

Excellence Wins A No Nonsense Guide To Becoming The Best In A World Of Compromise

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Customer Service for Hospitality and Tourism

Pastor Jim Cymbala calls us back to a fiery, passionate preoccupation with God that will restore what the enemy has stolen from us: our first love for Jesus, our zeal, our troubled children, our wounded marriages, our broken and divided churches. Born out of the heart and soul of The Brooklyn Tabernacle, the message of Fresh Faith is illustrated by true stories of men and women whose lives have been changed through the power of faith. Cymbala writes, "Real faith is produced when our hearts draw near to God himself and receive his promises deep within." That kind of faith can transform your life—starting today, if you choose. "Jim Cymbala is an exciting reminder of God's desire to bless and use any faithful and trusting follower of our Lord in supernatural ways."—Dr. Bill Bright, Founder and President, Campus Crusade for Christ International

No-Nonsense Electrodynamics

Fighting Forward is the empowering anthem you need to take the next small step to a better life. At the darkest point of a life-altering depression, Hannah Brencher took a silver marker and labeled a composition book "Fight Song." In that little notebook, she poured hope-filled truths and affirmations, knowing that one day, she--and you--would need a reminder to stay in the fight. Drawn from those glow-in-the-dark words, Fighting Forward is your empowering invitation to show up, claim hope, and take back your life one small win at a time. Popular blogger, viral TED Talk speaker, and founder of The World Needs More Love Letters, Hannah shares personal stories of developing daily rhythms and sustainable faith in a

culture of hustle. With a heap of hope for those who long to move from anxiety and fear into action steps, the power-ballad essays in this book will encourage you to savor the milestones you've already reached, root yourself in the next small step, welcome healthy routines into your day, and apply grace like sunscreen in the process of your own becoming. Fighting Forward champions the truth that each song starts with a single note. With trust and a little time, each note and every small step adds up to a victorious anthem of showing up to this life and staying in the fight to become who God made you to be.

Old Paths, New Power

"You are the message." What does that mean, exactly? It means that when you communicate with someone, it's not just the words you choose to send to the other person that make up the message. You're also sending signals about what kind of person you are--by your eyes, your facial expression, your body movement, your vocal pitch, tone, volume, and intensity, your commitment to your message, your sense of humor, and many other factors. The receiving person is bombarded with symbols and signals from you. Everything you do in relation to other people causes them to make judgments about what you stand for and what your message is. "You are the message" comes down to the fact that unless you identify yourself as a walking, talking message, you miss that critical point. The words themselves are meaningless unless the rest of you is in synchronization. The total you affects how others think of and respond to you.

Amaze Every Customer Every Time

"Horst Schulze created a culture of service that should be a role model for all of us. By committing to the highest standards of professionalism - and creating the right systems to achieve them - he inspired thousands of people to embrace and embody the core ideal of sheer unadulterated excellence. With this profoundly useful book, Schulze now shares his story, and his methods, so that the rest of us can be uplifted and taught by the master himself." -Jim Collins, author of Good to Great, co-author of Built to Last "Horst Schulze's influence on my family and our business is undeniable. His approach to customer service revolutionized the hotel industry and set a high bar for all of us. His new book, Excellence Wins, weaves Horst's personal story with the practical wisdom he's gleaned from an incredible career of servant leadership. It's a must read for leaders and anyone passionate about serving people." -Dan Cathy, chairman and CEO, Chick-fil-A *** CEOs. Leaders without titles. Startups. Corporations. For-profits. Nonprofits. It doesn't matter who you are or what you do - you want to become the best. You want to win, every time. Horst Schulze knows how to win. In Excellence Wins, Schulze, in his absolute no-nonsense approach, shares the visionary and disruptive principles that have produced immense global successes over the course of his still-prolific fifty-year career. As the co-founder and former president of Ritz-Carlton Hotel Co., Schulze fearlessly led the company to unprecedented multi-billion dollar growth, setting the business vision and people-focused standards that made the Ritz-Carlton brand globally elite. Schulze's principles are both versatile and utterly

practical to leaders of every age, career stage, and industry. You don't need a powerful title or a line of direct reports - you have everything you need to use them right now. If you're searching for the blueprint to beating the competition and outperforming everyone around you, look no further than Excellence Wins. Schulze pulls no punches as a masterful guide to becoming the very best in a world of routine compromise. Unleash the disruptive power of your true potential, own your career trajectory, and experience the game-changing proof firsthand: Excellence Wins.

