

Leading The Starbucks Way 5 Principles For Connecting With Your Customers Your Products And Your Pe

Future economic growth lies in the value of experiences and transformations--good and services are no longer enough. We are on the threshold, say authors Pine and Gilmore, of the Experience Economy, a new economic era in which all businesses must orchestrate memorable events for their customers. The Experience Economy offers a creative, highly original, and yet eminently practical strategy for companies to script and stage the experiences that will transform the value of what they produce. From America Online to Walt Disney, the authors draw from a rich and varied mix of examples that showcase businesses in the midst of creating personal experiences for both consumers and businesses. The authors urge managers to look beyond traditional pricing factors like time and cost, and consider charging for the value of the transformation that an experience offers. Goods and services, say Pine and Gilmore, are no longer enough. Experiences and transformations are the basis for future economic growth, and The Experience Economy is the script from which managers can begin to direct their own transformations.

Winner of the 2018 National Council on Crime & Delinquency's Media for a Just Society Awards Winner of the 2017 Goddard Riverside Stephan Russo Book Prize for Social Justice "Valuable . . . [like Michelle] Alexander's *The New Jim Crow*." —Los Angeles Review of Books "Susan Burton is a national treasure . . . her life story is testimony to the human capacity for resilience and recovery . . . [Becoming Ms. Burton is] a stunning memoir." —Nicholas Kristof, in *The New York Times* Winner of the prestigious NAACP Image Award, a uniquely American story of trauma, incarceration, and "the breathtaking resilience of the human spirit" (Michelle Alexander) Widely hailed as a stunning memoir, *Becoming Ms. Burton* is the remarkable life story of the renowned activist Susan Burton. In this "stirring and moving tour-de-force" (John Legend), Susan Burton movingly recounts her own journey through the criminal justice system and her transformation into a life of advocacy. After a childhood of immense pain, poverty, and abuse in Los Angeles, the tragic loss of her son led her into addiction, which in turn led to arrests and incarceration. During the War on Drugs, Burton was arrested and would cycle in and out of prison for more than fifteen years. When, by chance, she finally received treatment, her political awakening began and she became a powerful advocate for "a more humane justice system guided by compassion and dignity" (Booklist, starred review). Her award-winning organization, A New Way of Life, has transformed the lives of more than one thousand formerly incarcerated women and is an international model for a less punitive and more effective approach to rehabilitation and reentry. Winner of an NAACP Image Award and named a "Best Book of 2017" by the Chicago Public Library, here is an unforgettable book about "the breathtaking resilience of the human spirit" (Michelle Alexander).

The authoritative account of the rise of Amazon and its intensely driven founder, Jeff Bezos, praised by the *Seattle Times* as "the definitive account of how a tech icon came to life." Amazon.com started off delivering books through the mail. But its visionary founder, Jeff Bezos, wasn't content with being a bookseller. He wanted Amazon to become the everything store, offering limitless selection and seductive convenience at disruptively low prices. To do so, he developed a corporate culture of relentless ambition and secrecy that's never been cracked. Until now. Brad Stone enjoyed unprecedented access to current and former Amazon employees and Bezos family members, giving readers the first in-depth, fly-on-the-wall account of life at Amazon. Compared to tech's other elite innovators -- Jobs, Gates, Zuckerberg -- Bezos is a private man. But he stands out for his restless pursuit of new markets, leading Amazon into risky new ventures like the Kindle and cloud computing, and transforming retail in the same way Henry Ford revolutionized manufacturing. *The Everything Store* is the revealing, definitive biography of the company that placed one of the first and largest bets on the Internet and forever changed the way we shop and read.

From New York Times best-selling author Lexi Ryan, *Cruel Prince meets A Court of Thorns and Roses* in this sexy, action-packed fantasy about a girl who is caught between two treacherous faerie courts and their dangerously seductive princes. Brie hates the Fae and refuses to have anything to do with them, even if that means starving on the street. But when her sister is sold to the sadistic king of the Unseelie court to pay a debt, she'll do whatever it takes to get her back--including making a deal with the king himself to steal three magical relics from the Seelie court. Gaining unfettered access to the Seelie court is easier said than done. Brie's only choice is to pose as a potential bride for Prince Ronan, and she soon finds herself falling for him. Unwilling to let her heart distract her, she accepts help from a band of Unseelie misfits with their own secret agenda. As Brie spends time with their mysterious leader, Finn, she struggles to resist his seductive charm. Caught between two dangerous courts, Brie must decide who to trust with her loyalty. And with her heart.

Two of *Forbes* magazine's "world's most powerful economists" provide the breakthrough ideas to challenge the assumptions of human decision-making. Can economics be passionate? Can it centre on people and what really matters to them? And can it help us understand why they do what they do in everyday life? Two revolutionary economists believe it can. In *The Why Axis*, Uri Gneezy and John List lead us on a journey to discover the economics underlying human motivation and how to structure the incentives that can get people to move mountains. Finding the right incentive can be like looking for a needle in a haystack, but Gneezy and List have pioneered an innovative approach to zeroing in on those needles. Like other economists, they gather data and build models, but then they go much, much further, embedding themselves in our messy world—the factories, schools, communities and offices where people live, work and play. Their goal: to discover solutions to the big, difficult problems, such as the gap between rich and poor, the violence plaguing inner city schools, why people really discriminate, and whether women are really less competitive than men. Their revelatory and startling discoveries about how incentives really work are both groundbreaking and immensely practical. This research will change the way we both think about and take action on big and little problems. Anyone working in business, politics, education or philanthropy can use the approach Gneezy and List describe in *The Why Axis* to reach a deeper, more nuanced understanding of human behaviour and a better grasp of what motivates people and why.

Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products and Your People

From the Ground Up

Thinking in New Boxes

The Everything Store

The Why Axis

Onward

The Discipline of Building Breakthroughs

NEW YORK TIMES BESTSELLER • From the longtime CEO and chairman of Starbucks, a bold, dramatic work about the new responsibilities that leaders, businesses, and citizens share in American society today—as viewed through the intimate lens of one man’s life and work. What do we owe one another? How do we channel our drive, ingenuity, even our pain, into something more meaningful than individual success? And what is our duty in the places where we live, work, and play? These questions are at the heart of the American journey. They are also ones that Howard Schultz has grappled with personally since growing up in the Brooklyn housing projects and while building Starbucks from eleven stores into one of the world’s most iconic brands. In From the Ground Up, Schultz looks for answers in two interwoven narratives. One story shows how his conflicted boyhood—including experiences he has never before revealed—motivated Schultz to become the first in his family to graduate from college, then to build the kind of company his father, a working-class laborer, never had a chance to work for: a business that tries to balance profit and human dignity. A parallel story offers a behind-the-scenes look at Schultz’s unconventional efforts to challenge old notions about the role of business in society. From health insurance and free college tuition for part-time baristas to controversial initiatives about race and refugees, Schultz and his team tackled societal issues with the same creativity and rigor they applied to changing how the world consumes coffee. Throughout the book, Schultz introduces a cross-section of Americans transforming common struggles into shared successes. In these pages, lost youth find first jobs, aspiring college students overcome the yoke of debt, post-9/11 warriors replace lost limbs with indomitable spirit, former coal miners and opioid addicts pave fresh paths, entrepreneurs jump-start dreams, and better angels emerge from all corners of the country. From the Ground Up is part candid memoir, part uplifting blueprint of mutual responsibility, and part proof that ordinary people can do extraordinary things. At its heart, it’s an optimistic, inspiring account of what happens when we stand up, speak out, and come together for purposes bigger than ourselves. Here is a new vision of what can be when we try our best to lead lives through the lens of humanity. “Howard Schultz’s story is a clear reminder that success is not achieved through individual determination alone, but through partnership and community. Howard’s commitment to both have helped him build one of the world’s most recognized brands. It will be exciting to see what he accomplishes next.”—Bill Gates

Make every day a WOW day for your customers, your staff—and your bottom line! “In your hands is a manifesto on how Zappos completely blew away the standard of delivering a consumer-centric experience and a revolutionary company culture. Joseph helps us all understand how to achieve a little more of that Zappos magic.” —Eric Ryan, method cofounder and person against dirty “If you’re looking for an inspirational path for creating a likable, trustworthy, and wow! organization, you’ve hit the mother lode.” —Guy Kawasaki, former chief evangelist of Apple and author of Enchantment: The Art of Changing Hearts, Minds, and Actions “This book provides a roadmap to a successful business by taking inspiration and examples from one of the most innovative, progressive companies of our time. Don’t just read it; use it.” —Tony Hawk, professional skateboarder and author of HAWK —Occupation: Skateboarder and How Did I Get Here? The Ascent of an Unlikely CEO “Thanks to Joseph Michelli, you can learn exactly how Zappos hit it big and how you can too. By using the five principles Joseph has distilled, you can supercharge your efforts and start down the path to legendary success.” —Mark Sanborn, President, Sanborn & Associates, Inc., and author of The Fred Factor and You Don’t Need a Title to Be a Leader “Often, business owners look at media darlings like Zappos with their mouths agape, full of awe but unable to take action. For those eager to do more than watch, Joseph Michelli deconstructs the Zappos story and makes it attainable.” —Seth Godin, author of Poke the Box About the Book: ZAPPOS. The name has come to stand for a new standard of customer service, an amazing online shopping experience, a great place to work, and the most impressive transformational business success story of our time. Simply put, Zappos is revolutionizing business and changing lives. Now, Joseph Michelli, author of the internationally bestselling business books Prescription for Excellence and The Starbucks Experience, explains how Zappos does

it—and how you can do it in your industry. The Zappos Experience takes you through—and beyond—the playful, offbeat company culture Zappos has become famous for. Michelli reveals what occurs behind the scenes at Zappos, showing how employees at all levels operate on a day-to-day basis while providing the “big picture” leadership methods that have earned the company \$1 billion in annual gross sales during the last ten years—with almost no advertising. Michelli breaks the approach down into five key elements: Serve a Perfect Fit—create bedrock company values Make it Effortlessly Swift—deliver a customer experience with ease Step into the Personal—connect with customers authentically S T R E T C H—grow people and products Play to Win—play hard, work harder When you enhance the customer experience, increase employee engagement, and create an energetic culture, you can’t help but succeed. Zappos has woven these five key components into a seamless strategy that’s the envy of business leaders. Now that strategy is yours. With The Zappos Experience, Joseph Michelli delivers a package for instant success right to your doorstep. All you have to do is open and use it.

A wise, affecting novel from the beloved, award-winning author of *Funny Girl*, *High Fidelity*, and *About A Boy*. New York Times-bestselling author Nick Hornby mines the hearts and psyches of four lost souls who connect just when they've reached the end of the line. *A Long Way Down* is now a major motion picture from Magnolia Pictures starring Pierce Brosnan, Toni Collette, Aaron Paul, and Imogen Poots. Meet Martin, JJ, Jess, and Maureen. Four people who come together on New Year's Eve: a former TV talk show host, a musician, a teenage girl, and a mother. Three are British, one is American. They encounter one another on the roof of Topper's House, a London destination famous as the last stop for those ready to end their lives. In four distinct and riveting first-person voices, Nick Hornby tells a story of four individuals confronting the limits of choice, circumstance, and their own mortality. This is a tale of connections made and missed, punishing regrets, and the grace of second chances. Intense, hilarious, provocative, and moving, *A Long Way Down* is a novel about suicide that is, surprisingly, full of life.

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

Discover the secrets of world-class leadership! When it comes to refined service and exquisite hospitality, one name stands high above the rest: The Ritz-Carlton Hotel Company. With ceaseless attention to every luxurious detail, the company has set the bar for creating memorable customer experiences in world-class settings. Now, for the first time, the leadership secrets behind the company's extraordinary success are revealed. The *New Gold Standard* takes you on an exclusive tour behind the scenes of The Ritz-Carlton Hotel Company. Granted unprecedented access to the company's executives, staff, and its award-winning Leadership Center training facilities, bestselling author Joseph Michelli explored every level of leadership within the organization. He emerged with the key principles leaders at any company can use to provide a customer experience unlike any other, such as: Understanding the ever-evolving needs of customers Empowering employees by treating them with the utmost respect Anticipating customers' unexpressed needs and concerns Developing and conducting an unsurpassed training regimen Sharing engaging stories from the company's employees--from the corporate office and hotels around the globe--Michelli describes the innovative methods the company uses to create peerless guest experiences and explains how it constantly hones and improves them. *The New Gold Standard* weaves practical how-to advice, proven leadership tools, and the wisdom of experts to help you create and embed superior customer-service principles, processes, and practices in your own organization.

