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KEY=DISNEY - KENDALL FREEMAN

Be Our Guest

Perfecting the Art of Customer Service

Now, for the first time, one element of the methods behind the magic that is the Walt Disney World Resort--quality service--is revealed. The book outlines proven Disney principles and processes for helping an organization focus its vision and align its people into a strategy that delivers on the promise of exceptional customer service.

Leadership in Nonprofit Organizations

A Reference Handbook

SAGE Leaders of nonprofit organizations deliver programs and services vital to the quality of life in the United States. All the activities of our religious communities; the vast majority of the arts and culture, human services, and community development pursuits; as well as education and environmental advocacies take root and deliver their services within the nonprofit sector. Welcome to the world of leadership in nonprofit organizations. This sector offers an opportunity to serve as well as to lead. Leadership in Nonprofit Organizations: A Reference Handbook engages voices on issues and leadership topics important to those seeking to understand more about this dynamic sector of society. A major focus of this two-volume reference work is on the specific roles and skills required of the nonprofit leader in voluntary organizations. Key Features Presents contributions from a wide range of authors who reflect the variety, vibrancy, and creativity of the sector itself Provides an overview of the history of nonprofit organizations in our country Describes a robust and diverse assortment of organizations and opportunities for leadership Explores the nature of leadership and its complexity as exemplified in the nonprofit sector Includes topics such as personalities of nonprofit leaders; vision and starting a nonprofit organization; nonprofit law, statutes, taxation, and regulations; strategic management; financial management; collaboration; public relations for promoting a nonprofit organization; and human resource policies and procedures Nonprofit organizations are a large, independent, diverse, and dynamic part of our society. This landmark Handbook tackles issues relevant to leadership in the nonprofit realm, making it a welcome addition to any academic or public library.

The Complete Worship Leader

Baker Books In this concise and clearly written handbook, worship leaders from every denomination and musical style will find a wealth of information on how to develop their leadership skills and improve the effectiveness of corporate worship. Kevin J. Navarro explains the four basic elements that are crucial to becoming an effective worship leader: theology, discipleship, artistry, and leadership. The Complete Worship Leader provides a holistic, biblical view of worship leading as drawing people into God's presence through more than song leading. It shows worship leaders how to: Ž appropriately use the technology available today Ž become a theologian, a disciple, an artist, and a leader Ž build and lead a worship team Ž engage the five senses in worship Ž model worship and rally others to participate and much more! Pastors, worship planners, lay leaders, and college and seminary students from a cross section of denominations will benefit from this simple yet thorough discussion of what it means to lead the body of Christ into a genuine experience of worshipping God.

Leading Your Business to the Next Level

The Six Core Disciplines of Sustained Profitable Growth

Greenwood Publishing Group For owners and managers of entrepreneurial businesses--a hands-on guide to managing the transition from startup to profitable growth.

Business

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Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees

McGraw Hill Professional Leadership lessons from the iconic brand you can use to drive Disney-style success In helping Walt Disney create "The Happiest Place on Earth," Van France and his team started a business revolution in 1955 that eventually became the Disney University—the employee training and development program that powers one of the most famous brands on earth. Disney U examines how Van France's timeless company values and leadership expertise have turned into a training and development dynasty: the Disney U. The book reveals the heart of the Disney Culture and describes the company's values and operational philosophies that support the world-famous Disney brand. Doug Lipp is an internationally acclaimed expert on customer service, leadership, change management and global competitiveness, specializing in the lessons he learned at the Disney U.

Customer Friendly

The Organizational Architecture of Service

University Press of America The need for customer friendly organizations exists across fields and industries. Corporate leaders have long known the value of customer support. Even public agency leaders increasingly recognize the need to offer better service to citizens. This book presents the organizational architecture of customer friendly organizations. How do some private companies and public agencies become customer friendly-by accident or design? Academics and practicing managers know that organizational design affects behavior. This book helps us understand how we develop high performance organizations-in this case, organizations that consistently deliver high quality service. It builds on the theory and application of "systems thinking" to organization design and behavior by showing how products, structure, psychological climate, culture, and leadership work together

to produce customer friendly experiences. Beginning with the architectural model, the book offers a series of cases to illustrate the application: hospital, auto manufacturer, airline, hotel, bank, university, and library.