No-nonsense Leadership

Go for the win! Achieve excellence and be better than you've ever been! In his years as a professional ice-skater, Olympic Gold Medalist Scott Hamilton learned to embrace the mind-set of working hard to "beat" the competition. But it seems competition has gotten a bad rap these days. We've bought into the belief that it is unfair to participants to rank performance. Yet competition is in fact a good thing because it's about working toward excellence. Finish First is a wake-up call for business leaders, entrepreneurs, spouses, parents, and even students to stop settling for mediocre and begin to revitalize their intrinsic will to achieve excellence and go for the win. Most of us feel we were made for something more, but we're often afraid to allow ourselves to be competitive because we think our finishing first might somehow rob others of their chance to shine. This book encourages the hidden potential, the champion within all of us, to come out—which eventually brings our family, marriage, career, business, and the world around us the greatest possible good.

Love Works

Tiger Woods

Learning Electrodynamics doesn't have to be boring What if there was a way to learn Electrodynamics without all the usual fluff? What if there were a book that allowed you to see the whole picture and not just tiny parts of it? Thoughts like this are the reason that No-Nonsense Electrodynamics now exists. What will you learn from this book? Get to know all fundamental electrodynamical concepts —Grasp why we can describe electromagnetism using the electric and magnetic field, the electromagnetic field tensor and the electromagnetic potential and how these concepts are connected.Learn to describe Electrodynamics mathematically — Understand the meaning and origin of the most important equations: Maxwell's equations & the Lorentz force law.Master the most important electrodynamical systems — read step-by-step calculations and understand the general algorithm we use to describe them.Get an understanding you can be proud of — Learn why Special Relativity owes its origins to Electrodynamics and how we can understand it as a gauge theory. No-Nonsense Electrodynamics is the most student-friendly book on Electrodynamics ever written. Here's why. First of all, it's is nothing

like a formal university lecture. Instead, it's like a casual conversation with a more experienced student. This also means that nothing is assumed to be "obvious" or "easy to see". Each chapter, each section, and each page focusses solely on the goal to help you understand. Nothing is introduced without a thorough motivation and it is always clear where each formula comes from. The book contains no fluff since unnecessary content quickly leads to confusion. Instead, it ruthlessly focusses on the fundamentals and makes sure you'll understand them in detail. The primary focus on the readers' needs is also visible in dozens of small features that you won't find in any other textbook. In total, the book contains more than 100 illustrations that help you understand the most important concepts visually. In each chapter, you'll find fully annotated equations and calculations are done carefully step-by-step. This makes it much easier to understand what's going on in. Whenever a concept is used which was already introduced previously, there is a short sidenote that reminds you where it was first introduced and often recites the main points. In addition, there are summaries at the beginning of each chapter that make sure you won't get lost.

Be Our Guest

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.

Business By The Book

A founder of the Four Seasons hotels shares the philosophy and values that he credits with his brand's success, recounting his rise from a disadvantaged child of immigrant parents while describing his commitment to superior design, quality

amenities, and excellent service.

The Last Campaign

Praise for *Leading Organization Design* "Sheds light on the challenges of organization design in a complex enterprise and more importantly provides an insightful and practical roadmap for business decisions." —Randy MacDonald, SVP, human resources, IBM "Designing organizations for performance can be a daunting task. Kesler and Kates have done an admirable job distilling the inherent complexity of the design process into manageable parts that can yield tangible results. *Leading Organization Design* provides an essential hands-on roadmap for any business leader who wants to master this topic." —Robert Simons, Charles M. Williams Professor of Business Administration, Harvard Business School "Kesler and Kates have encapsulated their wealth of knowledge and practical experience into an updated model on organizational design that will become a new primer on the subject." —Neville Isdell, retired chairman and CEO, The Coca-Cola Company "In today's world of global business, organizational design is a critical piece of long-term success. Kesler and Kates have captured multiple approaches to optimize global opportunities, while highlighting some of the keys to managing through organizational transition. A great read for today's global business leaders." —Charles Denson, president, Nike Brand "*Leading Organization Design* has some unique features that make it valuable. It is one of the few and certainly only recent books to take us through an explicit process to design modern organizations. This is accomplished with the five-milestone process. The process is not a simple cookbook. Indeed, the authors have achieved a balance between process and content. In so doing, Kesler and Kates show us what to do as well as how to do it." —Jay Galbraith, from the Foreword

