

## What The Heck Is Eos A Complete Guide For Employees In Companies Running On Eos

The New York Times bestselling novel about a young man practicing magic in the real world, now an original series on SYFY “The Magicians is to Harry Potter as a shot of Irish whiskey is to a glass of weak tea. . . . Hogwarts was never like this.” —George R.R. Martin “Sad, hilarious, beautiful, and essential to anyone who cares about modern fantasy.” —Joe Hill “A very knowing and wonderful take on the wizard school genre.” —John Green “The Magicians may just be the most subversive, gripping and enchanting fantasy novel I’ve read this century.” —Cory Doctorow “This gripping novel draws on the conventions of contemporary and classic fantasy novels in order to upend them . . . an unexpectedly moving coming-of-age story.” —The New Yorker “The best urban fantasy in years.” —A.V. Club Quentin Coldwater is brilliant but miserable. A high school math genius, he’s secretly fascinated with a series of children’s fantasy novels set in a magical land called Fillory, and real life is disappointing by comparison. When Quentin is unexpectedly admitted to an elite, secret college of magic, it looks like his wildest dreams have come true. But his newfound powers lead him down a rabbit hole of hedonism and disillusionment, and ultimately to the dark secret behind the story of Fillory. The land of his childhood fantasies turns out to be much darker and more dangerous than he ever could have imagined. . . . The prequel to the New York Times bestselling book The Magician King and the #1 bestseller The Magician’s Land, The Magicians is one of the most daring and inventive works of literary fantasy in years. No one who has escaped into the worlds of Narnia and Harry Potter should miss this breathtaking return to the landscape of the imagination.

Argues that the speed and stimulation characteristic of twenty-first-century business life are conditions to be sought out and encouraged, and provides examples and advice for managing rapid change. Reprint. 50,000 first printing.

In today’s hyper-transparent world, consumers have enormous power to decide which brands are worth their time and money—so how do you make sure they choose yours? Unfortunately, most leaders and organizations are stuck following archaic, detrimental business practices. Meanwhile, savvy consumers and employees across every generation are making their stance perfectly clear: They are not interested in supporting organizations that seem inauthentic, soulless, or untrustworthy. In this environment, only the honest will survive. In *Honest to Greatness*, serial Inc. 5000 entrepreneur Peter Kozodoy shows how today’s greatest business leaders use honesty—not as a touchy-feely core value, but as a business strategy that produces game-changing, industry-dominating success. Through case studies and interviews with leaders at Bridgewater Associates, Sprint, Quicken Loans, Domino’s, The Ritz-Carlton, and more, Kozodoy presents

fresh business concepts that anyone in the workplace can implement in order to:

- Reach, engage, and retain your best customers
- Attract and inspire the best talent in any industry
- Create an unbeatable culture of innovation that dominates your competitors
- Earn your team's respect and loyalty
- Unlock deep personal fulfillment by setting the "right" goals

Filled with powerful lessons for current and future leaders, this timely book demonstrates how to use honesty at both the organizational and individual level to achieve true greatness in business and in life.

Has your company struggled to roll EOS out to all levels of your organization? Do your employees understand why EOS is important or even what it is? What the Heck is EOS? is for the millions of employees in companies running their businesses on EOS (Entrepreneurial Operating System). An easy and fast read, this book answers the questions many employees have about EOS and their company:

- What is an operating system?
- What is EOS and why is my company using it?
- What are the EOS foundational tools and how do they impact me?
- What's in it for me?

Designed to engage employees in the EOS process and tools, What the Heck is EOS? uses simple, straightforward language and provides questions about each tool for managers and employees to discuss creating more ownership and buy-in at the staff level. After reading this book, employees will not only have a better understanding of EOS but they will be more engaged, taking an active role in helping achieve your company's vision.

With forty well-structured and easy to follow topics to choose from, each workbook has a wide range of case studies, questions, and activities to meet both the individual or organization's training needs. Whether studying for an ILM qualification or looking to enhance the skills of your employees, 'Super Series' provides essential solutions, frameworks and techniques to support management and leadership development.