Hidden Motives and The Undiscovered Economics of Everyday Life

How Starbucks Built a Company One Cup at a Time

How Starbucks Saved My Life

These Hollow Vows

Legacy

*A Son of Privilege Learns to Live Like Everyone Else
The Mark of Athena (The Heroes of Olympus, Book Three)*

In The Son of Neptune, Percy, Hazel, and Frank met in Camp Jupiter, the Roman equivalent of Camp Halfblood, and traveled to the land beyond the gods to complete a dangerous quest. The third book in the Heroes of Olympus series will unite them with Jason, Piper, and Leo. But they number only six--who will complete the Prophecy of Seven? The Greek and Roman demigods will have to cooperate in order to defeat the giants released by the Earth Mother, Gaea. Then they will have to sail together to the ancient land to find the Doors of Death. What exactly are the Doors of Death? Much of the prophecy remains a mystery. . . . With old friends and new friends joining forces, a marvelous ship, fearsome foes, and an exotic setting, The Mark of Athena promises to be another unforgettable adventure by master storyteller Rick Riordan.

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

This is a story of reinvention. Jim Whitehurst, celebrated president and CEO of one of the world's most revolutionary software companies, tells first-hand his journey from traditional manager (Delta Air Lines, Boston Consulting Group) and "chief" problem solver to CEO of one of the most open organizational environments he'd ever encountered. This challenging transition, and what Whitehurst learned in the interim, has paved the way for a new way of managing—one this modern leader sees as the only way companies will successfully function in the future. Whitehurst says beyond embracing the technology that has so far disrupted entire industries, companies must now adapt their management and organizational design to better fit the Information Age. His mantra? "Adapt or die." Indeed, the successful company Whitehurst leads—the open source giant Red Hat—has become the organizational poster child for how to reboot, redesign, and reinvent an organization for a decentralized, digital age. Based on open source principles of transparency, participation, and collaboration, "open management" challenges conventional business ideas about what companies are, how they run, and how they make money. This book provides the blueprint for putting it into practice in your own firm. He covers challenges that have been missing from the conversation to date, among them: how to scale engagement; how to have healthy debates that net progress; and how to attract and keep the "Social Generation" of workers. Through a mix of vibrant stories, candid lessons, and tested processes, Whitehurst shows how Red Hat has blown the traditional operating model to pieces by emerging out of a pure bottom up culture and learning how to execute it at scale. And he explains what other companies are, and need to be doing to bring this open style into all facets of the organization. By showing how to apply open source methods to everything from structure, management, and strategy to a firm's customer and partner relationships, leaders and teams will now have the tools needed to reach a new level of work. And with that new level of work comes unparalleled success. The Open Organization is your new resource for doing business differently. Get ready to make traditional management thinking obsolete.

Drive more value from all your marketing and communications channels--together! Demolish your silos and sync all your messaging, strategies, and tactics (really!). Optimize every medium and platform, from iPad and Facebook to TV and direct. This book is a must-read for every senior marketing, communications, and PR decision-maker. It's not about social media. Or new (or old) media. It's about results—and there's only one way to get results. You must finally bite the bullet, tear down your silos, and integrate all your marketing and communications. That's how you choose the best platforms and messages for each customer. That's how you make research and metrics work. That's how you overcome today's insane levels of complexity and clutter. You're thinking: Oh, that's all I need to do? "Just" integrate my whole organization? Are you nuts? No. We're not. It can be done. This book's authors have done it. They've shown others how to do it. And now they're going to show you. Step by step. Strategy. Tactics. Research. Metrics. Culture. Social. Mobile. Direct. Broadcast. Print. All of it. With you, the marketing/communications decision-maker, right at the center...right where you belong! Even now, organizational silos prevent most companies from conversing coherently with customers, delivering the right targeted messages, and building real synergies across all their marketing and communications programs. Now, Gini Dietrich and Geoff Livingston show how to finally break down those silos, bridging traditional and newer disciplines to drive more value from all of them. You'll learn how to create a flexible marketing hub with integrated spokes including sales, PR, advertising, customer service, HR, social media, and the executive team.

Then, you'll learn how to use your hub to speak cohesively with each customer through the tools and platforms that deliver the best results at the lowest cost. Dietrich and Livingston guide you through hands-on strategic planning, illustrating key points with real case studies and offering practical exercises for applying their principles. You'll learn how to perform baseline analyses of media from iPad apps to radio, optimize resource allocation, change culture to overcome siloed behavior, use measurement to clear away obstacles, and gain more value from every marketing investment you make. Pull it all together--finally! How to successfully integrate your tactics, tools, messages, and teams Better goals, better results: beyond "SMART" to "SMARTER" Specific, measurable, attainable, relevant, time-bound, evaluate, and reevaluate Better listening: stakeholders, customers, and research that works How to make sure you hear what really matters Four powerful ways to market in the round When to go direct, come from above, use the groundswell, or execute flanking maneuvers

#1 NEW YORK TIMES BESTSELLER • A timely and important book that challenges everything we think we know about cultivating true belonging in our communities, organizations, and culture, from the #1 bestselling author of Rising Strong, Daring Greatly, and The Gifts of Imperfection Look for Brené Brown's new podcast, Dare to Lead, as well as her ongoing podcast Unlocking Us! REESE'S BOOK CLUB PICK "True belonging doesn't require us to change who we are. It requires us to be who we are." Social scientist Brené Brown, PhD, MSW, has sparked a global conversation about the experiences that bring meaning to our lives—experiences of courage, vulnerability, love, belonging, shame, and empathy. In Braving the Wilderness, Brown redefines what it means to truly belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, Brown will again change the cultural conversation while mapping a clear path to true belonging. Brown argues that we're experiencing a spiritual crisis of disconnection, and introduces four practices of true belonging that challenge everything we believe about ourselves and each other. She writes, "True belonging requires us to believe in and belong to ourselves so fully that we can find sacredness both in being a part of something and in standing alone when necessary. But in a culture that's rife with perfectionism and pleasing, and with the erosion of civility, it's easy to stay quiet, hide in our ideological bunkers, or fit in rather than show up as our true selves and brave the wilderness of uncertainty and criticism. But true belonging is not something we negotiate or accomplish with others; it's a daily practice that demands integrity and authenticity. It's a personal commitment that we carry in our hearts." Brown offers us the clarity and courage we need to find our way back to ourselves and to each other. And that path cuts right through the wilderness. Brown writes, "The wilderness is an untamed, unpredictable place of solitude and searching. It is a place as dangerous as it is breathtaking, a place as sought after as it is feared. But it turns out to be the place of true belonging, and it's the bravest and most sacred place you will ever stand."