People Fuel

Discover eight dynamic principles to help innovation flourish from within. The shelf life of well-established companies keeps shrinking as new entrants replace old ones in rapid succession. Even brands that seemed invincible only a few years ago are in danger of being disrupted by fast-moving startups. In this unprecedented environment, how can any business stay ahead of the market? Companies can no longer assume innovation will "just happen"—it must be seeded, grown, and successfully harvested. They must disrupt themselves. In *Disrupt-It-Yourself*, bestselling author and innovation expert Simone Ahuja guides readers through the DIY (Disrupt-It-Yourself) system that will sustain innovation and retain DIYers, the employees—or intrapreneurs—most committed to solving the problems of the future, even if it means moving far beyond "business as usual." Based on her experience working with Fortune 500 companies and extensive research, Ahuja identifies the intrapreneurial archetype and presents eight new principles to foster a DIY mindset and action plan. In a clear, concise style with expert advice and real-world examples, this book provides a new lens to help companies become faster and more fluid, offers easy options to tailor the system to each company's unique circumstances, and presents strategic

lessons—from Keep It Frugal to Make It Permission-less—that open up the full spectrum of innovation and make it sustainable. Using the DIY approach, organizations can build their ability to innovate and create an approach for growth that harnesses the creativity and knowledge of employees at every level.

Excellence Wins, Every Time

In Excellence Wins, Every Time, co-founder of The Ritz-Carlton Hotel Company Horst Schulze shares the visionary and disruptive principles that have produced immense global successes over the course of his still prolific fifty-year career.

Excellence Wins, Every Time

Full of stories, clinical advice, and accessible takeaways, People Fuel outlines the twenty-two relational nutrients we all need to cultivate good relationships that provide energy, focus, and the support you need to succeed. We all need more energy, the vitality that helps us stay motivated, focused and productive in life. We know we receive energy from good nutrition, along with working out, adequate sleep and maintaining positivity. But there is another major source for the energy we need: having the right kinds of relationships with others. Not the ones that drain us, but the ones that refuel us. In his new book, Dr. John Townsend, psychologist, leadership expert and coauthor of the New York Times bestselling Boundaries, shows you how we need the fuel of "Relational Nutrients" from others, and, in turn we can then provide them to others. Our bodies require physical nutrients to stay healthy. If we don't take enough iron, we can develop anemia. Too little calcium can lead to bone disease. In the same way, John identifies the key Relational Nutrients that we need. As we experience these critical elements from others, we grow mentally and emotionally more sharp and healthy. And as we give these elements back, others benefit as well. Finally, Dr. Townsend details the specific types of people who can either be energy sources or energy drains, and gives concrete steps to help you cultivate relationships with those who will help you be all you were meant to be. The person who taught you how to have boundaries now helps you to experience the best from those people you have allowed into your boundaries.

Conversations on Leadership

The inside story of one of basketball's most legendary and game-changing figures A New York Times bestseller During his storied career as head coach of the Chicago Bulls and Los Angeles Lakers, Phil Jackson won more championships than any coach in the history of professional sports. Even more important, he succeeded in never wavering from coaching his way, from a place of deep values. Jackson was tagged as the "Zen master" half in jest by sportswriters, but the nickname speaks to an important truth: this is a coach who inspired, not goaded; who led by awakening and challenging the better angels of

his players' nature, not their egos, fear, or greed. This is the story of a preacher's kid from North Dakota who grew up to be one of the most innovative leaders of our time. In his quest to reinvent himself, Jackson explored everything from humanistic psychology and Native American philosophy to Zen meditation. In the process, he developed a new approach to leadership based on freedom, authenticity, and selfless teamwork that turned the hypercompetitive world of professional sports on its head. In *Eleven Rings*, Jackson candidly describes how he:

- Learned the secrets of mindfulness and team chemistry while playing for the champion New York Knicks in the 1970s
- Managed Michael Jordan, the greatest player in the world, and got him to embrace selflessness, even if it meant losing a scoring title
- Forged successful teams out of players of varying abilities by getting them to trust one another and perform in sync
- Inspired Dennis Rodman and other "uncoachable" personalities to devote themselves to something larger than themselves
- Transformed Kobe Bryant from a rebellious teenager into a mature leader of a championship team.