Creating Magic

10 Common Sense Leadership Strategies from a Life at Disney

Random House Outstanding leadership is the kind that inspires employees, delights customers, and achieves extraordinary business results. And no one knows more about this kind of leadership than Lee Cockerell, the man who ran Walt Disney World® Resort operations for over a decade. In *Creating Magic*, he shares the ten practical, common sense strategies that guided his own journey from a poor farm boy in Oklahoma to the head of operations for a multibillion dollar enterprise. Combining surprising business wisdom with insightful and entertaining stories from his four decades on the front lines of some of the world's best-run companies, Lee shows all of us - from small business owners to managers at every level - how to become better leaders by infusing quality, character, courage, enthusiasm and integrity into our workplaces and our lives.

The End of Business As Usual

Rewire the Way You Work to Succeed in the Consumer Revolution

John Wiley & Sons It's a new era of business and consumerism—and you play a role in defining it Today's biggest trends—the mobile web, social media, real-time—have produced a new consumer landscape. *The End of Business As Usual* explores this complex information revolution, how it has changed the future of business, media, and culture, and what you can do about it. "To be successful in business, you need to see what others don't. Start with this book. Someone's going to do it, why not you?" —Mark Cuban, owner of the Dallas Mavericks and Chairman of HDNet "Innovation has always changed the business landscape. People expect to access information anywhere, anytime, and on any device. Collaborative, cloud, and video technologies are leading this change. As Mr. Solis correctly writes, companies have to lead this change, not follow." —John Chambers, CEO of Cisco Systems, Inc. "Winning the hearts and minds of customers with new media experiences will turn them into your most valuable sales force. Solis's book is the map to unleash this treasure." —Peter Guber, author of *Tell to Win: Connect, Persuade, and Triumph with the Hidden Power of Story* "Your customers will share their experiences both good and bad. Now that everyone is connected, it's amplified and incredibly influential. This book will help you rethink your vision and mission to survive in a new era of digital Darwinism." —Mark Burnett, Television Executive Producer

Services Marketing: People, Technology, Strategy (Ninth Edition)

World Scientific *Services Marketing: People, Technology, Strategy* is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends, and technology, social media, and case examples. This book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view. **Supplementary Material Resources:** Resources are available to instructors who adopt this textbook for their courses. These include: (1) Instructor's Manual, (2) Case Teaching Notes, (3) PowerPoint deck, and (4) Test Bank. Please contact sales@wspc.com. **Key Features:**

Creating Great Visitor Experiences

A Guide for Museums, Parks, Zoos, Gardens & Libraries

Routledge Museum and other non-profit professionals have begun to realize that the complete visitor experience is the key to repeat attendance, successful fundraising, and building audience loyalty. Taking lessons learned by successful experience-shapers in the for-profit world, Stephanie Weaver distills this knowledge for museums and other organizations which depend on visitor satisfaction for success. Is your institution welcoming? Are the bathrooms clean? Does the staff communicate well? Are there enough places to sit? These practical matters may mean more to creating a loyal following than any exhibit or program the institution develops. Weaver breaks the visitor experience down to 8 steps and provides practical guidance to museums and related institutions on how to create optimal visitor experiences for each of them. In a workshop-like format, she uses multiple examples, exercises, and resource links to walk the reader through the process.

The Customer Rules

The 39 essential rules for delivering sensational service

Profile Books Today, consumers have more choice than ever before. It's no longer enough to simply provide a service - companies who want to stay in business must also provide impeccable service with such consistency, integrity and creativity that people who experience it will not only keep coming back for more, but recommend your business to their friends, families, and colleagues. The Customer Rules is entirely focused on one ultimate goal: to help you, no matter what your position or job title, secure the most revenue-boosting asset you could wish for: a reputation for excellent service. Lee Cockerell, former Executive Vice President of Operations at Disney World - a company which has redefined what a business can do for their customers - shows you how: from why you should 'Never say no - except No Problem' to asking yourself 'What Would Mum Do?'. His 39 easy-to-follow rules apply to any industry and any company, large, small, public, private, online or High Street. The principles revealed in this book, tried and tested in one of the world's happiest environments, can give you everything you need to truly connect with your customers.

