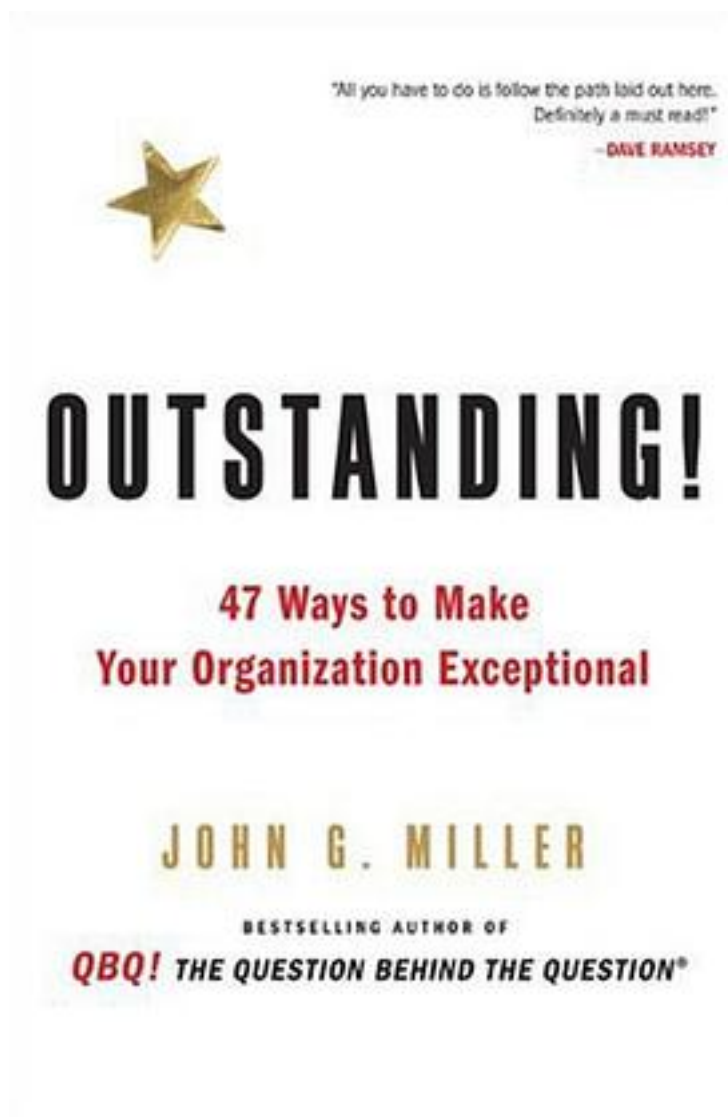


Outstanding!



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出版者:Putnam Adult

出版时间:January 5, 2010

装帧:平装

isbn:9780399156403

The bestselling author of QBQ! shows how anyone can use the unlimited potential of accountability to create an outstanding organization.

How to be outstanding:

- Deliver what you promise.
- Reward the work ethic, not the workaholic.
- Accept failure as a part of doing business-and learn from it.
- Choose character over credentials.
- Embrace humility-it is not humbling; it is empowering.

Do people fire companies? You bet they do. But anyone can fireproof their organization with the timely and timeless ideas in Outstanding.

Every day outstanding organizations do things that ensure they will retain customers, grow revenues, increase market share, and build their reputations. These successful organizations comprise people who hold values and take actions- individually and collectively-that are simple but not always easy or obvious.

Informed by Miller's own commitment to the power of personal accountability and enlivened by compelling true stories, Outstanding identifies the principles and behaviors that distinguish such organizations from the pack and provides readers ways to integrate these concepts into their own work and companies.

With its short pithy entries that carry a lot of impact and takeaway value, Outstanding is filled with practical ideas that can-and should-be used every single day by individuals and groups from the boardroom to the stockroom for creating a distinguished organization with which customers and stakeholders will want to work.

作者介绍:

John G. Miller is the founder of QBQ, Inc., an organizational development company dedicated to making personal accountability a core value for organizations and individuals. QBQ, Inc., has worked with hundreds of Fortune 500 and other companies as well as governmental and nongovernment organizations internationally. Miller, who appears frequently on national television and radio, is the author of the bestselling QBQ! The Question Behind the Question and Flipping the Switch.

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书评

首先要感谢企鹅出版社赠送了这本《Outstanding!》的试读本。虽说是试读本但质量还是非常不错，印刷清晰，字体大小也正合适。
第一次抱着要写书评的心态去阅读了一本书，而且是外文书，倍感压力。但在Introduction当中作者就向大家保证本书通俗易懂，不太会有buzzwords,...

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