Leading Digital

Customer Centricity

Starbucks Leadership Lessons

Dare to Lead

The Starbucks Experience: 5 Principles for Turning Ordinary Into Extraordinary

A Journey to Reimagine the Promise of America

From Prison to Recovery to Leading the Fight for Incarcerated Women

***Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products and Your People* McGraw Hill Professional**

An unprecedented inside look at how Airbnb and its host community create dynamic customer experiences and build brand loyalty in the sharing economy Airbnb best embody the entrepreneurial and disruptive spirit of today's sharing economy. Since its early days as a humble start-up, Airbnb has evolved into a revolutionary force in the short-term housing market as a platform where hosts provide listings spread across more than 81,000 cities and 191 countries. Airbnb's leadership strives to support the host community to ensure a consistent, on-brand experience for every guest, every time. The Airbnb Way delivers proven methods for increasing customer engagement, loyalty, and referrals that can be utilized in every service setting and in any industry. Exclusive interviews with Airbnb leaders and rich stories from hosts and guests provide an inside look into the wildly popular online rental platform. The book features: •Airbnb strategies and practices that will drive customer engagement and loyalty •Expert advice on how to provide phenomenal customer service •Illuminating stories about Airbnb guest and host experiences•Unique leadership principles for activating all stakeholders--including those who share resources and services and more

#1 NEW YORK TIMES BESTSELLER • Brené Brown has taught us what it means to dare greatly, rise strong, and brave the wilderness. Now, based on new research conducted with leaders, change makers, and culture shifters, she's showing us how to put those ideas into practice so we can step up and lead. Look for Brené Brown's new podcast, Dare to Lead, as well as her ongoing podcast Unlocking Us! NAMED ONE OF THE BEST BOOKS OF THE YEAR BY BLOOMBERG Leadership is not about titles, status, and wielding power. A leader is anyone who takes responsibility for recognizing the potential in people and ideas, and has the courage to develop that potential. When we dare to lead, we don't pretend to have the right answers; we stay curious and ask the right questions. We don't see power as finite and hoard it; we know that power becomes infinite when we share it with

others. We don't avoid difficult conversations and situations; we lean into vulnerability when it's necessary to do good work. But daring leadership in a culture defined by scarcity, fear, and uncertainty requires skill-building around traits that are deeply and uniquely human. The irony is that we're choosing not to invest in developing the hearts and minds of leaders at the exact same time as we're scrambling to figure out what we have to offer that machines and AI can't do better and faster. What can we do better? Empathy, connection, and courage, to start. Four-time #1 New York Times bestselling author Brené Brown has spent the past two decades studying the emotions and experiences that give meaning to our lives, and the past seven years working with transformative leaders and teams spanning the globe. She found that leaders in organizations ranging from small entrepreneurial startups and family-owned businesses to nonprofits, civic organizations, and Fortune 50 companies all ask the same question: How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture? In this new book, Brown uses research, stories, and examples to answer these questions in the no-BS style that millions of readers have come to expect and love. Brown writes, "One of the most important findings of my career is that daring leadership is a collection of four skill sets that are 100 percent teachable, observable, and measurable. It's learning and unlearning that requires brave work, tough conversations, and showing up with your whole heart. Easy? No. Because choosing courage over comfort is not always our default. Worth it? Always. We want to be brave with our lives and our work. It's why we're here." Whether you've read *Daring Greatly* and *Rising Strong* or you're new to Brené Brown's work, this book is for anyone who wants to step up and into brave leadership.

Nobody knows better than Matthew Scudder how far down a person can sink in this city. A young prostitute named Kim knew it also—and she wanted out. Maybe Kim didn't deserve the life fate had dealt her. She surely didn't deserve her death. The alcoholic ex-cop turned p.i. was supposed to protect her, but someone slashed her to ribbons on a crumbling New York City waterfront pier. Now finding Kim's killer will be Scudder's penance. But there are lethal secrets hiding in the slain hooker's past that are far dirtier than her trade. And there are many ways of dying in this cruel and dangerous town—some quick and brutal ... and some agonizingly slow.

How to close the gap between strategy and execution Two-thirds of executives say their organizations don't have the capabilities to support their strategy. In *Strategy That Works*, Paul Leinwand and Cesare Mainardi explain why. They identify conventional business practices that unintentionally create a gap between strategy and execution. And they show how some of the best companies in the world consistently leap ahead of their competitors. Based on new research, the authors reveal five practices for connecting strategy and execution used by highly successful enterprises such as IKEA, Natura, Danaher, Haier, and Lego. These companies: • Commit to what they do best instead of chasing multiple opportunities • Build their own unique winning capabilities instead of copying others • Put their culture to work instead of struggling to change it • Invest where it matters instead of going lean across the board • Shape the future instead of reacting to it Packed with tools you can use for building these five practices into your organization and supported by in-depth profiles of companies that are known for making their strategy work, this is your guide for reconnecting strategy to execution.

**5 Steps for Embracing Change—Building a Business that Thrives into the Future
The Innovator's DNA**

Marketing in the Round

How Starbucks Fought for Its Life without Losing Its Soul

Ten Types of Innovation

Strategy That Works

Learn to Innovate and Make Real Change In our era of disruption and possibility, there are so many great opportunities within your grasp; however, most smart and successful people miss out. Unfortunately, your capabilities are limited by the seven traps of path dependency, which cause you to repeat past decisions. These traps can limit you from seeing the potential of what could be. If you could overcome these traps, what could you accomplish? How much more successful could you be? Create the Future teaches you how to think disruptively, providing specific steps to create real innovation and change. This book combines Jeremy's high energy, provocative thinking with tactics that have been battle-tested through thousands of his team's projects advising leading innovators like Disney, Starbucks, Amex, IBM, Adidas, Google, and NASA. On top of all that, this is a double-sided book, paired with *The Innovation Handbook*, a revised edition of Jeremy's award-winning book, *Exploiting Chaos*.

"You can energize your people and delight your customers by modeling the fabulous ideas that come from the World Famous Pike Place Fish Market." -- Ken Blanchard, co-author of *The One Minute Manager* In this revealing business advice book, the magic of the World Famous Pike Place Fish Market proves a dynamic example of what a group of people can create when they are aligned and living a powerful vision. Here for the first time, owner John Yokoyama explains in his own words just how he transformed his business into a workplace that is renowned worldwide. When Fish Fly offers Yokoyama's cohesive strategy for achieving world famous results for owners, managers, and front-line workers alike. Once you understand the generative principles behind the World Famous Pike Place Fish Market you, too, can develop a culture that leads to excellent employee morale and legendary customer service.