Group Practice Journal

Innovations in Higher Education

Igniting the Spark for Success

Rowman & Littlefield Publishers Rising costs and increasing global competition press institutions to do more with less. At the same time, deep budget cuts and a general social and political impatience have revived calls for reform in educational affordability, curriculum, and outcome measurement. Yet within this environment, a myriad of success stories are being forged among educational institutions, supporting industries, and educational consortia that are embracing innovative approaches to all aspects of the higher education system. This book spotlights those fresh approaches and aims to bring higher education professionals together, as part of a broad, national movement to motivate reflection and encourage similar dynamic efforts. The editors and expert contributors focus in particular on areas such as measures of academic quality, benchmarking, faculty development, retention, curriculum development, technology, and facilities. In each case, this book illustrates successful pilot programs and documents tools that have proven to maximize efficiencies crucial to the continued success of the entire higher learning community.

The Conference Board Review

The Design Manual

UNSW Press **The Design Manual** by David Whitbread is an indispensable and comprehensive reference for traditional and digital publishing. From beginners to professional graphic designers, desktop publishers and graphic design students, **The Design Manual** provides essential information on conceptual approaches, planning and project development techniques for print, web and multimedia production. Design tasks are divided into sections on publication, corporate identity, on-screen and advertising design. There is discussion of specific skills such as branding and logo design; stationery, catalogue, annual report and newsletter production; websites; storyboarding and animation techniques; and more. The production section discusses layout and typography for print and screen, colour and colour systems, printing and finishing processes. With numerous checklists and practical tips throughout the text, **The Design Manual** has become a standard reference for anyone involved in or interested in design.

Customer Service for Hospitality and Tourism

Goodfellow Publishers Ltd **Customer service** is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service. However, despite its importance, quality customer service is the exception rather than the norm in many parts of the world. **Customer Service for Hospitality and Tourism** is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. In essence it is the 'whys' and 'hows' of customer service. It is easy to read, very current, and full of references to all the latest research from both academic and practitioner literature. Chapters cover important topics such as the financial and behavioural consequences of customer service, consumer trends influencing service, developing and maintaining a service culture, managing service encounters, the importance of market research, building and maintaining customer relationships, providing customer service through the servicescape, the impact of technology on customer service, the importance of service recovery, and promoting customer service internally and externally. Key features include: An 'At Your Service' Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service. Each chapter contains a 'Service Snapshot' - short, real-life cases to illustrate a particular concept or theoretical principle presented in the chapter. Detailed international 'Case Studies', which cover a variety of sectors, organizations and regions designed to foster critical thinking, the cases illustrate actual business scenarios that stress several concepts found in the chapter. They analyze customer service in the U.S., South America, South Africa, Europe, Russia, Australia, China, Canada, Korea and Dubai.

Disney, Leadership and You

House of the Mouse Ideas, Stories and Hope for the Leader in You

A look at leaders throughout the Walt Disney Company and what lessons you can apply to your efforts to lead others.

The Internship Bible

The Princeton Review **Lists internship opportunities** in a variety of fields, giving information about selectivity, compensation, deadlines, and duration.

The Wonderful World of Customer Service at Disney

A celebration of great business practices that can be applied to any service organization.

How's the Culture in Your Kingdom?

Lessons from a Disney Leadership Journey

Morgan James Publishing A former Disney executive shares stories and leadership lessons from his twenty-six-year career at the company: "Engaging [and] effective." —Lloyd J. Austin III, from the Foreword Dan Cockerell started his Disney journey as a parking attendant. Over the next twenty-six years—and nineteen different jobs—he became the Vice President of the biggest theme park in the world, The Magic Kingdom Park. During the course of his Disney career, Dan learned many life and leadership lessons and shares those learnings in *How's the Culture in Your Kingdom*. Within its pages, Dan explains how to lead oneself and one's team and organization by using relevant stories and practical examples from his Disney leadership journey. *How's the Culture in Your Kingdom* helps prepare leaders to lead their team by teaching them how to: Surround themselves with the right people Build trusting relationships Set clear expectations Provide regular feedback, positive and critical

