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We've all gotten bad news. A job lost, failing health, loss of a loved one. How would you handle a devastating call you never wanted to receive? Olympian and WNBA star Swin Cash knows what it feels like because she's been there too. She's gotten "the call." *Humble Journey: More Precious Than Gold* traces her road from the fateful call in 2008, when she failed to make the U.S. Olympic team a second time, to the call in 2012. Join her on this eventful journey through her professional and personal life and

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discover why the lessons she learned are more precious than the medal she earned.

A new member of the renowned PH OD Series! The latest addition to the author's well-loved set of process consultation books, this new volume builds on the content of the two that precede it while expanding to explore the critical area of the helping relationship. *Process Consultation Revisited* focuses on the interaction between a consultant and client, and explains how to achieve a healthy helping relationship. Whether the advisor is an OD consultant, therapist, social worker, manager, parent, or friend, the dynamics between advisor and advisee can be

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difficult to understand and manage. Schein creates a general theory and methodology of helping that will enable a diverse group of readers to navigate the helping process successfully.

The more traditional forms of leadership that are based on static hierarchies and professional distance between leaders and followers are growing increasingly outdated and ineffective. As organizations face more complex interdependent tasks, leadership must become more personal in order to insure open trusting communication that will make more collaborative problem solving and innovation possible. Without open and trusting

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communications throughout organizations, they will continue to face the productivity and quality problems that result from reward systems that emphasize individual competition and “climbing the corporate ladder”. Authors Edgar Schein and Peter Schein recognize this reality and call for a reimagined form of leadership that coincides with emerging trends of relationship building, complex group work, diverse workforces, and cultures in which everyone feels psychologically safe. Humble Leadership calls for “here and now” humility based on a deeper understanding of the constantly evolving complexities of interpersonal, group and intergroup relationships that

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require shifting our focus towards the process of group dynamics and collaboration. Humble Leadership at all levels and in all working groups will be the key to achieving the creativity, adaptiveness, and agility that organizations will need to survive and grow.

Praise for Mastering the Complex Sale "Jeff Thull's process plays a key role in helping companies and their customers cross the chasm with disruptive innovations and succeed with game-changing initiatives." —Geoffrey A. Moore, author of Crossing the Chasm and Dealing with Darwin "This is the first book that lays out a solid method for selling cross-company, cross-border, even cross-

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culturally where you have multiple decision makers with multiple agendas. This is far more than a 'selling process'—it is a survival guide—a truly outstanding approach to bringing all the pieces of the puzzle together." —Ed Daniels, EVP, Shell Global Solutions Downstream, President, CRI/Criterion, Inc. "Mastering the Complex Sale brilliantly sets up value from the customer's perspective. A must-read for all those who are managing multinational business teams in a complex and highly competitive environment." —Samik Mukherjee, Vice President, Onshore Business, Technip "Customers need to know the value they will receive and how they will receive

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it. Thull's insights into the complex sale and how to clarify and quantify this value are remarkable—Mastering the Complex Sale will be required reading for years to come!" —Lee Tschanz, Vice President, North American Sales, Rockwell Automation "Jeff Thull is winning the war against commoditization. In his world, value trumps price and commoditization isn't a given, it's a choice. This is a proven alternative to the price-driven sale. We've spoken to his clients. This stuff really works, folks." —Dave Stein, CEO and Founder, ES Research Group, Inc. "Our business depends on delivering breakthrough thinking to our executive clients. Jeff Thull has significantly redefined

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sales and marketing strategies that clearly connect to our global audience. Read it, act on it, and take your results to exceptional levels." —Sven Kroneberg, President, Seminarium Internacional "Jeff's main thesis—that professional customer guidance is the key to success—rings true in every global market today. Mastering the Complex Sale is the essential read for any organization looking to transform their business for long-term, value-driven growth." —Jon T. Lindekugel, President, 3M Health Information Systems, Inc. "Jeff Thull has re-engineered the conventional sales process to create predictable and profitable growth in today's

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competitive marketplace. It's no longer about selling; it's about guiding quality decisions and creating collaborative value. This is one of those rare books that will make a difference." —Carol Pudnos, Executive director, Healthcare Industry, Dow Corning Corporation

Designing and Leading Change

A Developmental Approach

Organizational Therapy

The Structure of Digital Computing

Advanced Consulting

Dispelling Common Leadership Myths : a Practical Guide for Leaders that Reminds Us of the Obvious

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Tools and Techniques of Leadership and Management

Energising Leadership is based on the idea that professional leaders make it easier for people to connect their energies to the goals of their groups, organisations and communities. Leaders also encourage people to sustain their energies in the face of serious challenges and dilemmas. To do this, leaders need to be sensitive to the ways in which human energy is mobilised and focused, and how easily it can be drained and wasted, both in day-to-day encounters and by decisions made far away from the action. This is a practical book for anyone wishing to develop and refine their leadership practice. It

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opens up many opportunities for leadership that are often overlooked or underestimated. It will also help leadership teams make informed, deliberate choices that focus precious organisational energy on the things that matter.

