

Employees First, Customers Second: Turning Conventional Management Upside Down By Vineet Nayar

Book Employees First, Customers second business

Nayar recounts the exciting journey of how he and his team implemented the employee first philosophy by:

- Creating a sense of urgency by enabling the employees to see the truth of the company's current state as well as feel the "romance" of its possible future state
- Creating a culture of trust by pushing the envelope of transparency in communication and information sharing
- Inverting the organizational hierarchy by making the management and the enabling functions accountable to the employee in the value zone
- Unlocking the potential of the employees by fostering an entrepreneurial mind-set.

Kindle Employees First, Customers second computers

Customers Second: Turning Conventional Management Upside Down Vineet Nayar's turnaround story is one of the masterpiece of evolving nature of corporate stakeholder management. **Employees First, Customers Second book of life** Author talks about empowerment through testimonials.

Customer service books for employees

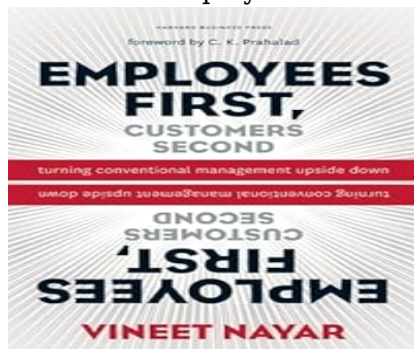
360 degree feedback and better team building which made the change which HCL needed the most during that period circa 2005-2009. **Employees First, Customers Second book pdf** In this candid and personal account Vineet Nayar—HCLT's celebrated CEO—recounts how he defied the conventional wisdom that companies must put customers first then turned the hierarchical pyramid upside down by making management accountable to the employees and not the other way around. **Book Employees First, Customers second employees** By doing so Nayar fired the imagination of both employees and customers and set HCLT on a journey of transformation that has made it one of the fastest-growing and profitable global IT services companies and according to BusinessWeek one of the twenty most influential companies in the world. **EBook Employees First, Customers second chance** Chapter by chapter decentralizing decision making and transferring the ownership of "change" to the employee in the value zone Refreshingly honest and practical this book offers valuable insights for managers seeking to realize their aspirations to grow faster and become self-propelled engines of change. **Employees first customers second pdf download** Employees First Customers Second: Turning Conventional Management Upside Down I liked the discussed concepts and ideas in this book because it was based on practical experience of the author however What I didn't like is the showoff part and marketing (i. **EBook Employees First, Customers secondary** In conclusion it is nice to read it but not a must (for those who are working in Employee/customer experience) Employees First Customers Second: Turning Conventional Management Upside Down I discovered this book while I drove limos/shuttles and picked up a consultant who recommended this book to me. **Employees First, Customers Second book of life** In fifty years of living I have never seen this attempted but yet we all know it's true! Beyond business this book is about following your own path and going against conventional wisdom and power structures. **EBook Employees First, Customers second chance** Employees First Customers Second: Turning Conventional Management Upside Down I'm leading an IT services company myself and thus perhaps I could relate a lot but I liked the humbleness and the way with which the book is presented. **Book Employees First, Customers second employees** Employees First Customers Second: Turning Conventional Management Upside Down Una empresa que quiera salir del hoyo en el que está y

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