Eleven times, Jackson led his teams to the ultimate goal: the NBA championship—six times with the Chicago Bulls and five times with the Los Angeles Lakers. We all know the legendary stars on those teams, or think we do. What *Eleven Rings* shows us, however, is that when it comes to the most important lessons, we don't know very much at all. This book is full of revelations: about fascinating personalities and their drive to win; about the wellsprings of motivation and competition at the highest levels; and about what it takes to bring out the best in ourselves and others. From the Trade Paperback edition.

Finding a Way to Win

Jim Cymbala knows something a lot of us miss--that a comfortable, secure life won't produce the satisfaction we long for. How could we feel fulfilled by missing out on the life God has for us? Whether life seems good or not right now, Jim Cymbala believes that God has more for you. In this new book, he'll help you find out how to access the "more" God intends—more peace, real joy, and a deep sense of purpose. As you open yourself to the "more" of God, you will also discover your unique work assignment—the one thing God is calling you--and no one else--to accomplish for the sake of his work in the world. *You Were Made for More* draws a compelling picture of people just like you who are finding that "more of God" means more influence, more energy, and ultimately more happiness. It will help you picture what your own "land of milk and honey" might look like—the fuller, richer spiritual place you long to be. Using examples from the Bible, contemporary stories, and experiences from his own life, Jim Cymbala points the way to a richer, deeper life, helping you take hold of everything God wants to give.

Master Your Code: The Art, Wisdom, and Science of Leading an Extraordinary Life

Find and kill the corporate stupidity that drives customers crazy. CEO and award-winning business writer John R. Brandt offers concrete examples of how any organization--large or small, and regardless of industry--can innovate in ways that

delight customers and attract top-level talent. Nincompoopery--terrible customer service, idiotic business processes, and soul-crushing management practices--surrounds all of us. We lose time, patience, and profits as stuck-in-the-past organizations actively prevent us (and our customers) from getting the value we (and they) deserve. Can't anybody change this? CEO and award-winning business writer John R. Brandt says we can. In *Nincompoopery: Why Your Customers Hate You--And How to Fix It*, he leverages research across thousands of companies to show leaders how to find and kill the corporate stupidity that drives customers crazy. More importantly, he offers concrete examples of how any organization--large or small, and regardless of industry--can innovate in ways that delight customers and attract top-level talent. Brandt has worked with hundreds of companies to help them outwit competitors, and in the blunt (and funny) *Nincompoopery*, he shares his unique blueprint for success. It usually starts by asking a simple question or two, such as *Why should our customers have to rekey their data multiple times to make a single purchase? Why are there four levels of approval just to order basic supplies? Why can't we get qualified candidates for open positions, or provide new employees with decent training?* In short: *How did we become such nincompoops? And when will we stop?* *Nincompoopery* offers leaders the answers they need--and the profits they crave--with a scoop of humor on the side. Enjoy!

Eleven Rings

Entrepreneurial Life tells the fascinating history of CaptiveAire, the largest commercial kitchen ventilation company in North America. From the beginning, CaptiveAire's story is not a typical one. Forged by Bob Luddy during a growing recession, with little capital, and as a newcomer to the region--his startup should not have survived, much less taken the trajectory it has had. In these pages, Luddy shares some of the values he learned as one of eight children in a "hard-scrabble, can-do" family and details his take on the type of leadership, innovation, financial management, and marketing strategy that has spurred his manufacturing company to grow at a remarkable pace over the course of forty-plus years at the helm. Entrepreneurial Life reveals Luddy's philosophy on all things entrepreneurship, character, and the skills necessary for achieving your fullest potential, no matter what your calling.

Exceptional Service, Exceptional Profit

"I know that I'll be evaluated in Seattle with wins and losses, as that is the nature of my profession for the last thirty-five years. But our record will not be what motivates me. Years ago I was asked, 'Pete, which is better: winning or competing?' My response was instantaneous: 'Competing. . . because it lasts longer.'" Pete Carroll is one of the most successful coaches in football today. As the head coach at USC, he brought the Trojans back to national prominence, amassing a 97-19 record over nine seasons. Now he shares the championship-winning philosophy that led USC to seven straight Pac-10 titles. This same mind-set and culture will shape his program as he returns to the NFL to coach the Seattle Seahawks. Carroll