The Experience

The 5 Principles of Disney Service and Relationship Excellence

John Wiley & Sons Walt Disney World is the most recognized company in the world for service excellence. The book will combine the authors' experience overseeing and creating training to improve service in Disney parks. Readers will learn the five principles of the I CARE model (Impressions, Connections, Attitudes, Responses, and Exceptionals) and the Experience Quotient. In reading *The Experience* the reader will learn to: Identify service problems that face every company in the marketplace. Identify "the experience" and what it means to your company, Understand what makes up the 5 levels of the experience and why most people and companies fail at it, Be challenged to raise your organization's level of "the experience" by utilizing the experience quotient and applying the I CARE principles, and

Team Nutrition Connections

If Disney Ran Your Hospital

9 1/2 Things You Would Do Differently

Amer Hospital Assn Using examples from his work with Disney and as a senior-level hospital executive, author Fred Lee challenges the assumptions that have defined customer service in healthcare. In this unique book, he focuses on the similarities between Disney and hospitals--both provide an "experience," not just a service. It shows how hospitals can emulate the strategies that earn Disney the trust and loyalty of their guests and employees. The book explains why standard service excellence initiatives in healthcare have not led to high patient satisfaction and loyalty, and it provides 9 1/2 principles that will help hospitals gain the competitive advantage that comes from being seen as "the best" by their own employees, consumers, and community.

Congressional Record

Proceedings and Debates of the ... Congress

Professional Learning Communities at Work® and High-Reliability Schools™

Cultures of Continuous Learning (Ensure a viable and guaranteed curriculum)

Solution Tree Press Dramatically improve schooling by harnessing the collective power of the High Reliability Schools™ (HRS) model and the PLC at Work® process. Featuring some of America's best educators, this anthology includes information, insights, and practical suggestions for both PLCs and HRS. The overarching purpose is to demonstrate how these two approaches, taken together, complement each other and support educators in their efforts to create a culture of continuous improvement. Use this resource to ensure a guaranteed and viable curriculum: Study the HRS and PLC practices with guidance from numerous practitioners and experts, developing good teachers into great teachers through a culture of accountability. Learn how to keep your school focused on the right work in order to achieve learning for all through a continuous improvement process. Understand how the HRS model can improve success with the PLC process and how the PLC at Work process is the cornerstone of a high reliability school. Explore the ways in which strong leaders can model and improve the why and how of PLC at Work through a collaborative culture. Explore the five levels of the HRS model, and then learn how to relate each level to PLC at Work process to improve education in your school or district. Contents: Introduction: Professional Learning Communities at Work and High Reliability Schools—Merging Best Practices for School Improvement by Robert J. Marzano and Robert Eaker Part I: The Five Levels A Safe, Supportive, and Collaborative Culture 1. Culture Building in a High Reliability School by Mario Acosta 2. Frames of Mind and Tools for Success: Organizational Culture in a PLC by Anthony Muhammad Effective Teaching in Every Classroom 3. Six Steps for Effective Teaching in Every Classroom by Toby Boss 4. Effective Teaching in a Professional Learning Community by William M. Ferriter A Guaranteed and Viable Curriculum 5. Six Action Steps for a Guaranteed and Viable Curriculum by Jan K. Hoegh 6. PLC, HRS, and a Guaranteed and Viable Curriculum by Heather Frizellie and Julie A. Schmidt Standards-Referenced Reporting 7. A Multiyear Plan for Standards-Referenced Reporting by Tammy Heflebower 8. Grading and Reporting for Learning in a PLC by Eric Twadell Competency-Based Education 9. Personalized, Competency-Based Education by Mike Ruyle 10. Preparation for Tomorrow: A Competency-Based Focus and PLCs by Mike Mattos Part II: Professional Learning Communities, High Reliability Organizations, and School Leadership 11. High Reliability Leadership by Philip B. Warrick 12. Leadership in a PLC: Coherence and Culture by Timothy D. Kanold Part III: Professional Learning Communities, High Reliability Organizations, and District Leadership 13. Leadership in High Reliability School Districts by Cameron L. Rains 14. Leadership in a High Performing PLC by Marc Johnson

Community College Journal

The State of the Arts and Corporate Support

Paul S Eriksson

Leadership Excellence

American Cultural Leaders From Colonial Times to the Present

Abc-Clio Incorporated Profiles writers, directors, actors, composers, and artists

