisions are sure to follow. This light-hearted “how-not-to” book includes anecdotes from Keough's long career as well as other infamous failures. His commandments for failure include: Quit Taking Risks; Be Inflexible; Assume Infallibility; Put All Your Faith in Experts; Send Mixed Messages; and Be Afraid of the Future. As he writes, “After a lifetime in business I've never been able to develop a step-by-step formula that will guarantee success. What I could do, however, was talk about how to lose. I guarantee that anyone who follows my formula will be a highly successful loser.”

A leadership and career manifesto told through the narrative of one of today's most inspiring, admired, and successful global leaders. In *Winners Dream*, Bill McDermott—the CEO of the world's largest business software company, SAP—chronicles how relentless optimism, hard work, and disciplined execution embolden people and equip organizations to achieve audacious goals. Growing up in working-class Long Island, a sixteen-year-old Bill traded three hourly wage jobs to buy a small deli, which he ran by instinctively applying ideas that would be the seeds for his future success. After paying for and graduating college, Bill talked his way into a job selling copiers door-to-door for Xerox, where he went on to rank number one in every sales position he held and eventually became the company's youngest-ever corporate officer. Eventually, Bill left Xerox and in 2002 became the unlikely president of SAP's flailing American business unit. There, he injected enthusiasm and accountability into the demoralized culture by scaling his deli, sales, and management strategies. In 2010, Bill was named co-CEO, and in May 2014 became SAP's sole, and first non-European, CEO. Colorful and fast-paced, Bill's anecdotes contain effective takeaways: gutsy career moves; empathetic sales strategies; incentives that yield exceptional team performance; and proof of the competitive advantages of optimism and hard work. At the heart of Bill's story is a blueprint for success and the knowledge that the real dream is the journey, not a preconceived destination.

A marketing director's story of working at a startup called Google in the early days of the tech boom: “Vivid inside stories . . . Engrossing” (Ken Auletta). Douglas Edwards wasn't an engineer or a twentysomething fresh out of school when he received a job offer from a small but growing search engine company at the tail end of the 1990s. But founders Larry Page and Sergey Brin needed staff to develop the brand identity of their brainchild, and Edwards fit the bill with his journalistic background at the San Jose Mercury News, the newspaper of Silicon Valley. It was a change of pace for Edwards, to say the least, and put him in a unique position to interact with and observe the staff as Google began its rocket ride to the top. In entertaining, self-deprecating style, he tells his story of participating in this moment of business and technology history, giving readers a chance to fully experience the bizarre mix of camaraderie and competition at this phenomenal company. Edwards, Google's first director of marketing and brand management, describes the idiosyncratic Page and Brin, the evolution of the famously nonhierarchical structure in which every employee finds a problem to tackle and works independently, the races to develop and implement each new feature, and the many ideas that never came to pass. *I'm Feeling Lucky* reveals what it's like to be “indeed lucky, sort of an accidental millionaire, a reluctant bystander in a sea of computer geniuses who changed the world. This is a rare look at what happened inside the building of the most important company of our time” (Seth Godin, author of *Linchpin*). “An affectionate, compulsively readable recounting of the early years (1999–2005) of Google . . . This lively, thoughtful business memoir is more entertaining than it really has any right to be, and should be required reading for startup aficionados.” —Publishers Weekly, starred review “Edwards recounts Google's stumbles and rise with verve and humor and a generosity of spirit. He kept me turning the pages of this engrossing tale.” —Ken Auletta, author of *Greed and Glory on Wall Street* “Funny, revealing, and instructive, with an insider's perspective I hadn't seen anywhere before. I thought I had followed the Google story closely, but I realized how much I'd missed after reading—and enjoying—this book.” —James Fallows, author of *China Airborne*

In *Surrounded by Setbacks*, internationally bestselling author Thomas Erikson turns his attention to a universal problem: what to do when things go wrong. Too often it seems like our dreams and ambitions—whether it's finally getting that corner office, lacing up your running shoes again, or building a flourishing relationship with your partner—are derailed by one roadblock or another. So how do we learn to take setbacks in stride and still achieve our goals? In *Surrounded by Setbacks*, Erikson answers that question. Using simple, actionable steps, Erikson helps readers identify the “why” behind their goal, create a concrete plan towards achieving it, and—most importantly—avoid many of the most common pitfalls that derail us when we attempt something new. The simple 4-color behavior system that made *Surrounded by Idiots* revolutionary now helps readers reflect on how they respond to adversity, giving them the self-awareness to negotiate the inevitable obstacles of life with confidence.

[Copyright: f4bc27680024438814865fed3cd271d0](https://www.f4bc27680024438814865fed3cd271d0)