developed his unique coaching style by trial and error over his career. He learned that you get better results by teaching instead of screaming, and by helping players grow as people, not just on the field. He learned that an upbeat, energetic atmosphere in the locker room can coexist with an unstoppable competitive drive. He learned why you should stop worrying about your opponents, why you should always act as if the whole world is watching, and many other contrarian insights. Carroll shows us how the Win Forever philosophy really works, both in NCAA Division I competition and in the NFL. He reveals how his recruiting strategies, training routines, and game-day rituals preserve a team's culture year after year, during championship seasons and disappointing seasons alike. Win Forever is about more than winning football games; it's about maximizing your potential in every aspect of your life. Carroll has taught business leaders facing tough challenges. He has helped troubled kids on the streets of Los Angeles through his foundation A Better LA. His words are true in any situation: "If you want to win forever, always compete." From the Hardcover edition.

Leading Organization Design

You must deliver an amazing customer experience. Why? It is the competitive edge of new-era business—in any market and any economy. Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role model, and Shep has found the perfect role model to inspire your team: Ace Hardware. Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction. Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title. It takes the right set of tools and principles. To help you empower employees at all levels, Shep brings the content to a deeply practical level. His 52 Amazement Tools—like "Ask the extra question" and "Focus on the customer, not the money"—are simple, clear, useful for almost anybody, and supported with compelling research and stories. Between these covers, you will find the tools and tactics you need to transform your company into a seriously customer-focused operation that will amaze every customer every time.

Can't Nothing Bring Me Down

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.

Fresh Power

“Tom Peters' new book is a bundle of beautiful dynamite. While I've been a CEO for 30 years, I still learned much worth knowing from *The Excellence Dividend*. You will too.” —John C. Bogle, founder, Vanguard For decades Tom Peters has been preaching the gospel of putting people first, and in today's rapidly changing business environment, this message is more important than ever. With his unparalleled expertise and inimitable charisma, Peters offers brilliantly simple, actionable guidelines for success that any business leader can immediately implement. He provides a roadmap for your organization and for you as an individual to thrive amidst the tech tsunami, and he has a lot of fun doing it. *The Excellence Dividend* is an important new book from one of today's greatest business thinkers.

Win Forever

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.

Four Seasons

Harness the meaning of love, the verb, to improve your corporate culture and bottom line with the help of Joel Manby, former President and CEO of both SeaWorld Parks & Entertainment and Herschend Enterprises. Joel won the respect of America with his appearance on the CBS reality TV series *Undercover Boss*. A highly successful corporate executive, Joel

Manby is unlike most other CEOs. As the 18 million viewers of Undercover Boss witnessed, Manby has a unique style of leadership--servant leadership--which has a profound impact on his employees. In this updated and expanded edition of Love Works, Manby demonstrates that leading with love is effective even in extremely difficult business environments, which he experienced at SeaWorld. With an all-new introduction and two additional chapters, Manby shares more of his own leadership and personal stories, giving insight that will help you become a more effective leader by: Cultivating a culture that builds improved employee engagement and long-term success Outlining seven time-proven principles that break down the natural walls within the workplace Overcoming personal failures at work and home Empowering your managers and employees Disarming difficulties in the workplace Discover the truth of the power of love to change the course of your business and your life today!

Excellence Wins

Soon to be an HBO documentary from Academy Award-winning producer Alex Gibney The #1 New York Times bestseller based on years of reporting and interviews with more than 250 people from every corner of Tiger Woods's life—this “comprehensive, propulsive...and unsparing” (The New Yorker) biography is “an ambitious 360-degree portrait of golf's most scrutinized figure...brimming with revealing details” (Golf Digest). In 2009, Tiger Woods was the most famous athlete on the planet, a transcendent star of almost unfathomable fame and fortune living what appeared to be the perfect life. But it turned out he had been living a double life for years—one that exploded in the aftermath of a Thanksgiving night crash that exposed his serial infidelity and sent his personal and professional lives over a cliff. In this “searing biography of golf's most blazing talent” (GOLF magazine), Jeff Benedict and Armen Keteyian dig deep behind the headlines to produce a richly reported answer to the question that has mystified millions of sports fans for nearly a decade: who is Tiger Woods, really? Drawing on more than four hundred interviews with people from every corner of Woods's life—many of whom have never spoken about him on the record before—Benedict and Keteyian construct a captivating psychological profile of a mixed race child programmed by an attention-grabbing father and the original Tiger Mom to be the “chosen one,” to change not just the game of golf, but the world as well. But at what cost? Benedict and Keteyian provide the startling answers in this definitive biography that is destined to linger in the minds of readers for years to come. “Irresistible...Immensely readable...Benedict and Keteyian bring us along for the ride in a whirlwind of a biography that reads honest and true” (The Wall Street Journal). Ultimately, Tiger Woods is “a big American story...exhilarating, depressing, tawdry, and moving in almost equal measure” (The New York Times).