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

"Based on the viral Harvard Business Review article, bestselling author Anthony Tjan argues that leaders have a new imperative: you must have competent people on your team--but more importantly, they must also be of high character. As a leader you need to help develop and mentor for character further. Until now, we have only had ways of assessing competency in business, but we must also have the tools to help us judge, develop, and lead good people. Author of the bestselling Hearts, Smarts, Guts and Luck and venture capitalist Anthony Tjan offers insight into and a methodology for developing character, first in yourself and in those around you. Good people are your organization's most important competitive advantage. We all know that finding good people is difficult, as being good on paper doesn't always translate to being good in practice. While competence is necessary, Tjan argues that "goodness" is just as crucial as what's on a

resume--and that a fantastic resume can never compensate for mediocre character. Yet most people who are in the business of finding and developing good people still focus on the "what" more than the "who" of the individuals surrounding them. Tjan writes that character is a lifelong proactive commitment that, like any skill, can be exercised, honed, and developed. Only when leaders learn to develop these qualities in themselves and others will great and lasting change take place throughout an organization. Good People establishes a new understanding of goodness--a word we use frequently in business without always understanding what we mean. Tjan also profiles "good people" who are extraordinary leaders and motivators in their fields, providing insights from Tony Hsieh of Zappos, Beth Comstock of GE, Dominic Barton of McKinsey, author Deepak Chopra, M.D., Dean Nitin Nohria of Harvard Business School, Army General (ret.) Stanley McChrystal, jazz pianist Herbie Hancock, and a range of everyday unsung heroes. Packed with practical, often surprising advice, Good People shows that the most transformative changes in business and life come down to the people we choose, and who choose us, and the values of goodness we have in common"--

Do you have a grip on your business, or does your business have a grip on you? All entrepreneurs and business leaders face similar frustrations—personnel conflict, profit woes, and inadequate growth. Decisions never seem to get made, or, once made, fail to be properly implemented. But there is a solution. It's not complicated or theoretical. The Entrepreneurial Operating System® is a practical method for achieving the business success you have always envisioned. More than 80,000 companies have discovered what EOS can do. In Traction, you'll learn the secrets of strengthening the six key components of your business. You'll discover simple yet powerful ways to run your company that will give you and your leadership team more focus, more growth, and more enjoyment. Successful companies are applying Traction every day to run profitable, frustration-free businesses—and you can too. For an illustrative, real-world lesson on how to apply Traction to your business, check out its companion book, Get A Grip.

Winner of the International Book Awards for General Business Winner of the Readers' Favorite International Book Award for Non-Fiction Business It's been over a decade since Verne Harnish's best-selling book Mastering the Rockefeller Habits was first released. Scaling Up (Rockefeller Habits 2.0) is the first major revision of this business classic which details practical tools and techniques for building an industry-dominating business. This book is written so everyone -- from frontline employees to senior executives -- can get aligned in contributing to the growth of a firm. Scaling Up focuses on the four major decision areas every company must get right: People, Strategy, Execution, and Cash. The book includes a series of new one-page tools including the updated One-Page Strategic Plan and the Rockefeller Habits Checklist™, which more than 40,000 firms around the globe have used to scale their companies successfully -- many to \$10 million, \$100 million, and \$1 billion and beyond - while enjoying the climb!

A USA Today bestseller! Companies like Netflix, Spotify, and Salesforce are just the tip of the iceberg for the subscription model. The real transformation--and the real opportunity--is just beginning. Subscription companies are growing nine times faster than the S&P 500. Why? Because unlike product companies, subscription companies know their customers. A happy subscriber base is the ultimate economic moat. Today's consumers prefer the advantages of access over the hassles of maintenance, from transportation (Uber, Surf Air), to clothing (Stitch Fix, Eleven James), to razor blades and makeup (Dollar Shave Club, Birchbox). Companies are similarly demanding easier, long-term solutions, trading their server rooms for cloud storage solutions like Box. Simply put, the world is shifting from products to services. But how do you turn customers into subscribers? As the CEO of the world's largest subscription management platform, Tien Tzuo has helped hundreds of companies transition from relying on individual sales to building customer-centric, recurring-revenue businesses. His core message in *Subscribed* is simple: Ready or not, excited or terrified, you need to adapt to the Subscription Economy -- or risk being left behind. Tzuo shows how to use subscriptions to build lucrative, ongoing one-on-one relationships with your customers. This may require reinventing substantial parts of your company, from your accounting practices to your entire IT architecture, but the payoff can be enormous. Just look at the case studies: \* Adobe transitions from selling enterprise software licenses to offering cloud-based solutions for a flat monthly fee, and quadruples its valuation. \* Fender evolves from selling guitars one at a time to creating lifelong musicians by teaching beginners to play, and keeping them inspired for life. \* Caterpillar uses subscriptions to help solve problems -- it's not about how many tractors you can rent, but how much dirt you need to move. In *Subscribed*, you'll learn how these companies made the shift, and how you can transform your own product into a valuable service with a practical, step-by-step framework. Find out how you can prepare and prosper now, rather than trying to catch up later.