There is a competitive advantage out there, arguably more powerful than any other. Is it superior strategy? Faster innovation? Smarter employees? No, New York Times best-selling author, Patrick Lencioni, argues that the seminal difference between successful companies and mediocre ones has little to do with what they know and how smart they are and more to do with how healthy they

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are. In this book, Lencioni brings together his vast experience and many of the themes cultivated in his other best-selling books and delivers a first: a cohesive and comprehensive exploration of the unique advantage organizational health provides. Simply put, an organization is healthy when it is whole, consistent and complete, when its management, operations and culture are unified. Healthy organizations outperform their counterparts, are free of politics and confusion and provide an environment where star performers never want to leave. Lencioni's first non-fiction book provides leaders with a groundbreaking, approachable model for

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achieving organizational health—complete with stories, tips and anecdotes from his experiences consulting to some of the nation’s leading organizations. In this age of informational ubiquity and nano-second change, it is no longer enough to build a competitive advantage based on intelligence alone. The Advantage provides a foundational construct for conducting business in a new way—one that maximizes human potential and aligns the organization around a common set of principles. The Future of Leadership Leadership is a relationship—but that relationship must change, say legendary organizational scholar Edgar Schein and

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former Silicon Valley executive Peter Schein. The vertical hierarchy, with its emphasis on formal, transactional relationships, professional distance, and all guidance coming from the top, is hopelessly inflexible and outdated. In a complex world, leadership must rely on high levels of trust and openness throughout the organization, and that can be achieved only by what they call personization and Level 2 relationships, which build the agility to make course corrections quickly. This book shows how such humble leadership has built effective cultures in a whole range of sectors: health care, government, the military, tech and innovation, and more.

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Consulting in Complex and Changing Times

Organizations face challenges today that are too messy and complicated for consultants to simply play doctor: run a few tests, offer a neat diagnosis of the “problem,” and recommend a solution. Edgar Schein argues that consultants have to jettison the old idea of professional distance and work with their clients in a more personal way, emphasizing authentic openness, curiosity, and humility. Schein draws deeply on his own decades of experience, offering over two dozen case studies that illuminate each stage of this humble consulting process. Just as he did with Process Consultation nearly fifty

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years ago, Schein has once again revolutionized the field, enabling consultants to be more genuinely helpful and vastly more effective.

How to Radiate Confidence, Attract Others, and Demand Re

Building the Helping Relationship

Humility Is the New Smart

More Precious Than Gold

Building Competence in School Consultation

Multiple Perspectives

The Power of Knowing What You Don't Know

Many of today's books on the tools and techniques of

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leadership and management provide descriptions of long lists for use in decision-making, leading, coaching and project management. This book takes a completely different approach. It contests the claims that the tools and techniques are based on evidence and explains why human activities of leading and managing are simply not amenable to scientific proof and consequently, why long-term futures of organizations are unpredictable. The book undertakes a critical exploration of just what these tools and techniques are about; showing that while they may lead to competent performance they cannot go further to expert performance because expertise involves going beyond rules and procedures. Ralph Stacey investigates the many questions

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that are thrown up as a result of this new approach. Questions such as: How do we apply this new way of thinking? What are the practical tools and techniques it gives us? What is the role of leaders in an unpredictable world? How does complexity affect the way organizations are structured and function? This book will be relevant to students on courses and modules that deal with leadership, decision-making and organizational development and behaviour as well as professional leaders and managers who want to develop their own understanding and techniques. "Managerial styles are influenced by habit, familiarity, and workplace culture. It's no wonder that well-intentioned professionals doing their best to be good organizational

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leaders often repeat unhelpful supervisory practices experienced in their early careers, even if they disliked them at the time. In the DUH! Book of Management and Supervision, the author disagrees with many accepted leadership principles (unabashedly referring to them as myths) and makes new and different approaches easier to imagine. Her challenging and controversial concepts illustrated with poignant stories suggest common-sense and immediately applicable alternatives more suitable in today's workplace"--Back cover.