You Were Made for More

The National Football League's most successful head coach outlines his leadership principles, showing how to win through

preparation, flexibility, delegation, leading by example, and teamwork

Fighting Forward

Build vital connections to accelerate your career success Managing Up is your guide to the most valuable 'soft skill' your career has ever seen. It's not about sucking up or brown-nosing; it's about figuring out who you are, who your boss is, and finding where you meet. It's about building real relationships with people who have influence over your career. Managing up is good for you, good for your boss, and good for the organization as a whole. This book gives you strategies for developing these all-important connections and building more than rapport; you become able to quickly assess situations, and determine which actions will move you forward; you become your own talent manager, and your boss's top choice for that new opportunity. As a skill, managing up can do more for your career than simply 'networking' ever could—and this book shows you how. Real-world strategies give you a set of actionable steps, supplemented by expert advice from a top leadership consultant that helps you get on track to advancement. It's never too early or too late to start adjusting your alignment, and this book provides the help you need to start accelerating your trajectory. Develop robust relationships with influential people Enhance your self-awareness and become more adaptable Gain new opportunities and accelerate your career Stop 'schmoozing' and develop true, lasting connections Managing up helps you build the sort of relationships that foster more communication, collaboration, cooperation, and understanding between people at different levels of power, with a variety of perspectives and skills. This type of bridge-building builds your reputation for effectiveness and fit, so you can start skipping rungs on the ladder as you build a strong, successful career. Managing Up is your personal manual for building this vital skill so you can begin building your best future.

The Excellence Dividend

"Filled with treasure and big ideas, this book will help you become exceptional." - SETH GODIN In a tight market, your most powerful growth engine-and your best protection from competitive inroads-is this: put everything you can into cultivating true customer loyalty. Loyal customers are less sensitive to price competition, more forgiving of small glitches, and, ultimately, become "walking billboards" who will happily promote your brand. In Exceptional Service, Exceptional Profit, insiders Leonardo Inghilleri and Micah Solomon reveal the secrets of providing online and offline customer service so superior it nearly guarantees loyalty. Their anticipatory customer service approach was first developed at The Ritz-Carlton as well as at Solomon's company Oasis, and has since proven itself in countless companies around the globe-from luxury giant BVLGARI to value-sensitive auto parts leader Carquest, and everywhere in between. Now, readers can take the techniques that minted money for these brands and apply them directly to their own businesses. As Ken Blanchard writes, "Leonardo and Micah's philosophies, rules, and winning examples of service excellence will make you want to implement

their suggestions immediately in your own organization." Filled with detailed, behind-the-scenes examples, the book unlocks a new level of customer relationship that leaves your competitors in the dust, your customers coming back day after day, and your bottom line looking better than it ever has before.

Counsel for Couples

"This is a MUST READ for anyone interested in leadership and human potential." Frank Blake, Former Chairman & CEO, The Home Depot WHAT'S GETTING IN THE WAY OF YOU LEADING AN EXTRAORDINARY LIFE? How does anyone get to a point in life where they can say unequivocally say that they feel fulfilled and fully alive? Why are some leaders more effective than others? Why are some people happily married and others not? Why are some individuals more prone to depression while others seem to possess a magical resilience? Why do some elite athletes become professionals and others remain mere amateurs? Why are some of us are happy and others unhappy despite almost identical circumstances? It's your program. A subconscious set of rules that drive the actions you take and limit the results you get. To be extraordinary in any area of your life, you must write and master your own code. This is your guidebook for doing that now. By reading this book you will learn how to: Be the shaper of your life, not a prisoner of your circumstances Take full responsibility for your life and give up the right to complain Honor your word and live a life of integrity Let go of grudges and forgive unconditionally Do what you were born to do in this world Darren Gold is Managing Partner at The Trium Group where he is one of the world's leading executive coaches and advisors to CEOs and their teams. His mission is to unlock the full potential of leaders and their organizations. He lives in the San Francisco Bay Area with his wife and children.