Based on the premise that accountants often make finance unnecessarily confusing, this no-frills guide will help small business owners see beyond the numbers and translate financial statements into tangible business success. The author shows the reader how to use key financial indicators as a basis for smart business decisions, with a focus on companies in the range between start-up and \$5 million in revenue. In a humorous and conversational tone, Crabtree explains how even the most harried business owners can use financial metrics to improve their bottom line. The author's down-to-earth discussion includes many insights: Most business owners are probably not paying themselves enough; Paying taxes can be a positive in accounting; A company-wide salary cap can help immensely with personnel decisions. Additionally, the numerous examples help readers see for themselves how following the author's advice will have a direct impact on their profits.

The classic guide to working from home and why we should embrace a virtual office, from the bestselling authors of *Rework* "A paradigm-smashing, compulsively readable case for a radically remote workplace."—Susan Cain, *New York Times* bestselling author of *Quiet* Does working from home—or anywhere else but the office—make sense? In *Remote*, Jason Fried and David Heinemeier Hansson, the founders of Basecamp, bring new insight to the hotly debated argument. While providing a complete overview of remote work's challenges, Jason and David persuasively argue that, often, the advantages of working "off-site" far

outweigh the drawbacks. In the past decade, the “under one roof” model of conducting work has been steadily declining, owing to technology that is rapidly creating virtual workspaces. Today the new paradigm is “move work to the workers, rather than workers to the workplace.” Companies see advantages in the way remote work increases their talent pool, reduces turnover, lessens their real estate footprint, and improves their ability to conduct business across multiple time zones. But what about the workers? Jason and David point out that remote work means working at the best job (not just one that is nearby) and achieving a harmonious work-life balance while increasing productivity. And those are just some of the perks to be gained from leaving the office behind.

Remote reveals a multitude of other benefits, along with in-the-trenches tips for easing your way out of the office door where you control how your workday will unfold. Whether you’re a manager fretting over how to manage workers who “want out” or a worker who wants to achieve a lifestyle upgrade while still being a top performer professionally, this book is your indispensable guide.

"A city that doesn't believe in magic. A weredragon invasion. Good thing this reckless playboy is a wizard... It's been said that monsters cry when a good man goes to war. But they should run screaming like terrified school girls when that man is a wizard, and not necessarily good..."--Author's website.

“No two exit experiences are exactly alike. Some people wind up happy with the process and satisfied with the way it turned out while others look back on it as a nightmare. The question I hope to answer in this book is why. What did the people with ‘good’ exits do differently from those who’d had ‘bad’ exits?” When pioneering business journalist and Inc. magazine editor at large Bo Burlingham wrote *Small Giants*, it became an instant classic for its original take on a common business problem—how to handle the pressure to grow. Now Burlingham is back to tackle an even more common problem—how to exit your company well. Sooner or later, all entrepreneurs leave their businesses and all businesses get sold, given away, or liquidated. Whatever your preferred outcome, you need to start planning for it while you still have time and options. The beautiful part is that if you start early enough, the process will lead you to build a better, stronger, more resilient company, as well as one with a higher market value.

Unfortunately, most owners don’t start early enough—and pay a steep price for their procrastination. Burlingham interviewed dozens of entrepreneurs across a range of industries and identified eight key factors that determine whether owners are happy after leaving their businesses. His book showcases the insights, exit plans, and cautionary tales of entrepreneurs such as Ray Pagano: founder of a leading manufacturer of housings for security cameras. He turned down a bid for his company and instead changed his management style, resulting in a subsequent sale for four times the original offer. Bill Niman: founder of the iconic Niman Ranch, which revolutionized the meat industry. He learned about unhappy exits when he was forced to sell to private equity investors, leaving him with nothing to show for his thirty-five years in business. Gary Hirshberg: founder of organic yogurt pioneer Stonyfield Farm. He pulled off the nearly impossible task of finding a large company that would buy out his 275 small investors at a premium price while letting him retain complete control of the business. Through such stories, Burlingham offers an illuminating and inspirational guide to one of the most stressful, and yet potentially rewarding, processes business owners must go through. And he explores the emotional challenges they face at every step of the way. At the end of the day, owning a business is about