During his many years as a senior executive at Starbucks, Howard Behar helped establish the Starbucks culture, which stresses people over profits. He coached hundreds of leaders at every

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

A new classic, cited by leaders and media around the globe as a highly recommended read for anyone interested in innovation. In *The Innovator's DNA*, authors Jeffrey Dyer, Hal Gregersen, and bestselling author Clayton Christensen (*The Innovator's Dilemma*, *The Innovator's Solution*, *How Will You Measure Your Life?*) build on what we know about disruptive innovation to show how individuals can develop the skills necessary to move progressively from idea to impact. By identifying behaviors of the world's best innovators—from leaders at Amazon and Apple to those at Google, Skype, and Virgin Group—the authors outline five discovery skills that distinguish innovative entrepreneurs and executives from ordinary managers: Associating, Questioning, Observing, Networking, and Experimenting. Once you master these competencies (the authors provide a self-assessment for rating your own innovator's DNA), the authors explain how to generate ideas, collaborate to implement them, and build innovation skills throughout the organization to result in a competitive edge. This innovation advantage will translate into a premium in your company's stock price—an innovation premium—which is possible only by building the code for innovation right into your organization's people, processes, and guiding philosophies. Practical and provocative, *The Innovator's DNA* is an essential resource for individuals and teams who want to strengthen their innovative prowess.

Become a Digital Master—No Matter What Business You're In If you think the phrase “going digital” is only relevant for industries like tech, media, and entertainment—think again. In fact, mobile, analytics, social media, sensors, and cloud computing have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In *Leading Digital*, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you'll learn: • How to engage better with your customers • How to digitally enhance operations • How to create a digital vision • How to govern your digital activities The book also includes an extensive step-by-step transformation playbook for leaders to follow. *Leading Digital* is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

Igniting Passion and Performance

Lessons about Life and Leadership from a Career in Coffee

When Fish Fly

Lessons on Putting People First from a Life at Starbucks

Mastering the Five Skills of Disruptive Innovators

Choice Hacking

Turning Technology into Business Transformation

When BIC, manufacturer of disposable ballpoint pens, wanted to grow, it looked for an idea beyond introducing new sizes and ink colors. Someone suggested lighters. **LIGHTERS?** With an idea that seemed crazy at first, that bright executive, instead of seeing BIC as a pen company—a business in the PEN “box”—figured out that there was growth to be found in the **DISPOSABLE** “box.” And he was right. Now there are disposable BIC lighters, razors, even phones. The company opened its door to a host of opportunities. **IT INVENTED A NEW BOX.** Your business can, too. And simply thinking “out of the box” is not the answer. True ingenuity needs structure, hard analysis, and bold brainstorming. It needs to start **THINKING IN NEW BOXES**—a revolutionary process for sustainable creativity from two strategic innovation experts from The Boston Consulting Group (BCG). To make sense of the world, we all rely on assumptions, on models—on what Luc de Brabandere and Alan Iny call “boxes.” If we are unaware of our boxes, they can blind us to risks and opportunities. This innovative book challenges everything you thought you knew about business creativity by breaking creativity down into five steps: • **Doubt everything.** Challenge your current perspectives. • **Probe the possible.** Explore options around you. • **Diverge.** Generate many new and exciting ideas, even if they seem absurd. • **Converge.** Evaluate and select the ideas that will drive breakthrough results. • **Reevaluate.** Relentlessly. No idea is a good idea forever. And did we mention **Reevaluate?** Relentlessly. Creativity is paramount if you are to thrive in a time of accelerating change. Replete with practical and potent creativity tools, and featuring fascinating case studies from BIC to Ford to Trader Joe's, *Thinking in New Boxes* will help you and your company overcome missed opportunities and stay ahead of the curve. This book isn't a simpleminded checklist. This is **Thinking in New Boxes.** And it will be fun. (We promise.) Praise for *Thinking in New Boxes* “Excellent . . . While focusing on business creativity, the principles in this book apply anywhere change is needed and will be of interest to anyone seeking to reinvent herself.”—*Blogcritics* “*Thinking in New Boxes* is a five-step guide that leverages the authors' deep understanding of human nature to enable readers to overcome their limitations and both imagine and create their own futures. This book is a must-read for people living and working in today's competitive environment.”—Ray O. Johnson, Ph.D., chief technology officer, Lockheed Martin “*Thinking In New Boxes* discusses what I believe to be one of the fundamental shifts all companies/brands need to be thinking about: how to think creatively, in order to innovate and differentiate our brands. We need to thrive and lead in a world of accelerating change and this book challenges us to even greater creativity in our thinking. One of the best business books I've read in a long time.”—Jennifer Fox, CEO, Fairmont Hotels & Resorts “As impressive as teaching new tricks to old dogs, *Thinking in New Boxes* is both inspirational and practical—a comprehensive, step-by-step guide to sharpening one's wits in order to harness creativity in the workplace.”—Peter Gelb, general manager, Metropolitan Opera A powerful call to action, *Customer Centricity* upends some of our most fundamental beliefs about customer service, customer relationship management, and customer lifetime value **NOT ALL CUSTOMERS ARE CREATED EQUAL** Despite what the tired old adage says, the customer is not always right. Not all customers deserve your best efforts: In the world of customer centricity, there are good customers...and then there is pretty much everybody else. In *Customer Centricity*, Wharton professor Peter Fader, coauthor of the follow-up book *The Customer Centricity Playbook*, helps businesses radically rethink how they relate to customers. He provides insights to help you understand: Why customer centricity is the new model for success and product centricity must be ushered

out How the ideas of brand equity and customer equity help us understand what kinds of companies naturally lend themselves to the customer-centric model and which ones don't Why the traditional models for determining the value of individual customers are flawed How executives can use customer lifetime value (CLV) and other customer-centric data to make smarter decisions about their companies How the well-intended idea of customer relationship management (CRM) lost its way—and how your company can properly put CRM to use Customer Centricity will help you realign your performance metrics, product development, customer relationship management and organization in order to make sure you focus directly on the needs of your most valuable customers and increase profits for the long term. **ALSO AVAILABLE:** Once Fader convinces you of the value of customer centricity in this book, *The Customer Centricity Playbook*, with Sarah Toms, will show you where to get started. "Reveals how to increase profits from your best customers, find more like them, and avoid over-investing in the rest....Decidedly accessible and absolutely necessary." -Jim Sterne, Founding President and Chairman, Digital Analytics Association "Perfect read...It's short (60-90 minutes), clear, and the best summary I've read of why companies should rethink their approach to customers." -Andrew McFarland, SVP, Chief Customer Officer, Black Box "Knowing what your customers are worth is the secret to focusing your time and money where it makes the most difference. You can't be all things to all people, so you need to learn to find out who really matters to your success. Fader makes it clear with great ideas and a readable style." -Andy Sernovitz, author, *Word of Mouth Marketing* **THE WHARTON EXECUTIVE ESSENTIALS SERIES** The Wharton Executive Essentials series from Wharton Digital Press brings the ideas of the Wharton School's thought leaders to you wherever you are. Inspired by Wharton's Executive Education program, each book is authored by globally renowned faculty and filled with real-life business examples and actionable advice. Wharton Executive Essentials guides offer a quick-reading, penetrating, and comprehensive summary of the knowledge leaders need to excel in today's competitive business environment and capture tomorrow's opportunities.