Decoding the New Consumer Mind

The sequel to Cymbala's best-selling Fresh Wind, Fresh Fire and Fresh Faith reveals what it means to be constantly transformed by the Holy Spirit. Dramatic stories from the Bible and the life of the Brooklyn Tabernacle fill each page. This softcover edition includes a study guide.

Managing Up

*Named the Best Motivational book of 2016 by the Independent Book Publishing Professionals Group and Eric Hoffer Award finalist for non-fiction. The Excellence Habit is biography of an idea, and the idea is simple. The main source of success is excellence, and excellence depends more on our internal circumstances; Grit, determination, and the discipline to put in the hard work as a matter of habit

Nincompoopery

The wild inside story of the birth of CNN and dawn of the age of 24-hour news How did we get from an age of dignified nightly news broadcasts on three national networks to the age of 24-hour channels and constantly breaking news? The answer—thanks to Ted Turner and an oddball cast of cable television visionaries, big league rejects, and nonunion newbies—can be found in the basement of an abandoned country club in Atlanta. Because it was there, in the summer of 1980, that this motley crew somehow, against all odds, launched CNN. Lisa Napoli's *Up All Night* is an entertaining inside look at the founding of the upstart network that set out to change the way news was delivered and consumed. Mixing media history, a business adventure story, and great characters, *Up All Night* tells the story of a network that succeeded beyond even the wildest imaginings of its charismatic and uncontrollable founder, and paved the way for the world we live in today.

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

You aren't a licensed marriage and family therapist. You didn't do a doctoral dissertation on pastoral counseling. You're simply God's person caring for God's people in the local church. And the marriages in your church need help. Many pastors feel ill-equipped to handle the challenges that arise when a couple is going through marital difficulties. They feel lost and inadequate. What do you say? What counsel do you offer? Should I say anything or just listen? Do I schedule a follow-up appointment? Do I ask questions? What questions? If you are or have been in this situation before, this book offers you a practical guide to get started with the first sessions and then offers specific guidance on nine of the most common topics that come up in marriage counseling. Author and pastor Jonathan Holmes offers a solid, biblical theology and methodology to help you navigate through the world of marriage counseling with the fundamental conviction that God's word is powerful enough to address the deepest of marital issues, and robust enough to handle whatever might come your way. In each chapter, you'll meet a new couple dealing with a different issue, much like the people in your church, office, and neighborhood. Through the book you'll also hear advice from several respected voices in the biblical counseling community. Whether you're a novice or already knowledgeable, *Counsel for Couples* provides theologically sound and biblically practical tools to help you as you help couples in need.

Finish First

Take a glimpse into the mind of the modern consumer A decade of swift and stunning change has profoundly affected the psychology of how, when, and why we shop and buy. In *Decoding the New Consumer Mind*, award-winning consumer

psychologist Kit Yarrow shares surprising insights about the new motivations and behaviors of shoppers, taking marketers where they need to be today: into the deeply psychological and often unconscious relationships that people have with products, retailers, marketing communications, and brands. Drawing on hundreds of consumer interviews and shop-alongs, Yarrow reveals the trends that define our transformed behavior. For example, when we shop we show greater emotionality, hunting for more intense experiences and seeking relief and distraction online. A profound sense of isolation and individualism shapes the way we express ourselves and connect with brands and retailers. Neurological research even suggests that our brains are rewired, altering what we crave, how we think, and where our attention goes. Decoding the New Consumer Mind provides marketers with practical ways to tap into this new consumer psychology, and Yarrow shows how to combine technology and innovation to enhance brand image; win love and loyalty through authenticity and integrity; put the consumer's needs and preferences front and center; and deliver the most emotionally intense, yet uncomplicated, experience possible. Armed with Yarrow's strategies, marketers will be able to connect more effectively with consumers—driving profit and success across the organization.

The Art of Being Unreasonable

From a recovering "leadershipaholic": our best model is the first one. With all our sleek ministry models, it's a wonder our churches are declining—until we read Acts 6:4, "But we will give ourselves continually to prayer and the ministry of the word." After a long, sometimes trying ministry journey, Daniel Henderson was relieved to discover what the apostles knew from the start: The main thing must stay the main thing. It worked in their pagan times, and it will in ours. *Old Paths, New Power: Reviving Our Churches through Prayer and the Ministry of the Word* calls us back to the tried-and-true: pray and proclaim the word. Henderson, who leads a growing church revival ministry, guides you through the essentials of sparking a spiritual renaissance: Be a leader who walks with the Lord Develop a strong prayer culture in your life and ministry Preach with unction, dependence, and integrity Equip every saint for the work of the ministry Embrace the sufficiency of the gospel Our churches don't need fresh models and fancy things; they need the Holy Spirit, and He rains down when we pray and proclaim the word. Read *Old Paths, New Power* and follow God's master plan.