more than selling goods and services. It's about making choices that shape your entire life, both professional and personal. Finish Big helps you figure out how to face your future with confidence and be able to someday look back on your journey with pride. Discover the vital relationship that will take your company from "What's next?" to "We have liftoff!" Visionaries have groundbreaking ideas. Integrators make those ideas a reality. This explosive combination is the key to getting everything you want out of your business. It worked for Disney. It worked for McDonald's. It worked for Ford. It can work for you. From the author of the bestselling *Traction*, *Rocket Fuel* details the integral roles of the Visionary and Integrator and explains how an effective relationship between the two can help your business thrive. Offering advice to help Visionary-minded and Integrator-minded individuals find one another, *Rocket Fuel* also features assessments so you're able to determine whether you're a Visionary or an Integrator. Without an Integrator, a Visionary is far less likely to succeed long-term, and realize the company's ultimate goals—likewise, with no Visionary, an Integrator can't rise to his or her full potential. When these two people come together to share their natural talents and innate skill sets, it's like rocket fuel—they have the power to reach new heights for virtually any company or organization.

In yet another page-turner, New York Times best-selling author and acclaimed management expert Patrick Lencioni addresses the costly and maddening issue of silos, the barriers that create organizational politics. Silos devastate organizations, kill productivity, push good people out the door, and jeopardize the achievement of corporate goals. As with his other books, Lencioni writes *Silos*, *Politics*, and *Turf Wars* as a fictional—but eerily realistic—story. The story is about Jude Cousins, an eager young management consultant struggling to launch his practice by solving one of the more universal and frustrating problems faced by his clients. Through trial and error, he develops a simple yet ground-breaking approach for helping them transform confusion and infighting into clarity and alignment.

Do what you love—with people you love. Make a huge difference. Get compensated accordingly. And still have time for other passions. The *EOS Life* will help you to discover, clarify, and customize the life you want to live: one where you do what you love every day, with the people you love doing it with—while at the same time making a huge difference and impact, getting compensated very well for doing it, and still having plenty of time to pursue other passions, hobbies, and interests that energize you. From Gino Wickman, creator of the *Traction Library*, *TheEOS Life* will give you practical, real-world, time-tested tools and insights to maximize your productivity, vitality, happiness, and work-life balance. This book is a must-read for all entrepreneurs and their leadership team members interested in living their ideal life.

Everyone has an opinion, anecdote, or horror story about women and work. Now the acclaimed author of *What the Most Successful People Do Before Breakfast* shows how real working women with families are actually making the most of their time. "Having it all" has become the subject of countless books, articles, debates, and social media commentary, with passions running high in all directions. Many now believe this to be gospel truth: Any woman who wants to advance

in a challenging career has to make huge sacrifices. She's unlikely to have a happy marriage, quality time with her kids (assuming she can have kids at all), a social life, hobbies, or even a decent night's sleep. But what if balancing work and family is actually not as hard as it's made out to be? What if all those tragic anecdotes ignore the women who quietly but consistently do just fine with the juggle? Instead of relying on scattered stories, time management expert Laura Vanderkam set out to add hard data to the debate. She collected hour-by-hour time logs from 1,001 days in the lives of women who make at least \$100,000 a year. And she found some surprising patterns in how these women spend the 168 hours that every one of us has each week. Overall, these women worked less and slept more than they assumed they did before they started tracking their time. They went jogging or to the gym, played with their children, scheduled date nights with their significant others, and had lunches with friends. They made time for the things that gave them pleasure and meaning, fitting the pieces together like tiles in a mosaic—without adhering to overly rigid schedules that would eliminate flexibility and spontaneity. Vanderkam shares specific strategies that her subjects use to make time for the things that really matter to them. For instance, they . . .

- \* Work split shifts (such as seven hours at work, four off, then another two at night from home). This allows them to see their kids without falling behind professionally.
- \* Get creative about what counts as quality family time. Breakfasts together and morning story time count as much as daily family dinners, and they're often easier to manage.
- \* Take it easy on the housework. You can free up a lot of time by embracing the philosophy of "good enough" and getting help from other members of your household (or a cleaning service).
- \* Guard their leisure time. Full weekend getaways may be rare, but many satisfying hobbies can be done in small bursts of time. An hour of crafting feels better than an hour of reality TV.

With examples from hundreds of real women, Vanderkam proves that you don't have to give up on the things you really want. *I Know How She Does It* will inspire you to build a life that works, one hour at a time.

Every successful journey requires a guide that helps you identify and implement your next best steps.?