The Ride of a Lifetime

Lessons in Creative Leadership from 15 Years as CEO of the Walt Disney Company

Random House 'One of the best business books I've read in years.' **BILL GATES THE #1 NEW YORK TIMES BESTSELLER A SUNDAY TIMES BOOK OF THE YEAR 2019**

The CEO of Disney, one of Time's most influential people of 2019, shares the ideas and values he embraced to reinvent one of the most beloved companies in the world and inspire the people who bring the magic to life. Robert Iger became CEO of The Walt Disney Company in 2005, during a difficult time. Morale had deteriorated, competition was intense, and technology was changing faster than at any time in the company's history. His vision came down to three clear ideas: Recommit to the concept that quality matters, embrace technology instead of fighting it, and think bigger-think global-and turn Disney into a stronger brand in international markets. Fourteen years later, Disney is the largest, most respected media company in the world, counting Pixar, Marvel, Lucasfilm and 21st Century Fox among its properties. Its value is nearly five times what it was when Iger took over, and he is recognized as one of the most innovative and successful CEOs of our era. In *The Ride of a Lifetime*, Robert Iger shares the lessons he's learned while running Disney and leading its 200,000 employees, and he explores the principles that are necessary for true leadership, including: Optimism. Even in the face of difficulty, an optimistic leader will find the path toward the best possible outcome and focus on that, rather than give in to pessimism and blaming. Courage. Leaders have to be willing to take risks and place big bets. Fear of failure destroys creativity. Decisiveness. All decisions, no matter how difficult, can be made on a timely basis. Indecisiveness is both wasteful and destructive to morale. Fairness. Treat people decently, with empathy, and be accessible to them. 'Bob Iger has not only lived up to ninety-six years of groundbreaking history but has moved the Disney brand far beyond anyone's expectations, and he has done it with grace and audacity. This books shows you how that happened.' **STEVEN SPIELBERG**

Team Nutrition Connections, Vol. 3, No. 2, 1996

Incentive

Managing and marketing through motivation.

Behavior in Organizations

Prentice Hall This book provides managers with basic information about people and their behavior within the context of a business environment. This new edition reflects recent changes in the field of organizational behavior, and has more of a hands-on orientation than previous editions. By examining factors that contribute to an ever-changing business world, it will teach managers to develop, train, and motivate high-performance employees. This book covers such topics as motivation, feedback, influence, and stress-coping techniques, as well as culture, creativity and innovation, developing work teams, work-related attitudes, and organizational structure, design and technology. For human resources managers, general managers, team-builders, and personnel specialists.

The Storyteller's Secret

How TED Speakers and Inspirational Leaders Turn Their Passion into Performance

Pan Macmillan How did an American immigrant without a college education go from Venice Beach T-shirt vendor to television's most successful producer? How did a timid pastor's son surmount a paralyzing fear of public speaking to sell out Yankee Stadium, twice? How did the city of Tokyo create a PowerPoint stunning enough to win them the chance to host the Olympics? They told brilliant stories. Whether your goal is to sell, educate, fundraise or entertain, your story is your most valuable asset: 'a strategic tool with irresistible power', according to the New York Times. Stories inspire; they persuade; they galvanize movements and actuate global change. A well-told story hits you like a punch to the gut; it triggers the light-bulb moment, the 'aha' that illuminates the path to innovation. Radical transformation can occur in an instant, with a single sentence; The Storyteller's Secret teaches you how to craft your most powerful delivery ever. In his hugely attended Talk Like TED events, bestselling author and communications guru Carmine Gallo found, again and again, that audiences wanted to discover the keys to telling a powerful story. The Storyteller's Secret unlocks the answer in fifty lessons from visionary leaders - each of whom cites storytelling as a crucial ingredient in success. A good story can spark action and passion; it can revolutionize the way people think and spur them to chase their dreams. Isn't it time you shared yours?

Leaders

Myth and Reality

Penguin UK 'People don't quit their jobs, they quit their bosses... The action of leadership is not leading, it's teaming... Leadership is the ecosystem that the leader cultivates' General Stanley McChrystal In *Leaders*, retired four-star General Stanley McChrystal has written a passionate call to arms, looking to redefine what it means to be a successful leader in today's world. The bestselling author dismantles the outdated Great Man theory of leadership proving that exceptional leaders are not defined by their personalities or achievements but the environments they cultivate. By profiling pairs of iconic leaders from Alexander the Great and Mark Zuckerberg to Winston Churchill and Steve Jobs to Robert E. Lee and Harriet Tubman, McChrystal analyses how each has responded to similar challenges and what we can learn from them. His research, bolstered by decades of management experience from his first day at military academy to his most recent work with the corporate clients of the McChrystal Group, leads him to construct a ground-breaking new paradigm: Effective leadership is not about the leader themselves but the environment they create.