This new edition gathers more than 22 experts to outline the theory behind consulting, providing insight into change processes and management issues in the field. The business

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of consulting has grown faster than most other businesses, due not only to increased demand by clients, but also to the innovative capabilities of numerous consulting firms as they develop new services. Divided into six parts, the book introduces readers to the consulting industry, addressing the major practice areas, contexts, and implementations of the field. Significant updates detail the effect of the economic troubles between 2004 and 2010 and then 2010 and now; analyze the market response to consulting in recent years; and provide a more thorough understanding of how consulting is applied in the different areas of a business, such as operations, marketing, and finance. Introductions written by the editors offer further insight into the themes

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and learning goals of each section, helping readers to recognize the elements of a successful consultation, and utilize their new skill set. The text concludes with a look at the future of consulting with regards to ethics standards and how strong manager-client relationships contribute to financial growth. Readers will also learn how the developing field of entrepreneurship creates new economic structures and job opportunities. Practitioners, consultants, clients, faculty, and students of business and management will learn not only how to consult, but also gain the skills needed to adapt to and lead organizational change, giving them a competitive edge when they enter the field.

By the bestselling author of Career Anchors (over 431,000

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copies sold) and Organizational Culture and Leadership (over 153,000 sold) • A penetrating analysis of the psychological and social dynamics of helping relationships • Named one of the best leadership books of 2009 by strategy+business magazine Helping is a fundamental human activity, but it can also be a frustrating one. All too often, to our bewilderment, our sincere offers of help are resented, resisted, or refused—and we often react the same way when people try to help us. Why is it so difficult to provide or accept help? How can we make the whole process easier? Many different words are used for helping: assisting, aiding, advising, caregiving, coaching, consulting, counseling, guiding, mentoring, supporting, teaching, and

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many more. In this seminal book on the topic, corporate culture and organizational development guru Ed Schein analyzes the social and psychological dynamics common to all types of helping relationships, explains why help is often not helpful, and shows what any would-be helpers must do to ensure that their assistance is both welcomed and genuinely useful. The moment of asking for and offering help is a delicate and complex one, fraught with inequities and ambiguities. Schein helps us navigate that moment so we avoid potential pitfalls, mitigate power imbalances, and establish a solid foundation of trust. He identifies three roles a helper can play, explaining which one is nearly always the best starting point if we are to provide truly effective help. So

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that readers can determine exactly what kind of help is needed, he describes an inquiry process that puts the helper and the client on an equal footing, encouraging the client to open up and engage and giving the helper much better information to work with. And he shows how these techniques can be applied to teamwork and to organizational leadership. Illustrated with examples from many types of relationships—husbands and wives, doctors and patients, consultants and clients—Helping is a concise, definitive analysis of what it takes to establish successful, mutually satisfying helping relationships.

*Management Consulting Today and Tomorrow
The Gentle Art of Asking Instead of Telling*

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How to Provide Real Help Faster

Think Again

Process consultation

How to Recognize and Avoid Derailment, Hubris and Overdrive

Helping

The father of the corporate culture field and pioneer in organizational psychology on today's changing corporate culture This is the definitive guide to corporate culture for practitioners. Recognized expert Edgar H. Schein explains what culture is and why it's important, how to evaluate your organization's culture, and how to improve it, using straightforward, practical tools based on

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decades of research and real-world case studies. This new edition reflects the massive changes in the business world over the past ten years, exploring the influence of globalization, new technology, and mergers on culture and organization change. New case examples help illustrate the principals at work and bring focus to emerging issues in international, nonprofit, and government organizations as well as business. Organized around the questions that change agents most often ask, this new edition of the classic book will help anyone from line managers to CEOs assess their culture and make it more effective. Offers a new edition of a classic work with a focus on practitioners Includes

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new case examples and information on globalization, the effects of technology, and managerial competencies
Covers the basics on changing culture and includes a wealth of practical advice

Consulting in Complex and Changing Times

Organizations face challenges today that are too messy and complicated for consultants to simply play doctor: run a few tests, offer a neat diagnosis of the problem, and recommend a solution. Edgar Schein argues that consultants have to jettison the old idea of professional distance and work with their clients in a more personal way, emphasizing authentic openness, curiosity, and humility. Schein draws deeply on his own decades of

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experience, offering over two dozen case studies that illuminate each stage of this humble consulting process. Just as he did with Process Consultation nearly fifty years ago, Schein has once again revolutionized the field, enabling consultants to be more genuinely helpful and vastly more effective.