Up All Night

What would happen if you made your business decisions by the book? By the Bible that is. This updated version of the best-selling *Business by the Book* offers radical principles of business management that go beyond the Ten Commandments and other biblical maxims. *Business by the Book* is a step-by-step presentation of how businesses should be run according to the Creator of all management rules: God. Larry Burkett, founder and president of Christian Financial Concepts, provides business principles from his own experience as well as what God's Word says on topics such as: Hiring and Firing Decisions

Pay Increases and Promotions Management Selection Employee Pay Decisions Borrowing and/or Lending Decisions Forming Corporations and Partnerships Business Tithing Retirement Whether you are the owner of a business, a corporate executive, or a manager, this best-selling classic is for you.

You Are the Message

A veritable who's who in leadership, *Conversations on Leadership* features Warren Bennis, Jim Kouzes, John Kotter, Noel Tichy, Peter Senge, James March, Howard Gardner, Bill George, and others. Since each leader has a distinctive approach, this book provides the multi-faceted truths of leadership to broaden and deepen the understanding of the readers.

The Excellence Habit

Unorthodox success principles from a billionaire entrepreneur and philanthropist Eli Broad's embrace of "unreasonable thinking" has helped him build two Fortune 500 companies, amass personal billions, and use his wealth to create a new approach to philanthropy. He has helped to fund scientific research institutes, K-12 education reform, and some of the world's greatest contemporary art museums. By contrast, "reasonable" people come up with all the reasons something new and different can't be done, because, after all, no one else has done it that way. This book shares the "unreasonable" principles—from negotiating to risk-taking, from investing to hiring—that have made Eli Broad such a success. Broad helped to create the Frank Gehry-designed Walt Disney Concert Hall, the Museum of Contemporary Art, the Broad Contemporary Art Museum at the Los Angeles County Museum of Art, and The Broad, a new museum being built in downtown Los Angeles. His investing approach to philanthropy has led to the creation of scientific and medical research centers in the fields of genomic medicine and stem cell research. At his alma mater, Michigan State University, he endowed a full-time M.B.A. program, and he and his wife have funded a new contemporary art museum on campus to serve the broader region. Eli Broad is the founder of two Fortune 500 companies: KB Home and SunAmerica. If you're stuck doing what reasonable people do—and not getting anywhere—let Eli Broad show you how to be unreasonable, and see how far your next endeavor can go.

Fresh Faith

These "Pull no Punches" strategies act as a field manual to develop yourself, others and your organization to its full potential. This book is based on "real world" experience and results, without fluff on theory.

Disrupt-It-Yourself

Documents Robert Kennedy's dramatic and ill-fated 1968 presidential campaign, outlining his positions on such issues as the Vietnam War, race, and poverty as well as his private struggles with the assassination of JFK.

Entrepreneurial Life: The Path From Startup to Market Leader

Can't Nothing Bring Me Down is the memoir of 101-year-old, world-record-holding runner Ida Keeling. Miss Ida, as she's known throughout her Bronx community, isn't your typical runner. Her fierce independence helped her through the Depression and the Civil Rights movement. But her greatest trials were yet to come. Ida's two sons were brutally murdered. Justice was never found. Ida felt like she didn't have the strength to carry on and she couldn't hope anymore. But encouraged by her daughter, Ida put on her first pair of running shoes at the age of sixty-seven and began to chase the paralyzing sorrow from her heart. Running gave light and new energy to Ida, and since her first race nearly thirty-five years ago, she's kept running and never looked back. Holding the world record for the fastest time in the 60-meter dash for the 95-99 age group, Ida isn't slowing down. Now she gives us a clear picture of what it means to overcome obstacles. Ida Keeling shares her inspirational story about growing up as a child of immigrants during the Depression and later raising four children as a single mother. She offers time-tested truths gathered from a lifetime of watching a nation change and from a life-long faith in Jesus. "Every night, I thank him for my many blessings, for his guidance, for his protection," Ida says, "And every night he tells me, 'Miss Ida, you just keep on, because I ain't done with you yet.'"

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