You've thought about starting your own business . . . but how can you decide if you should really take the leap? There's a lot on the line, and you have to ask yourself difficult questions: Do I have what it takes? Is it worth it? And how the hell do I do it? You need answers, not bullshit. This book has them. *Entrepreneurial Leap: Do You Have What it Takes to Become an Entrepreneur?* is an easy-to-use guide that will help you decide, once and for all, if entrepreneurship is right for you—because success as an entrepreneur depends on far more than just a great idea and a generous helping of luck. In this three-part book, Gino Wickman, bestselling author of *Traction*, reveals the six essential traits that every entrepreneur needs in order to succeed, based on real-world startups that have reached incredible heights. If these traits ring true for you, you'll get a glimpse of what your life would look like as an entrepreneur. What's more, Wickman will help

you determine what type of business best suits your unique skill set and provide a detailed roadmap, with tools, tips, and exercises, that will accelerate your path to startup success. Packed with real-life stories and practical advice, Entrepreneurial Leap is a simple how-to manual for BIG results. Should you take the leap toward entrepreneurship? Find out today and let tomorrow be the first step in your new journey, whatever shape it may take.

What the Heck Is EOS? A Complete Guide for Employees in Companies Running on EOS Ben Bella Books

Nothing is simple when you're thirty-fifth in line for the British crown, least of all marriage. But with love on their side, and plans to elope, Lady Georgiana Rannoch and her beau, Darcy O'Mara, hope to bypass a few royal rules. Their plans are thwarted when they learn that Georgie's future father-in-law has been arrested for the murder of a wealthy American. With the elopement postponed, they head for Ireland where Darcy's father insists he's innocent, and it's up to Georgie and Darcy to prove it - for better or worse.

In this completely revised and updated edition of the customer service classic, Carl Sewell enhances his time-tested advice with fresh ideas and new examples and explains how the groundbreaking "Ten Commandments of Customer Service" apply to today's world. Drawing on his incredible success in transforming his Dallas Cadillac dealership into the second largest in America, Carl Sewell revealed the secret of getting customers to return again and again in the original Customers for Life. A lively, down-to-earth narrative, it set the standard for customer service excellence and became a perennial bestseller. Building on that solid foundation, this expanded edition features five completely new chapters, as well as significant additions to the original material, based on the lessons Sewell has learned over the last ten years. Sewell focuses on the expectations and demands of contemporary consumers and employees, showing that businesses can remain committed to quality service in the fast-paced new millennium by sticking to his time-proven approach: Figure out what customers want and make sure they get it. His "Ten Commandants" provide the essential guidelines, including:

- Underpromise, overdeliver: Never disappoint your customers by charging them more than they planned. Always beat your estimate or throw in an extra service free of charge.
- No complaints? Something's wrong: If you never ask your customers what else they want, how are you going to give it to them?
- Measure everything: Telling your employees to do their best won't work if you don't know how they can improve.

When four young friends head out for a sexy trip to a cabin deep in the Minnesota woods, the boys have a secret plan to help their girlfriends really let loose and let go of all their inhibitions. Connor and Frank just want Maya and Kelsey to learn to be wild and freaky, and they've pulled out all the stops to help them: booze, costumes, sexy videos. They want the weekend to be an unrestrained sex-fest, where the girls can let out their inner love goddesses and get comfortable getting down and dirty. But those plans come to screeching halt when Kelsey finds an old board game in a closet and



insists that they try playing it. It's called "Exchanji: An exciting game of changes for consenting adults." Even though it's meant to be sexy, Connor is skeptical. It looks like it came right out of the 1900s! How hot can this game really be? As soon as the dice hit the game board, they start to find out. Swapped body parts and enhanced libidos are only the beginning of this wild ride! Inhibitions could be a distant memory before this crazy night ends, because things are going to get weirder than anyone ever imagined...

Today more than ever, businesses need fresh ideas to nurture talent and retain employees—enter *1,501 Ways to Reward Employees*, thoroughly revised, updated, and even more chockablock with ideas than *1,001 Ways to Reward Employees*, the groundbreaking national bestseller. Adapted to meet the needs of an evolving workplace—especially to deal creatively with virtual employees, freelancers and permalancers, international colleagues, and the rule-bending expectations of millennials—its 1,501 low-and no-cost rewards and strategies are drawn from thousands of companies across the globe. Ideas range from the informal (Wells Fargo's thank-you e-cards) and the offbeat (JS Communications two free "I Don't Want to Get Out of Bed" Days) to the formal (J. C. Penney "affirms" new managers in a moving ceremony) to the totally nutty (the legendary honor of having your office "sodded"—literally, grassed over—at Microsoft). For bosses, managers, entrepreneurs, small-business owners, consultants—anyone who's responsible for working successfully in an ever-tougher economy—this is the rewards bible.