Do you struggle to hold eye contact? Does it make you feel unconfident, uncomfortable, and self-conscious? Or do you just want to appear more charismatic and confident? Then Superhuman Eye Contact has the insightful tips and innovative exercises you need to become an eye contact expert - overnight. If you are bad at eye contact, people will assume that you are creepy or

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untrustworthy. If you are merely average at eye contact, you won't be negative, yet you won't be memorable either. But if you are SUPERHUMAN at eye contact, you will instantly make an impression and have people clamoring for your attention. All this because of eye contact? Absolutely. If the amount of eye-related phrases in our vocabulary is any indication, (the eyes are the window to the soul...) yes! Eyes are what people use as a guide to your overall character. Mastering eye contact is essential to becoming the person you've always wanted to be. What tips and exercises from years of coaching eye contact will you learn?*

The #1 obstacle to strong eye contact and the two best ways to crush it.*

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Exactly how and when to break eye contact gracefully.*
How to alter your eye contact for meaningful flirting.*
What your eyes should never be doing, though you probably do it daily.* How the direction someone looks in can determine their truthfulness.* How to adjust your eye contact according to emotional and physical space.Real, actionable advice that can actually affect your life.How will your daily life improve?* You will project an image of confidence and poise.* You will force others to respect you and your presence.* You will become more captivating without having to say a word.* Your charisma quotient will skyrocket.* Interactions with the opposite sex will improve tenfold, guaranteed.* Most importantly

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you will feel comfortable making eye contact with anyone, stranger or friend... and use it to make them comfortable with you. Don't hesitate to pick up your copy today by clicking the BUY NOW button at the top of this page!

Humility Is the New Smart Your job is at risk—if not now, then soon. We are on the leading edge of a Smart Machine Age led by artificial intelligence that will be as transformative for us as the Industrial Revolution was for our ancestors. Smart machines will take over millions of jobs in manufacturing, office work, the service sector, the professions, you name it. Not only can they know more data and analyze it faster than any mere human, say

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Edward Hess and Katherine Ludwig, but smart machines are free of the emotional, psychological, and cultural baggage that so often mars human thinking. So we can't beat 'em and we can't join 'em. To stay relevant, we have to play a different game. Hess and Ludwig offer us that game plan. We need to excel at critical, creative, and innovative thinking and at genuinely engaging with others—things machines can't do well. The key is to change our definition of what it means to be smart. Hess and Ludwig call it being NewSmart. In this extraordinarily timely book, they offer detailed guidance for developing NewSmart attitudes and four critical behaviors that will help us adapt to the new reality. The crucial mindset

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underlying NewSmart is humility—not self-effacement but an accurate self-appraisal: acknowledging you can't have all the answers, remaining open to new ideas, and committing yourself to lifelong learning. Drawing on extensive multidisciplinary research, Hess and Ludwig emphasize that the key to success in this new era is not to be more like the machines but to excel at the best of what makes us human.

Humble Inquiry

How To Lead A Quest

From Mainframes to Big Data

How to Compete and Win When the Stakes are High!

Humble Leadership: The Power of Relationships,

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Openness, and Trust (getAbstract Summary)

Lead Like the Best

The Adventures of the Spallywood Kidz

In today's fast paced, interconnected, and mercilessly competitive business world, senior executives have to push themselves and others hard. Paradoxically, to succeed as leaders, they also need to relate to others very well. Under stress and challenge, the qualities executives have relied on to get them to the top and to achieve outstanding results can overshoot into unhelpful drives that lead to

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business and personal catastrophes. The Leadership Shadow draws on the lived experience of executives to make sense of what actually happens when their drivers overshoot and they act out the dark side of leadership. It shows how executives can find stability in the face of uncertainty, resilience in the face of gruelling demand, and psychological equilibrium as a leader in the face of turbulence.

Communication is essential in a healthy organization. But all too often when we interact with people—especially those who

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report to us—we simply tell them what we think they need to know. This shuts them down. To generate bold new ideas, to avoid disastrous mistakes, to develop agility and flexibility, we need to practice Humble Inquiry. Ed Schein defines Humble Inquiry as “the fine art of drawing someone out, of asking questions to which you do not know the answer, of building a relationship based on curiosity and interest in the other person.” In this seminal work, Schein contrasts Humble Inquiry with other kinds of inquiry, shows

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the benefits Humble Inquiry provides in many different settings, and offers advice on overcoming the cultural, organizational, and psychological barriers that keep us from practicing it.

