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foreword by C. K. Prahalad

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turning conventional management upside down

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EMPLOYEES
FIRST,
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VINEET NAYAR

Employees First Customers Second Turning Conventional Management Upside Down

**Christian Conrad, Marjorie Ellis
Thompson**



Employees First Customers Second Turning Conventional Management Upside Down:

Employees First, Customers Second Vineet Nayar, 2010-06-08 One small idea can ignite a revolution just as a single matchstick can start a fire One such idea putting employees first and customers second sparked a revolution at HCL Technologies the IT services giant 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 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 Chapter by chapter 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 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 **SUMMARY** Edition Shortcut (author), 1901

SUMMARY - Employees First, Customers Second: Turning Conventional Management Upside Down By Vineet Nayar Shortcut Edition, 2021-06-05 Our summary is short simple and pragmatic It allows you to have the essential ideas of a big book in less than 30 minutes By reading this summary you will discover how thanks to the process he invented EFCS Employees First Customers Second or Employees First Customers Second Vineet Nayar has taken his HCLT company from a company in decline to a model of success You will also discover that the process of change begins by accepting to face up to the failures of your company change starts by creating a climate of trust trust is generated by transparency in the company i.e. the circulation of key information so that everyone can take ownership of their development issues the inversion of the structural pyramid by putting functional positions at the service of value creators and not the other way round leads to a change in mentality in the company the CEO must not take responsibility for change alone but must transfer it to all his employees who create value simple actions called catalysts can bring about major changes and lead to relevant questioning Vineet Nayar questioned everything after hearing an anecdote from a racing driver When the brakes fail the best solution is neither to slow down nor to try to brake by all means but to accelerate to overtake all his competitors and then to advise on how to proceed He was in a similar situation HCLT the company he ran was no longer keeping pace with its competitors He had to make the decision to push for this change It is this change and the way it was made that he describes in his book Buy

now the summary of this book for the modest price of a cup of coffee The New Brand Spirit Christian Conrad, Marjorie Ellis Thompson, 2016-03-03 Effective sustainability communication can deliver business value Get it wrong however and the reputational damage will be costly Stakeholders and the general public as well as activists are unforgiving of companies whose products services business practices or culture fall short of their socially responsible rhetoric Based on close to one hundred in depth interviews with leading experts Christian Conrad and Marjorie Thompson s The New Brand Spirit helps corporate communications and marketing professionals tackle this conundrum by providing a first hand view of eight distinct and relevant stakeholder perspectives Nineteen comprehensive and well researched best practice cases from sustainability leaders like IBM Unilever Marks Spencer and Puma will inspire all those tasked with communicating sustainability with practical and applicable tools and lessons learned The result is a book that will enable senior executives corporate communication professionals and brand managers to decide when to whom and how to communicate sustainability related messages and when not to *Organizational Mastery* C Bhaktavatsala Rao, 2024-05-06 Organizations must have self awareness and an appreciation of what they can accomplish in the face of competitive and environmental factors An awareness of what the entity is and what it can be is the key to embarking on a journey of organizational progress This book titled *Organizational Mastery Competence Behaviour Frameworks* aims to lead the readers on a journey of organizational mastery Organizational mastery is not a matter of only competitive success or filling the organization with high talent of education and experience It is a matter of getting the individual members of an organization whether ordinary or extraordinary collectively supercharge the aspirations and accomplishments of an organization Organizational mastery involves building strong competencies and positive behaviours in all its members and translating them collectively and synergistically to organizational competencies and behaviours This book presents multiple frameworks to achieve organizational mastery This book will be of interest to students faculty industry professionals and administrators