At the tail end of your company's startup phase, the same opportunities that generate revenue and fuel growth also bring new challenges. You need to hire-and train-rock-star team members, scale operations, prioritize opportunities, "wow" customers, and clearly communicate strategy throughout your organization—all while bringing on new clients and driving profitability. You don't have time for theory when you're growing at breakneck speed. You need a blueprint for profitable scalability, a toolbox of plug-and-play tools, and direction on how to maximize execution. That's where *Building an Elite Organization* comes in. Don Wenner is a master of scaling high-growth, high-profit entrepreneurial companies. In *Building an Elite Organization*, he walks you through the Elite Execution System his company and other highly successful organizations use to drive growth and improve profitability. Don's system will give your team clarity on where you're going, the insight to know if you're on the right track, and the disciplined system needed to consistently leverage every opportunity. Learn how you can leave a legacy and make an enduring impact for decades to come.

A business parable about how companies can achieve remarkable results by helping their employees fulfill their dreams Managing people is difficult. With disengagement and turnover on the rise, many managers are scratching their heads wondering what to do. It's not that we don't dream of being great managers, it's just that we haven't found a practical and efficient way to do it. Until now . . . The fictional company in this remarkable book is grappling with real problems of high turnover and low morale -- so the managers begin to investigate what really drives the employees. What they discover is that the key to motivation isn't necessarily the promise of a bigger paycheck or title, but rather the fulfillment of crucial personal dreams. They also learned that people at every level need to be offered specific kinds of help and encouragement -- or our dreams will forever remain just dreams as we grow dissatisfied with our lives and jobs. Beginning with his important thought that a company can only become the-best-version-of-itself to the extent that its employees are becoming better-versions-of-themselves, Matthew Kelly explores the connection between the dreams we are chasing personally and the way we all engage at work. Tackling head-on the growing problem of employee disengagement, Kelly explores the dynamic collaboration that is unleashed when people

work together to achieve company objectives and personal dreams. The power of The Dream Manager is that simply becoming aware of the concept will change the way you manage and relate to people instantly and forever. What's your dream?

From the bestselling authors of The Go-Giver, Go-Givers Sell More, and The Go-Giver Leader comes another compelling parable about the paradox of getting ahead by placing other people's interests first. The Go-Giver Influencer is a story about two young, ambitious businesspeople: Gillian Waters, the chief buyer for Smith & Banks, a mid-sized company that operates a national chain of pet accessory stores; and Jackson Hill, the founder of Angels Clothed in Fur, a small but growing manufacturer of all-natural pet foods. Each has something the other wants. To Jackson, Smith & Banks represents the possibility of reaching more animals with his products--if he can negotiate terms and conditions that will protect his company's integrity. To Gillian, Angels Clothed in Fur could give her company a distinctive, uniquely high-quality line that will help them stand out from their competitors--if Angels Clothed in Fur can be persuaded to give them an exclusive. At first, the negotiations are adversarial and frustrating. Then, coincidentally, Gillian and Jackson each encounter a mysterious yet kindly mentor. Over the next week, while neither one realizes the other is doing the same, both Gillian and Jackson learn the heart of both mentors' philosophies: The Five Secrets of Genuine Influence. The story ends in a way that surprises everyone--and with lessons we can all apply in our efforts to resolve conflicts and influence others.

An instant classic, this revised and updated edition of the phenomenal bestseller dispels the myths about starting your own business. Small business consultant and author Michael E. Gerber, with sharp insight gained from years of experience, points out how common assumptions, expectations, and even technical expertise can get in the way of running a successful business. Gerber walks you through the steps in the life of a business—from entrepreneurial infancy through adolescent growing pains to the mature entrepreneurial perspective: the guiding light of all businesses that succeed—and shows how to apply the lessons of franchising to any business, whether or not it is a franchise. Most importantly, Gerber draws the vital, often overlooked distinction between working on your business and working in your business. The E-Myth Revisited will help you grow your business in a productive, assured way.