"Lead like the Best" is a revolutionary book filled with fundamental principles and tools to impact individuals who are serious about enhancing their leadership abilities. The term leadership has become diluted and overused through the years, but this book aims to bring true understanding and integrity back to this

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undervalued position. Leadership expert, Alford D. Simon, describes in detail the specific characteristics of a leader, discusses and personal development, the purpose and importance of being a leader, as well as providing exceptional strategies to challenge you to raise your standards and improve your leadership performance. Throughout there are thought-provoking questions to help you reflect on and assess your leadership experience. "Lead like the Best" will teach you how to triumph over personal barriers to function

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in a leadership position and achieve sustained results. This powerful, strategic guide was written to empower, inspire, and guide business and ministry leaders, global influencers, educational scholars, corporate officers, government officials and people who are looking for the necessary tools to climb the mountain of leadership and achieve success by leading like the best.

Humble ConsultingHow to Provide Real Help FasterReadHowYouWant

How to Provide Real Help Faster (16pt

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Large Print Edition)

70 Strategies That Will Dramatically

Change the Way You Do Business

The Power of Relationships, Openness, and

Trust

Humble Consulting

Windsor Castle

Perspectives and Advice from Leading

Experts

A Handbook for Pioneering Executives

Unlock progress through doubt and uncertainty The

biggest threat facing modern business is the sheer

complexity of an uncertain future. That, and the fact

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that everyone is busy. Too busy for progress. Workplace cultures have become cursed with efficiency. And so when it comes to developing strategy, we default to our defaults. We favour quick fixes, easy templates and familiar approaches, developing 'robust plans' that do little to mitigate strategic risk or generate new value. The result? The future comes, and businesses die. But no longer! *cue trumpets* How to Lead a Quest is a book for pioneering leaders - folks who know that enterprise strategy is far too important to condemn to 'smart goals', 'a clear vision for the future' and other such rubbish. Within this book, you'll discover how to: liberate enterprise leadership and workplace cultures

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from the curse of efficiency, default thinking and the delusion of progress explore complex and uncertain futures to find profound insights that mitigate strategic risks and ensure your business model remains viable create new value and enduring relevance by pioneering into uncharted and unprecedented territory embed new structures and rituals into your enterprise to build for the future, while still delivering operational excellence today. Not for the faint of heart or short-of-wit, this uniquely refreshing book bravely tackles the paradox that is pioneering leadership. You'll discover how to lead meaningful progress - even if you don't know what the goal or destination looks like.

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The Structure of Digital Computing takes a fifty year perspective on computing and discusses what is significant, what is novel, what endures, and why it is all so confusing. The book tries to balance two point of views: digital computing as viewed from a business perspective, where the focus is on marketing and selling, and digital computing from a research perspective, where the focus is on developing fundamentally new technology.

This is the first book to address the specific needs and challenges faced by high-level consultants, who work on very complex projects and must win the confidence of the most senior leaders in organizations. Advanced consulting requires both

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expertise and personal qualifications that are distinct from those needed in everyday consulting. Advanced consultants work with high-level executive teams on complex issues such as strategy, organizational design, merger integration, digital disruption, culture change, and system-wide transformation. While neophyte consultants are often given a playbook to follow, advanced consultants need to invent methods that take full advantage of the opportunities that their work with clients presents. There is an art to advanced consulting as well as a science; who you are is as important as what you do. Bill Pasmore draws on his four decades of experience as a consultant and teacher of consultants to show

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readers how to see possibilities that are not evident, conduct analyses that support the value of more comprehensive work, build relationships that engender deeper trust, adapt to changing circumstances, and empower members of their team to take independent actions while maintaining overall control of an engagement. Illustrated with vivid real-world examples and including a self-assessment to measure your progress, this book equips you to advance to more senior positions in your firm or to build a successful independent practice.

Regarded as one of the most influential management books of all time, this fourth edition of *Leadership and Organizational Culture* transforms the abstract

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concept of culture into a tool that can be used to better shape the dynamics of organization and change. This updated edition focuses on today's business realities. Edgar Schein draws on a wide range of contemporary research to redefine culture and demonstrate the crucial role leaders play in successfully applying the principles of culture to achieve their organizational goals.

