

## Employees First, Customers Second: Turning Conventional Management Upside Down



Filesize: 2.35 MB

### ***Reviews***

*Extensive information for ebook fans. It generally is not going to expense a lot of. I discovered this publication from my dad and i suggested this ebook to discover.*

*(Ivah West)*

## EMPLOYEES FIRST, CUSTOMERS SECOND: TURNING CONVENTIONAL MANAGEMENT UPSIDE DOWN



To download **Employees First, Customers Second: Turning Conventional Management Upside Down** PDF, make sure you click the web link below and download the document or have access to additional information which are have conjunction with EMPLOYEES FIRST, CUSTOMERS SECOND: TURNING CONVENTIONAL MANAGEMENT UPSIDE DOWN book.

Harvard Business Review Press. Hardback. Book Condition: new. BRAND NEW, Employees First, Customers Second: Turning Conventional Management Upside Down, Vineet Nayar, MORE THAN 100,000 COPIES SOLD 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.



[Read Employees First, Customers Second: Turning Conventional Management Upside Down Online](#)



[Download PDF Employees First, Customers Second: Turning Conventional Management Upside Down](#)

## Other Kindle Books



[PDF] **It's a Little Baby (Main Market Ed.)**

Click the link listed below to download "It's a Little Baby (Main Market Ed.)" PDF file.

[Save ePub »](#)



[PDF] **Because It Is Bitter, and Because It Is My Heart (Plume)**

Click the link listed below to download "Because It Is Bitter, and Because It Is My Heart (Plume)" PDF file.

[Save ePub »](#)



[PDF] **The Trouble with Trucks: First Reading Book for 3 to 5 Year Olds**

Click the link listed below to download "The Trouble with Trucks: First Reading Book for 3 to 5 Year Olds" PDF file.

[Save ePub »](#)



[PDF] **Bully, the Bullied, and the Not-So Innocent Bystander: From Preschool to High School and Beyond: Breaking the Cycle of Violence and Creating More Deeply Caring Communities (Paperback)**

Click the link listed below to download "Bully, the Bullied, and the Not-So Innocent Bystander: From Preschool to High School and Beyond: Breaking the Cycle of Violence and Creating More Deeply Caring Communities (Paperback)" PDF file.

[Save ePub »](#)



[PDF] **Children s Handwriting Book of Alphabets and Numbers: Over 4,000 Tracing Units for the Beginning Writer (Paperback)**

Click the link listed below to download "Children s Handwriting Book of Alphabets and Numbers: Over 4,000 Tracing Units for the Beginning Writer (Paperback)" PDF file.

[Save ePub »](#)



[PDF] **Children s Educational Book: Junior Leonardo Da Vinci: An Introduction to the Art, Science and Inventions of This Great Genius. Age 7 8 9 10 Year-Olds. [Us English] (Paperback)**

Click the link listed below to download "Children s Educational Book: Junior Leonardo Da Vinci: An Introduction to the Art, Science and Inventions of This Great Genius. Age 7 8 9 10 Year-Olds. [Us English] (Paperback)" PDF file.

[Save ePub »](#)