Designing Service Excellence Brian Hunt, Toni Ivergard, 2014-11-13 The moment of truth that instant when consumers experience and judge service quality is often a deciding factor in business success *Designing Service Excellence People and Technology* provides practical information on the design management and organization of many different types of service industries such as hotels restaurants banks and fina **Work-Life Balance** C B Rao, 2019-02-01 Every organization is like a delicate ecosystem It needs to be nurtured with care and concern just as a natural ecosystem is ecologically nurtured For this organizational behavior is the instrument Organizational behavior is the study of human behavior in organizational settings including the interface of human beings among themselves the interface of human beings with their and other external organizations and the behavior of organizations with respect to individuals and other organizations Individual behavior is an integral part of organizational behavior As individuals and organizations devote the needed attention to the subject the challenging issue of work life balance is resolved This major work on organizational behavior with its ninety chapters is

divided into fifteen sections each of which deals with a specific theme relating to factors impacting and is impacted by organizational behavior This book provides multiple constructs that facilitate optimal work life balance This book will serve as a companion text for students and faculty specializing in organizational behavior and general management Academicians industry managers and leaders as well as administrators and policy makers will find this book a useful thought primer and guide for effective organizational management More importantly the several propositions made in the book would help individuals and institutions achieve competitive strength emotional stability and self actualization through optimal work life balance

The Diamond Advantage Dr. Heather Simone, 2019-08-06 The Diamond Advantage shows readers how clarity can lead to next level success Is it possible to have a successful career and nurture healthy relationships In The Diamond Advantage award winning corporate executive Dr Heather Simone guides female leaders through a powerful journey to their next level success Through compelling personal stories leadership research and insightful exercises Dr Simone outlines a customized strategy that redefines success with purpose integrity and significance Using her signature PRISM model she teaches professional women how to find time for themselves and their most treasured relationships with comprising quality of work how to be the owner of their own success how to integrate professional and personal aims and more The Diamond Advantage details a customized strategic plan that helps the professional woman redefine her goals to better align with her personal and professional core values in essence showing professional women how to have it all

Likeable Business: Why Today's Consumers Demand More and How Leaders Can Deliver Dave Kerpen, Theresa Braun, Valerie Pritchard, 2012-10-30 It pays to be LIKEABLE You can have a rock solid business strategy unlimited resources and the most talented people on staff But only one thing is guaranteed in today s hyperconnected society if your business isn t likeable it will fail Dave Kerpen knows how important it is for a business to be liked by customers employees stakeholders and the general public He wrote the book on it His groundbreaking bestseller Likeable Social Media changed the way businesses interact with their customers on a daily basis Likeable Business lays out 11 strategies for organizations of all sizes to spur growth profits and overall success Dave Kerpen reveals the remarkable returns you ll get when you gain the trust of your customers and stakeholders In today s social media world it literally pays to be likeable Likeable Business helps any leader at a smaller mid sized company increase profits and spur growth by applying the 11 principles of business likeability such as LISTENING to customers colleagues shareholders and competitors AUTHENTICITY because today s savvy customer always knows when you re faking it TRANSPARENCY honesty builds trust and any deviation can destroy your reputation ADAPTABILITY managing change and finding new opportunities is critical to success today SIMPLICITY in design in form and in function GRATEFULNESS every thank you is appreciated and generates surprising returns Likeability spreads As a business leader you set the tone Be likeable and your staff will be likeable which in turn creates a more likeable customer experience The blueprint for everlasting business likeability is in your hands Apply Kerpen s basic principles day in and day out and profits

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Recommended Starred Review Publisher s Weekly **CIO.** ,2010-04 **Strategy & Business** ,2010 **The Spirit of Service** Thomas D. Hinton, Tom Hinton, 1991 **Parking** ,2000 *Human Resources Report* ,2000 **Marketing Management and Strategy** Peter Doyle, 1994 Providing a practical guide to marketing decision making and to developing marketing strategy this text focuses on the issues of most concern to senior executives The role of marketing in the modern organization is explored through a review of important concepts and techniques that managers need in order to analyze today s markets and capitalize on emerging opportunities organization and how this affects profit growth and security The development and implementation of marketing strategy through effective product pricing and distribution communications and service policies is then examined *Across the Board* ,1994 *Boardroom Reports* ,1990 **Management** John R. Schermerhorn, Jr., 2000-05-23 This revised text focuses on the dynamics of management in the context of a challenging and new work environment Readers will learn about the responsibilities of a manager and what this means for their future career through many practical examples that are interwoven with core concepts and theories They will benefit from the solid foundation of research covered as well as the high quality of examples presented **Forbes ASAP.** , 1999 Forbes ,1999

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In a period characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Employees First Customers Second Turning Conventional Management Upside Down**," a mesmerizing literary creation penned by way of a celebrated wordsmith, readers set about an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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