Biscuit, the Humble and Loving Guinea Pig
Good to Great

Humble Consulting - Die Kunst des vorurteilslosen
Beratens

Why Organizational Health Trumps Everything Else
In Business

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Journal Luminescent Butterflies

Visual Consulting

The Challenge Built to Last, the defining management study of the nineties, showed how great companies triumph over time and how long-term sustained performance can be engineered into the DNA of an enterprise from the very beginning. But what about the company that is not born with great DNA? How can good companies, mediocre companies, even bad companies achieve enduring greatness? The Study For years, this question preyed on the mind of Jim Collins. Are there companies that

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defy gravity and convert long-term mediocrity or worse into long-term superiority? And if so, what are the universal distinguishing characteristics that cause a company to go from good to great? The Standards Using tough benchmarks, Collins and his research team identified a set of elite companies that made the leap to great results and sustained those results for at least fifteen years. How great? After the leap, the good-to-great companies generated cumulative stock returns that beat the general stock market by an average of seven times in fifteen years, better than twice the results delivered by a

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composite index of the world's greatest companies, including Coca-Cola, Intel, General Electric, and Merck. The Comparisons The research team contrasted the good-to-great companies with a carefully selected set of comparison companies that failed to make the leap from good to great. What was different? Why did one set of companies become truly great performers while the other set remained only good? Over five years, the team analyzed the histories of all twenty-eight companies in the study. After sifting through mountains of data and thousands of pages of interviews, Collins and his crew

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discovered the key determinants of greatness -- why some companies make the leap and others don't. The Findings The findings of the Good to Great study will surprise many readers and shed light on virtually every area of management strategy and practice. The findings include: Level 5 Leaders: The research team was shocked to discover the type of leadership required to achieve greatness. The Hedgehog Concept (Simplicity within the Three Circles): To go from good to great requires transcending the curse of competence. A Culture of Discipline: When you combine a culture of discipline with an ethic

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of entrepreneurship, you get the magical alchemy of great results. Technology Accelerators: Good-to-great companies think differently about the role of technology. The Flywheel and the Doom Loop: Those who launch radical change programs and wrenching restructurings will almost certainly fail to make the leap. "Some of the key concepts discerned in the study," comments Jim Collins, "fly in the face of our modern business culture and will, quite frankly, upset some people." Perhaps, but who can afford to ignore these findings?

In this book you will explore the "3 ways to

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grow any business." They are: 1) Increase the number of clients you presently have 2) Increase the number of times a client visits your business/website 3) Increase the amount of money your client spends during each visit That's how I came up with the Title: More Clients... More Often... More Money From those "3 ways," I have come up with 70 strategies for you to consider implementing into your business. Each strategy has a definition of what it is, an example of how someone has used it, a few suggestions on how you could implement it into your business and an "ideas" page for you to take notes. I

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guarantee there is something in here for you to make a bunch of money and grow your business.

In a world characterized by volatility, uncertainty, complexity, and ambiguity (VUCA), versatile leadership makes more sense than the shopworn model of lofty corporate heroes and disruptors, who are supposedly invincible. The future of work requires a more personal style of leadership. This audio-only summary of the popular book by Edgar H. Schein, a management scholar, and his son Peter A. Schein, an expert on organizations, explains how to achieve cultural change

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through humble leadership. The theme picks up on their previous books, *Humble Consulting* and *Humble Inquiry*. Their guidance will be especially useful to coaches, mentors, and HR officials who work on leadership development. This audiobook summary was created by getAbstract, the world's largest provider of 476536564 book summaries. We are pleased to offer this training in our library. Everything changes. We are currently immersing in the Digital Era and going through in-depth change. The companies, economy, society, and even us as individuals are changing (or should be). Managing in the

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Digital Era is a new challenge for entrepreneurs, managers, marketeers, economists, politicians... The impact of change is such that no one is left out. Communication is in the core of these changes, requiring an in-depth review of the Media industry business models and also those of other industries. Technology, on the other hand, is the major engine of this new Era, and more than ever the leading role will be played by leaders and their teams. Today, any citizen speaks to the world, asks questions and makes demands. This book pictures the changes and the paths that are being designed

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by world giants, and clarifies the new challenges facing us.

its role in organization development

The DUH! Book of Management and Supervision

How to Offer, Give, and Receive Help

Humble Beginnings

The Leadership Shadow

Why Some Companies Make the Leap...And Others Don't

Organizational Culture and Leadership

This 120-page journal features: 117 wide-ruled lined pages 5.5" x 8.5" size - big enough for your writing and small enough to take with you smooth 55# cream-color paper,

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perfect for ink, gel pens, pencils or colored pencils a cover page where you can enter your name and other information a beautiful full-color cover illustration of luminescent butterflies in flight that wraps around the front and back covers a matte-finish cover for an elegant, professional look and feel This journal can be used for writing poetry, jotting down your brilliant ideas, recording your accomplishments, and more. Use it as a diary or gratitude journal, a travel journal or to record your food intake or progress toward your fitness goals. The simple lined pages allow you to use it however you wish.