Lead Your Business the Starbucks Way Foreword by Herve Humler, President and COO, The Ritz-Carlton Hotel Company, L.L.C. One of the best-recognized and admired brands in the world, Starbucks singlehandedly transformed the ordinary delivery of coffee into a cultural phenomenon—a result of the company's exemplary leadership practices. Joseph Michelli, author of the *Wall Street Journal*, *USA Today*, and *BusinessWeek* bestseller *The Starbucks Experience*, explains that the international success of Starbucks begins with a promise: To inspire and nurture the human spirit—one person, one cup, and one neighborhood at a time. Michelli offers a perspective on the leadership principles that drove the iconic coffee company's resurgence from serious setbacks during the economic downturn—one of the few true turnaround stories of this time. And the company continues to grow dramatically, entering new markets and channels with fresh products and technologies. In *Leading the Starbucks Way*, Michelli establishes five actionable principles that fuel long-term global sustainability at Starbucks and that can be used in any company, in any industry: Savor and Elevate Love to Be Loved Reach for Common Ground Mobilize the Connection Cherish and Challenge Your Legacy *Leading the Starbucks Way* is a penetrating look at the inner workings of one of today's most successful brands. The company gave Michelli one-on-one access to a variety of employees (called partners) to write this book—from baristas to senior leaders, including Howard Schultz, chairman, president, and chief executive officer. In short, success is all about loving your product, loving your customers, and loving your employees. Sincerely. Without fail. Even in the face of business challenges. Praise for *Leading the Starbucks Way* "Michelli shows us how a small Seattle-based chain of coffee shops became one of the most beloved brands on the planet. So grab a cup of coffee, put your feet up, and read this book!" Ken Blanchard, coauthor of *The One Minute Manager®* and *Leading at a Higher Level* "Culture is everything! This fast-moving, fascinating book gives you countless practical ideas you can use immediately to create a company climate of inspiration and loyalty." Brian Tracy, author of *Full Engagement* "Michelli identifies the principles by which Howard Schultz and his team passionately perform in a culture that loves, respects, and rewards suppliers, employees, customers, shareholders, and the community." Robert Spector, author of *The Nordstrom Way* "Leading the Starbucks Way provides the key success factors of a lifestyle brand that is globally scaled, locally relevant, and powered by the passion of the Starbucks culture." John Timmerman, PhD, Senior Strategist of Customer Experience and Innovation, Gallup "Organizational consultant Michelli serves up a new helping of the recipe for business success he offered in *The Starbucks Experience*." *Kirkus Reviews*

From business guru Joseph Michelli?the leadership lessons needed to thrive beyond the greatest business crisis in modern history COVID-19 has disrupted business and life in ways we never imagined. Within days of the outbreak, Joseph Michelli—the world-renowned business expert who has cracked the leadership codes of Starbucks, Airbnb, Mercedes-Benz USA, and many other top companies—went to work. He contacted 140+ senior leaders at major companies about their specific challenges and how they were meeting them—getting raw yet thoughtful real-time insights into a crisis that will define an entire generation of leaders. The result is *Stronger Through Adversity*. In this business guide for our times, Michelli distills best leadership practices that can be used in any company, in any industry. Organized into four main themes—Set the Foundation, Build Connections, Move with Purpose, and Harness Change—*Stronger Through Adversity* provides a deep dive into the methods, tactics, and approaches leaders have used to keep their company afloat and to position it for success long after the pandemic. You'll get invaluable insights into crisis management, keeping employees and customers safe, maintaining a culture of engagement, and rapidly innovating. Applying powerful leadership methods used by Microsoft, Starbucks, Google, DHL, Target, Verizon, Kohl's, Marriott, and many others, you'll seize and hold the competitive edge in your industry. Whether you run a Fortune 500 company, own a small business, or manage a department or team—this is your moment. *Stronger Through Adversity* delivers everything you need to prosper—to lead your people to an unprecedented recovery, to weather the toughest challenges your business faces from the pandemic and beyond, and to thrive in all storms, large and small.

Innovation principles to bring about meaningful and sustainable growth in your organization Using a list of more than 2,000 successful innovations, including Cirque du Soleil, early IBM mainframes, the Ford Model-T, and many more, the authors applied a proprietary algorithm and determined ten meaningful groupings—the Ten Types of Innovation—that provided insight into innovation. *The Ten Types of Innovation* explores these insights to diagnose patterns of innovation within industries, to identify innovation opportunities, and to evaluate how firms are performing against competitors. The framework has proven to be one of the most enduring and useful ways to start thinking about transformation. Details how you can use these innovation principles to bring about meaningful—and sustainable—growth within your organization Author Larry Keeley is a world renowned speaker, innovation consultant, and president and co-founder of Doblin, the innovation practice of Monitor Group; *BusinessWeek* named Keeley one of seven Innovation Gurus who are changing the field *The Ten Types of Innovation* concept has influenced thousands of executives and companies around the world since its discovery in 1998. *The Ten Types of Innovation* is the first book explaining how to implement it.

Work is Theatre & Every Business a Stage

Pour Your Heart Into It

Becoming Ms. Burton

Tactics for Disruptive Thinking

Brave Work. Tough Conversations. Whole Hearts.