Learn how to make better; faster decisions. You make decisions every day--from prioritizing your to-do list to choosing which long-term innovation projects to pursue. But most decisions don't have a clear-cut answer, and assessing the alternatives and the risks involved can be overwhelming. You need a smarter approach to making the best choice possible. The HBR Guide to Making Better Decisions provides practical tips and advice to help you generate more-creative ideas, evaluate your alternatives fairly, and make the final call with confidence. You'll learn how to: Overcome the cognitive biases that can skew your thinking Look at problems in new ways Manage the trade-offs between options Balance data with your own judgment React appropriately when you've made a bad choice Communicate your decision--and overcome any resistance Arm yourself with the advice you need to succeed on the job, from a source you trust. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

Move Beyond Trade-Off Thinking When it comes to our hardest choices, it can seem as though making trade-offs is inevitable. But what about those crucial times when accepting the obvious trade-off just isn't good enough? What do we do when the choices in front of us don't get us what we need? In those cases, rather than choosing the least worst option, we can use the models in front of us to create a new and superior answer. This is integrative thinking. First introduced by world-renowned strategic thinker Roger Martin in The Opposable Mind, integrative thinking is an approach to problem solving that uses opposing ideas as the basis for innovation. Now, in Creating Great Choices, Martin and his longtime thinking partner Jennifer Riel vividly illustrate how integrative thinking works, and how to do it. The book includes

fresh stories of successful integrative thinkers that will demystify the process of creative problem solving, as well as practical tools and exercises to help readers engage with the ideas. And it lays out the authors' four-step methodology for creating great choices, which can be applied in virtually any context. The result is a replicable, thoughtful approach to finding a "third and better way" to make important choices in the face of unacceptable trade-offs. Insightful and instructive, *Creating Great Choices* blends storytelling, theory, and hands-on advice to help any leader or manager facing a tough choice.

As the CEO of a small business, you know what it means to hit the ceiling. Business leaders often struggle with four primary barriers to growth: people, profit, control, and traction. The heroic efforts you relied on to build your business from the ground up, aren't adequate to take it to the next level. What you need are the three essential resources in the Optimize for Growth Model: \* A business operating system helps CEOs articulate a shared vision and build the organization, process, accountability and productivity to achieve their goals.\* A peer advisory network provides valuable insights and advice from other leaders who share their experiences in a trusted and confidential setting to leverage the wisdom of the group.\* A business coach keeps the CEO accountable and acts as a necessary sounding board and advisor to shape key leadership skills. In his work with growing organizations in all industries, Jonathan B. Smith has helped executives implement the Optimize for Growth Model to foster their success. The book features stories of CEOs from various industries plus Jonathan's own experience building an INC 500 company. Every business owner eventually stalls on the road to growth. CEOs who bring in the right resources can make the difference between staying stuck and catapulting the organization to greater profits, productivity, and traction. The Optimize for Growth Model provides the framework to scale up. Are you ready to optimize for growth? Take our assessment at [ChiefOptimizer.com/assessment](http://ChiefOptimizer.com/assessment).

If your employees brought their "A-Game" to work every day, what would it mean for your company's performance? Studies have repeatedly shown that the majority of employees are disengaged at work. But it doesn't have to be this way. Often, the difference between a group of indifferent employees and a fully engaged team comes down to one simple thing—a great boss. In *How to Be a Great Boss*, Gino Wickman and Rene' Boer present a straightforward, practical approach to help bosses at all levels of an organization get the most from their people. They share time-tested tools that have worked for more than 30,000 bosses in every industry. You can learn to be a great boss—and dramatically improve both your organization's performance and your team's excitement about their work. In this book you will discover: How to surround yourself with great people How to make more effective use of your time The difference between leadership and management and why they're equally important The five leadership practices and five management practices of all great bosses How to create accountability How to develop productive, relationships with each of your people How to deal with direct reports that don't meet your expectations How to Be a Great Boss provides practical tools that you can apply immediately with your people, allowing you to focus on improving and growing your organization and truly enjoy what you do.

What are the underlying handful of fundamentals that haven't changed for over a hundred years? From Harnish's famous "Mastering a One Page Strategic Plan" process that has been a best-selling article on the web to his concise outline of eight practical actions you can take to strengthen your culture, this book is a compilation of best practices adapted from some of the best-run firms on the planet. Included is an instructive chapter co-authored by Rich Russakoff, revealing winning tactics to get banks to finance your business. Lastly, there are case studies demonstrating the validity of Harnish's practical approaches.

It's time to take your business to the next level. Eileen Sharp and Vic Hightower were frustrated. After years of profitable, predictable growth, Swan Services was in a rut. Meetings were called and discussions held, but few decisions were made and even less got done. People were

pointing fingers and assigning blame, but nothing happened to solve Swan's mounting problems. It felt as though they were working harder than ever but with less impact. The company Eileen and Vic had founded and built for 10 years was a different place. It just wasn't fun anymore. Their story is not unusual. The challenges they were facing are common, predictable, and solvable. Get A Grip tells the story of how Swan Services resolves its issues by implementing the Entrepreneurial Operating System®. With the help of EOS, Eileen, Vic, and their leadership team master a set of managerial tools that allow them to get traction on their business, grow the business, and deliver better results for clients. The story of Swan Services is a fable, but the Entrepreneurial Operating System® is very real and has helped thousands of businesses worldwide. A complete entrepreneurial toolkit, EOS has helped thousands of businesses get to where they want to be. In Get A Grip, learn how Swan Services leaders learned to develop and commit to a clear vision, establish focus, build discipline, and create a healthier and more cohesive team. With characters and situations created from collective business experiences and stories, Get A Grip is a fable that will ring true for entrepreneurial leaders the world over and guide them to get their companies on track.