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Journals to Write In offers a wide variety of journals, so keep one by your bedside as a dream journal, one in your car to record mileage and expenses, one by your computer for login names and passwords, and one in your purse or backpack to jot down random thoughts and inspirations throughout the day. Paper journals never need to be charged and no batteries are required! You only need your thoughts and dreams and something to write with. These journals also make wonderful gifts, so inspire someone you love today! Visualization—in your own imagination, on the wall, and with media—supports any consultant

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who is learning to design and facilitate transformational change, leadership development, stakeholder involvement processes, and making sense of complex challenges. This book, from leaders in the field, shows you how. Building on Peter Block's *Flawless Consulting*, it explains how to visually contract and scope work, gather data, provide feedback, plan interventions, implement, and support on-going sustainability in organizational and community settings. Unlike Block's work, *Visual Consulting* addresses the challenging problems of guiding organizational and social

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change processes that involve multiple levels and types of stakeholders, with interests in both local and global environments. It demonstrates how visualization and design thinking can be used to get more creative and productive results that are “owned” by everyone. The practices described apply to organizational as well as diverse, cross-boundary consulting projects. In this book, you will. . . Learn powerful visual tools for all key stages of the consulting process, including marketing your services Understand the predictable challenges of change and how to successfully guide organizations and

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communities through them Learn how to collaborate with clients to get sustainable results Find tools for using visualization comprehensively, for both inner and outer work Successfully guide change in both organizations and communities The fourth installment in the Visual Facilitation series, this book teaches you how to activate the full range of visual tools, methods, and models to support stepping into successful, contemporary consulting relationships. In the nearby City of Green Meadow Burrows, there lives a humble guinea pig whose name is Biscuit. At first glance, Biscuit looks like

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many other guinea pigs. She is small, round and chubby with golden fur that grows in all directions. Her eyes are shiny beads of black. Like all guinea pigs, she eats a vegetarian diet. Her favorite foods are hay, lettuce and all sorts of carrots, whether big or small, orange or yellow, or shredded and chopped. She is neither a genius nor an athlete nor a rock star; she can do nothing to make herself rich and famous. Biscuit is a very ordinary guinea pig, you see. So, you might be left wondering why anyone would take notice of her. Why!? Well, it's because she has accomplished greatness by living her life

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with a loving heart and good stewardship. How did she do this? Well, let's peek into her world and see what we find!As you accompany Biscuit during her story, you will meet several animal characters, as follows (in the order of their appearance):Coal, the friendly Poodle who prefers to be called a "Goldendoodle";Mr. Scrub Jay, the tame, Western Scrub Jay who lives in Biscuit's garden;Boris, the salad-eating, Russian tortoise;Lily Muttsarella, the Maltepool dog who plays in dual character roles as Miss Sugar and Police Officer Lily;Spirit, the docile, Ringneck dove;andDaisy, the basket-

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ball playing, Lesser Sulfur-Crested Cockatoo. Biscuit teaches us that it is more important to be loving than it is to be loved for our importance. In her adventures, she loves everyone and never behaves like a bully; she is honest; she takes a stand against injustice; she is charitable and shares with others; she takes responsibility for her actions; she does her best, even when it's difficult; she remembers to love herself and have fun; and she appreciates and gives thanks to God and everyone who demonstrates kindness. This book offers an alternative to the violent images that bombard today's youth

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on television, in the movies, in the virtual world of electronic games and in the real world.