How Winning Companies Close the Strategy-to-Execution Gap

Lessons for Creating a Vital and Energized Workplace from the World Famous Pike Place Fish Market

In Pour Your Heart Into It, former CEO and now chairman emeritus Howard Schultz illustrates the principles that have shaped the Starbucks phenomenon, sharing the wisdom he has gained from his quest to make great coffee part of the American experience. The success of Starbucks Coffee Company is one of the most amazing business stories in decades. What started as a single store on Seattle's waterfront has grown into the largest coffee chain on the planet. Just as remarkable as this incredible growth is the fact that Starbucks has managed to maintain its renowned commitment to product excellence and employee satisfaction. Marketers, managers, and aspiring entrepreneurs will discover how to turn passion into profit in this definitive chronicle of the company that "has changed everything... from our tastes to our language to the face of Main Street" (Fortune). In this #1 New York Times bestseller, the CEO of Starbucks recounts the story and leadership lessons behind the global coffee company's comeback and continued success. In 2008, Howard Schultz decided to return as the CEO of Starbucks to help restore its financial health and bring the company back to its core values. In Onward, he shares this remarkable story, revealing how, during one of the most tumultuous economic periods in American history, Starbucks again achieved profitability and sustainability without sacrificing humanity. Offering you a snapshot of the recession that left no company unscathed, the book shows in riveting detail how one company struggled and recreated itself in the midst of it all. In addition, you'll get an inside look into Schultz's central leadership philosophy: It's not about winning, it's about the right way to win. Onward is a compelling, candid narrative documenting the maturing of a brand as well as a businessman. Ultimately, Schultz gives you a sense of hope that, no matter how tough times get, the future can be more successful than the past.

What if you could use Nobel prize-winning science to predict the choices your customers will make? Customer and user behaviors can seem irrational. Shaped by mental shortcuts and psychological biases, their actions often appear random on the surface. In Choice Hacking, we'll learn to predict these irrational behaviors and apply the science of decision-making to create unforgettable customer experiences. Discover a framework for designing experiences that doesn't just show you what principles to apply, but introduces a new way of thinking about customer behavior. You'll finish Choice Hacking feeling confident and ready to transform your experience with science. In Choice Hacking, you'll discover: - How to make sure your customer experience is designed for what people do (not what they say they'll do) - How to increase the odds that customers will make the "right choice" in any environment - How to design user experiences that drive action and engagement - How to create retail experiences that persuade and drive brand love - How brands like Uber, Netflix, Disney, and Starbucks apply these principles in their customer and user experiences Additional resources included with the book: - Access to free video Companion Course - Access to exclusive free resources, tools, examples, and use cases online Who will benefit from reading Choice Hacking? This book was written for anyone who wants to better understand customer and user decision-making. Whether you're a consultant, strategist, digital marketer, small business owner, writer, user experience designer, student, manager, or organizational leader, you will find immediate value in Choice Hacking. About the Author Jennifer Clinehens is currently Head of Experience at a major global experience agency. She holds a Master's degree in Brand Management as well as an MBA from Emory University's Goizueta School. Ms. Clinehens has client-side and consulting experience working for brands like AT&T, McDonald's, and Adidas, and she's helped shape customer experiences across the globe. A recognized authority in marketing and customer experience, she is also the author of CX That Sings: An Introduction To Customer Journey Mapping. To learn more about this book or contact the author, please visit ChoiceHacking.com

One of the world's leading authorities on customer-centric business transformation, Lior Arussy—founder and CEO of the global consulting firm Strativity Group—offers “a revolutionary, yet pragmatic guide to not only managing change, but driving and thriving in a world of cataclysmic explosions of information and technology” (Joseph Michelli, #1 New York Times bestselling author of Leading the Starbucks Way). The old business model of adapting to change for continued success is dead. Change is the new normal. There are no more periods of stability and predictability. There is only change. This continuous upheaval can undercut morale, decrease productivity and decimate profits, or it can be a game-changing opportunity. In Next Is Now, “Lior Arussy provides a comprehensive and instructive roadmap for leading change and preparing yourself and your organization for the future. He generously shares insider insights, examples, and lessons learned from his many years advising top business leaders.” (Denise Lee Yohn, author of What Great Brands Do). He helps corporate leaders and their employees view change as an opportunity to become invested, drive that change, and achieve more success and job satisfaction than if change were simply implemented from the top down. Based on his experience working one-on-one with major corporate clients like Mercedes-Benz, Royal Caribbean Cruises, Thomson Reuters, HSBC and other Fortune 500 clients, Arussy shares his five-step Future Ready Impact program, guiding change-impacted employees and business owners from a victim mentality to one of participation and ownership. As Stephen Cannon, the former president and CEO of Mercedes-Benz USA, raves, “For anyone interested in building a thriving business, Lior Arussy's insights provide actionable steps to integrate into your plans for achieving success.”

Since the rediscovery of Elizabethan stage conditions early this century, admiration for Measure for Measure has steadily risen. It is now a favorite with the critics and has attracted widely different styles of performance. At one extreme the play is seen as a religious allegory, at the other it has been interpreted as a comedy protesting against power

and privilege. Brian Gibbons focuses on the unique tragi-comic experience of watching the play, the intensity and excitement offered by its dramatic rhythm, the reversals and surprises that shock the audience even to the end. The introduction describes the play's critical reception and stage history and how these have varied according to prevailing social, moral and religious issues, which were highly sensitive when Measure for Measure was written, and have remained so to the present day.

The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company

The Experience Economy

Next Is Now

The Quest for True Belonging and the Courage to Stand Alone

The Open Organization

Prescription for Excellence: Leadership Lessons for Creating a World Class Customer Experience from UCLA Health System

Jeff Bezos and the Age of Amazon

THE #1 NEW YORK TIMES AND WALL STREET JOURNAL BESTSELLER! "Like any business, a hospital must be true to its core values in order to succeed. 'Trickle-down values' start at the top with the best leadership, so that all the stakeholders understand and carry out the institution's mission. That is the gift that David Feinberg has brought to UCLA. I am in awe of his management skills." —Lynda Resnick, owner of Pom Wonderful, Fiji Water, Teleflora, and Wonderful Pistachios "With clear purpose, unwavering principles, and steadfast leadership, the people at UCLA have established a new bar, a compelling promise, for what healthcare can and should be." —David M. Lawrence, M.D., former CEO, Kaiser Permanente "An absorbing and educational account of a large institution's astonishing transformation. The strong, courageous, and focused leadership of David Feinberg and his outstanding team is evident on every page. A tremendous lesson for all large enterprises." —William E. Simon, Jr., cochairman, William E. Simon & Sons "Most leadership authors describe how to apply common-sense principles. Joseph Michelli is a notable exception. He artfully describes the compelling, uncommon leadership practices that transformed UCLA Health System. The resulting lessons are plentiful and powerful for today's business leader." —Lee J. Colan, Ph.D., author of Sticking to It: The Art of Adherence About the Book: Joseph Michelli, author of The Starbucks Experience and The New Gold Standard, is among the world's top authorities on the principles of creating an organizational culture dedicated to service excellence. In these bestselling books, he examines how leading service companies dominate their respective industries with innovative customer experience strategies. Now, Michelli turns his attention to one of the most complex, controversial, and competitive industries—healthcare. In Prescription for Excellence, Michelli provides an inside look at an organization that has become the envy of its industry—and explains how you can dominate your industry by using the same approach. UCLA Health System is revered worldwide for its top-tier patient/customer care. Great physicians, nurses, researchers, and staff are only part of the equation; UCLA's overall success is a result of organization-wide collaboration that is driven by leaders with a shared vision of unyielding excellence. Michelli breaks down UCLA's approach into five simple principles: Commit to Care Leave No Room for Error Make the Best Better Create the Future Service Serves Us From administrative offices to operating rooms to research centers, continued adherence to these five principles has guided UCLA to financial strength, social significance, and sustainability. The best part is that these principles translate to any industry, so you, too, can achieve similar goals. Michelli gives you the tools to adapt UCLA's ideas, systems, and leadership principles into your own best practices. Whether it is a hospital, an organization, a financial institution, or a neighborhood hair salon, good business begins and ends with customer connection. When all workers in an organization focus on providing excellent care for those they serve, success inevitably follows. Business is always personal; UCLA's leadership ensures that this simple truth drives every UCLA employee, every day. Apply the lessons Michelli spells out in Prescription for Excellence to create a system that ensures that your people take business personally, day in and day out.