The Psychosocial Implications of Disney Movies

MDPI In this volume of 15 articles, contributors from a wide range of disciplines present their analyses of Disney movies and Disney music, which are mainstays of popular culture. The power of the Disney brand has heightened the need for academics to question whether Disney's films and music function as a tool of the Western elite that shapes the views of those less empowered. Given its global reach, how the Walt Disney Company handles the role of race, gender, and sexuality in social structural inequality merits serious reflection according to a number of the articles in the volume. On the other hand, other authors argue that Disney productions can help individuals cope with difficult situations or embrace progressive thinking. The different approaches to the assessment of Disney films as cultural artifacts also vary according to the theoretical perspectives guiding the interpretation of both overt and latent symbolic meaning in the movies. The authors of the 15 articles encourage readers to engage with the material, showcasing a variety of views about the good, the bad, and the best way forward.

The Disney Way: Harnessing the Management Secrets of Disney in Your Company, Third Edition

McGraw Hill Professional “**Dream, Believe, Dare, Do . . .**” Though four simple words, this carefully crafted credo lies at the heart of Walt Disney’s enviable empire and has led The Walt Disney Company to prosperity for decades. As foremost experts on Disney, authors Bill Capodagli and Lynn Jackson return with an updated and expanded third edition of *The Disney Way* to show how organizations can incorporate this four-pillared credo to support any business, drive any team, and guide any leader to create immeasurable success. Profiling a new set of diverse organizations—such as TYRA Beauty, Rainbow Babies & Children’s Hospital, Ottawa County, Michigan, and Science Center of Iowa—the authors show how companies of any size, whether an entrepreneurial startup or a Fortune 500, can reach their utmost potential by embracing Walt Disney’s techniques to create a consumer-centric culture. They provide step-by-step actions on how to:

- Give every member of your organization a chance to dream
- Stand firm on your beliefs and principles
- Treat your customers like guests
- Support, enable, and reward employees
- Build long-term relationships
- Dare to take calculated risks
- Train extensively and constantly
- Align long-term vision with short-term execution
- Utilize storyboarding techniques
- Pay close attention to details
- Demonstrate “love” for product, employees, customers, and self

Find out why Walt Disney’s Dream, Believe, Dare, Do principles continue to redefine the nature of business and revolutionize the art of management, while learning how to implement them in your own organization.

Lead with Your Customer

Transform Culture and Brand Into World-class Excellence

ASTD What do successful organizations do that makes them consistently successful? It is simple and yet, rare: they understand their customer's needs and expectations, and then, exceed them. With years of experience and research developed while working with Fortune 500 companies, authors Mark David Jones and J. Jeff Kober have created the World Class Excellence™ Model. Supported by the many years of experience the authors earned while leaders at Disney, this model builds on the core principles of values and vision, and reveals the 6-Ps primary delivery methods of world-class excellence that allows you to transform your organization's culture and brand. This proven model serves as a guiding beacon for leaders, aligning the work to bottom-line results, long-term success, and a world-class reputation. Presented in an engaging and straight forward style with many interesting case studies, this new leadership and customer service offering is a dynamite read. Section I: Establishing the Foundation for Excellence Ch. 1: Your Customer Really Is the Key Ch. 2: Leading with Your External and Internal Customers Ch. 3: Achieving Proven Leadership Excellence Ch. 4: Using the World Class Excellence Model to Transform Your Business Section II: Leading the Culture (Chapters 5-10) Section III: Leading the Brand (Chapters 11-16) Section IV: Ensuring Alignment & Integrity Ch. 17: How Service Netting Gets Results Ch. 18: Service Recovery that Really Works Ch. 19: Tips for Leading Implementation Ch. 20: Leading Forward to World-Class Excellence

Time Management Magic

How to Get More Done Every Day and Move from Surviving to Thriving

An exploration of how it's never too late to get organized.