The prescriptive follow-up to the New York Times bestseller *The Dream Manager*. One of the major issues in our lives today is work-life balance. Everyone wants it; no one has it. But Matthew Kelly believes that work-life balance was a mistake from the start. Because we don't really want balance. We want satisfaction. Kelly lays out the system he uses with his clients, his team, and himself to find deep, long-term satisfaction both personally and professionally. He introduces us to the three philosophies of our age that are dragging us down. He shows us how to cultivate the energy that will give us enough battery power for everything we need and want to do. And finally, in five clear steps, he shows us how to use his Personal & Professional Satisfaction System to establish and honor our biggest priorities, even if we spend a lot more time on some of the lesser ones.

Is settling for "pretty good" keeping you from living your ideal life? In *The EOS Life*, EOS founder Gino Wickman laid the groundwork for readers to create their ideal life--one where you do what you love every day with people you enjoy working with, make a huge impact, and get compensated well--and still have plenty of time to pursue other passions, hobbies and interests that energize you. *The EOS Life Journal + Planner* is your essential quarterly companion to *The EOS Life*, offering:

- Exercises that help you apply what you learned in the book
- Questions to get your gears turning
- Daily planning pages designed for maximum productivity
- Space to take important notes

Stop settling for less and start living your best life--this EOS life.

In this stunning follow-up to his best-selling book, *The Five Temptations of a CEO*, Patrick Lencioni offers up another leadership fable that's every bit as compelling and illuminating as its predecessor. This time, Lencioni's focus is on a leader's crucial role in building a healthy organization--an often overlooked but essential element of business life that is the linchpin of sustained success. Readers are treated to a story of corporate intrigue as the frustrated head of one consulting firm faces a leadership challenge so great that it threatens to topple his company, his career, and everything he holds true about leadership itself. In the story's telling, Lencioni helps his readers understand the disarming simplicity and power of creating organizational health, and reveals four key disciplines that they can follow to achieve it.

Based on author Carmine Gallo's career as a Fortune 500 communications coach and Emmy Award-winning television journalist, *10 Simple Secrets of the World's Greatest Communicators* has been updated and revised to show business people how to achieve their personal and professional goals by mastering the ten simple secrets used by the world's greatest business communicators. The book offers techniques and proven tips that explain how these successful communicators connect with audiences who demand passion, inspiration, preparation, clarity, brevity, command presence, and simplicity, all delivered in a visually compelling package.

- More than 500 appearances on national bestseller lists • #1 Wall Street Journal, New York Times, and USA Today • Won 12 book awards
- Translated into 35 languages • Voted Top 100 Business Book of All Time on Goodreads

People are using this simple, powerful concept to focus on what matters most in their personal and work lives. Companies are helping their employees be more productive with study groups, training, and coaching. Sales teams are boosting sales. Churches are conducting classes and recommending for their members. By focusing their energy on one thing at a time people are living more rewarding lives by building their careers, strengthening their finances, losing weight and getting in shape, deepening their faith, and nurturing stronger marriages and personal relationships. YOU WANT LESS. You want fewer distractions and less on your plate. The daily barrage of e-mails, texts, tweets, messages, and meetings distract you and stress you out. The simultaneous demands of work and family are taking a toll. And what's the cost? Second-rate work, missed deadlines, smaller paychecks, fewer promotions--and lots of stress. AND YOU WANT MORE. You want more productivity from your work. More income for a better lifestyle. You want more satisfaction from life, and more time for yourself, your family, and your friends. NOW YOU CAN HAVE BOTH — LESS AND MORE. In The ONE Thing, you'll learn to \* cut through the clutter \* achieve better results in less time \* build momentum toward your goal\* dial down the stress \* overcome that overwhelmed feeling \* revive your energy \* stay on track \* master what matters to you The ONE Thing delivers extraordinary results in every area of your life--work, personal, family, and spiritual. WHAT'S YOUR ONE THING?

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