Part autobiography and part business memoir, former Starbucks vice president Christine McHugh shares how she went from serving single shots to creating programs adopted by Starbucks worldwide. From a young age, Christine McHugh dreamed of finding a place in the bigger world outside her hometown of Fairbanks, Alaska. Inspired by members of her family and the confident businesswomen she saw when visiting Seattle, she packed her bags, enrolled in community college, and took a job slinging espresso at the local coffee chain—a modest store operation called Starbucks. Presented with the opportunity to move into store management, she promptly quit school and dove headfirst into a career that would span twenty years. In From Barista to Boardroom, McHugh describes her own nontraditional path up the corporate ladder, sharing lessons learned from taking a year off midcareer to backpack around the world, navigating motherhood as a corporate executive, and going back to school at the age of forty. McHugh's personal struggles and moments of triumph, told with frank vulnerability, provide inspiration to anyone looking for an extra shot of motivation to write their own story and craft a worthwhile career.

TWO E-BOOKS IN ONE The Starbucks Experience The Starbucks Experience contains a robust blend of home-brewed ingenuity and people-driven philosophies that have made Starbucks one of the world's "most admired" companies, according to Fortune magazine. With unique access to Starbucks personnel and resources, Joseph Michelli discovered that the success of Starbucks is driven by the people who work there—the "partners"—and the special experience they create for each customer. In Leading the Starbucks Way, Michelli explains the leadership principles that drove the iconic coffee company's resurgence from serious setbacks after the global recession—one of the few true turnaround stories in modern time. "Culture is everything! This fast-moving, fascinating book gives you countless practical ideas you can use immediately to create a company climate of inspiration and loyalty."

Tracy, author of Full Engagement

A Wall Street Journal bestseller Why are Mercedes-Benz customers so loyal and passionate? Because the people at Mercedes-Benz are Driven to Delight In his previous bestsellers—The Starbucks Experience, The New Gold Standard, and Prescription for Excellence—Joseph Michelli revealed customer experience practices and strategies of beloved businesses. Now, in this timely new book, he shares the greatest customer-driven insights behind one of the most iconic brand names in the world: Mercedes-Benz USA. DRIVEN TO DELIGHT reveals: How Mercedes-Benz USA launched a multi-year program to elevate their customer experience—even though their product was already "best in class." How they activated people, improved

processes, and deployed technology to emotionally engage customers. How the Mercedes-Benz approach can jump-start any customer-driven business—by accelerating your comm the customer experience. Filled with exclusive front-seat insights from Mercedes-Benz employees, eye-opening testimonials from passionate Mercedes-Benz fans, and solid nuts-and advice for creating your own consumer-aligned road map, Driven to Delight will help you retool your strategies, reignite your customers, and refuel your team for the long haul. Me The name alone conjures images of luxury, innovation, quality, and performance. But in today's market, you need more than a world-class product to outpace the competition--which the executives at Mercedes-Benz USA set a course to create a customer experience in keeping with their legendary cars. This is the story of how an organization became Driven to reveals the action plan Mercedes-Benz USA used to catapult the company to first place rankings in national customer satisfaction studies while at the same time growing sales and With unprecedented access to company personnel, customer experience expert Joseph Michelli charts the journey the company took and identifies the all-important keys to driving any customer-based organization. You'll learn how to: Create a compelling vision for exceptional customer experiences Identify the ever changing wants, needs, and desires of your segments Map out your key customer journeys and high value contact points Effectively evaluate customer perceptions throughout their journey with you Resolve customer needs constantly improve your delivery processes Link rewards and recognition to customer experience excellence throughout your organization These proven techniques are part of the Benz USA "Driven to Delight" culture which sets a new gold standard in customer service, employee engagement, and peak performance. You'll find step-by-step strategies that can customized to fit your business model and customer needs. You'll discover invaluable tools like Vision Mapping, Customer Journey Wheels, Customer-Centric Strategy and Resource Planning Processes --plus 20 Key Questions you can use to diagnose your progress and steer your company in the right direction. Along the way, you'll get a rare first-hand compr view of a world-class company in action. You'll see how a "best or nothing" organization became customer obsessed, mile after mile, year after year. Most importantly, you'll learn h ramp up your own customer experience, rev up your customer commitment, and take your customers on a journey that's bound to delight--the Mercedes-Benz way. Joseph A. Mich internationally sought-after speaker, author, and organizational consultant. His books include The Starbucks Experience, The New Gold Standard, The Zappos Experience, Leading the Starbucks Way, and Prescription for Excellence, which hit #1 on The New York Times, Wall Street Journal, and USA Today bestseller lists.

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

Eight Million Ways to Die

The Airbnb Way: 5 Leadership Lessons for Igniting Growth through Loyalty, Community, and Belonging

How to use psychology and behavioral science to create an experience that sings

A Long Way Down (Movie Tie-In)

Stronger Through Adversity: World-Class Leaders Share Pandemic-Tested Lessons on Thriving During the Toughest Challenges

How to Develop an Integrated Marketing Campaign in the Digital Era

Create the Future + The Innovation Handbook

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

Driven to Delight: Delivering World-Class Customer Experience the Mercedes-Benz Way

The Zappos Experience: 5 Principles to Inspire, Engage, and WOW

Braving the Wilderness

From Barista to Boardroom

It's Not About the Coffee

Measure for Measure

Focus on the Right Customers for Strategic Advantage