#1 New York Times Bestseller “THIS. This is the right book for right now. Yes, learning requires focus. But, unlearning and relearning requires much more—it requires choosing courage over comfort. In Think Again, Adam Grant weaves together research and storytelling to help us build the intellectual and emotional muscle we need to stay curious enough about the world to actually change it. I’ve never felt so hopeful about what I don’t know.” –Brené

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Brown, Ph.D., #1 New York Times bestselling author of Dare to Lead The bestselling author of Give and Take and Originals examines the critical art of rethinking: learning to question your opinions and open other people's minds, which can position you for excellence at work and wisdom in life Intelligence is usually seen as the ability to think and learn, but in a rapidly changing world, there's another set of cognitive skills that might matter more: the ability to rethink and unlearn. In our daily lives, too many of us favor the comfort of conviction over the discomfort of doubt. We listen to

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opinions that make us feel good, instead of ideas that make us think hard. We see disagreement as a threat to our egos, rather than an opportunity to learn. We surround ourselves with people who agree with our conclusions, when we should be gravitating toward those who challenge our thought process. The result is that our beliefs get brittle long before our bones. We think too much like preachers defending our sacred beliefs, prosecutors proving the other side wrong, and politicians campaigning for approval--and too little like scientists searching for truth. Intelligence is no cure,

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and it can even be a curse: being good at thinking can make us worse at rethinking. The brighter we are, the blinder to our own limitations we can become. Organizational psychologist Adam Grant is an expert on opening other people's minds--and our own. As Wharton's top-rated professor and the bestselling author of *Originals* and *Give and Take*, he makes it one of his guiding principles to argue like he's right but listen like he's wrong. With bold ideas and rigorous evidence, he investigates how we can embrace the joy of being wrong, bring nuance to charged conversations, and build schools,

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workplaces, and communities of lifelong learners. You'll learn how an international debate champion wins arguments, a Black musician persuades white supremacists to abandon hate, a vaccine whisperer convinces concerned parents to immunize their children, and Adam has coaxed Yankees fans to root for the Red Sox. Think Again reveals that we don't have to believe everything we think or internalize everything we feel. It's an invitation to let go of views that are no longer serving us well and prize mental flexibility over foolish consistency. If knowledge is power, knowing what we don't

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know is wisdom.

The Advantage

More Clients... More Often... More Money

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Organizational Success

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Humble Inquiry, Second Edition

**Rethinking Human Excellence in the Smart
Machine Age**

When M.s Mattie, the magical loving owner of an orphanage suddenly falls ill, her evil daughter Olga steps in . Olga quickly rids the orphanage of every

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last bit of fun and focuses her attention on the powerful necklaces gifted to the Spallywood Kidz by Ms. Mattie. The Spallywood Kidz must swiftly learn how to use their newly found powers before Olga steals their necklaces and traps them in the gloomy orphanage forever. But will the Spallywood Kidz defeat evil Olga in time?

School psychologists consistently indicate that consultation is a crucial component of their duties but that they lack sufficient opportunities to develop their corresponding knowledge, skills, and confidence during graduate training. Building

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Competence in School Consultation directly addresses the need for practical, comprehensive consultation training, including support materials, for school psychologists, counselors, and other professionals working in schools. Drawing from evidence-based approaches as well as experienced instructors' real-world toolkits, these essential perspectives and activities approach the standard and less common challenges of the school consultant role. Written by two leading experts in consultation, this book brings school psychology research directly to graduate students and both

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novice and experienced practitioners, providing invaluable context, reflection activities, videos from fellow consultation experts, and resources that translate academic findings into skills ready for immediate use.

This worldwide bestseller offers simple guidance for building the kind of open and trusting relationships vital for tackling global systemic challenges and developing adaptive, innovative organizations—over 200,000 copies sold and translated into seventeen languages! We live, say Edgar and Peter Schein, in a culture of “tell.” All too often we tell others what we

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think they need to know or should do. But whether we are leading or following, what matters most is we get to the truth. We have to develop a commitment to sharing vital facts and identifying faulty assumptions—it can mean the difference between success and failure. This is why we need Humble Inquiry more than ever. The Scheins define Humble Inquiry as “the gentle art of drawing someone out, of asking questions to which you do not know the answer, of building relationships based on curiosity and interest in the other person.” It was inspired by Edgar's twenty years of work in high-hazard

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industries and the health-care system, where honest communication can literally mean the difference between life and death. In this new edition the authors look at how Humble Inquiry differs from other kinds of inquiry, offer examples of it in action, and show how to overcome the barriers that keep us telling when we should be asking. This edition offers a deepening and broadening of this concept, seeing it as not just a way of posing questions but an entire attitude that includes better listening, better responding to what others are trying to tell us, and better revealing of ourselves. Packed with case

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examples and a full chapter of exercises and simulations, this is a major contribution to how we see human conversational dynamics and relationships, presented in a compact, personal, and eminently practical way.

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Meeting the Challenge of Complexity