AFTERWORD BY CLAYTON M. CHRISTENSEN

FIND LASTING SUCCESS

RICH KARLGAARD

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The Soft Edge Where Great Companies Find Lasting Success

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The Soft Edge Where Great Companies Find Lasting Success:

The Soft Edge Karlgaard, 2014-04-28 Rehumanize Your Business Ethan Beute, Stephen Pacinelli, 2019-04-08 Accelerate sales and improve customer experience Every day most working professionals entrust their most important messages to a form of communication that doesn't build trust provide differentiation or communicate clearly enough It's easy to point to the sheer volume of emails text messages voicemails and even social messaging as the problem that reduces our reply rates and diminishes our effectiveness But the faceless nature of that communication is also to blame Rehumanize Your Business explains how to dramatically improve relationships and results with your customers prospects employees and recruits by adding personal videos to emails text messages and social messages It explains the what why and how behind this new movement toward simple authentic videos and when to replace some of your plain typed out communication with webcam and smartphone recordings Restore face to face communication for clarity and connection Add a personal human touch to your emails and other messages Meet people who ve sent thousands of videos Learn to implement your own video habit in an easy time saving way Boost your replies appointments conversion referrals and results dramatically If you re ready to influence teach sell or serve in a more personal way Rehumanize Your Business is your quide <u>Dividend</u> Tom Peters, 2018-04-03 Brilliantly simple actionable guidelines for success that any business leader can immediately implement 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 provides a roadmap for you and your organization 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 The Risk Factor Deborah Perry Piscione, 2014-12-23 A New York Times bestselling author explains why risk taking is critical to success for established businesses and start ups The Soft Edge Rich Karlgaard, 2014-04-07 What Does it Take to Get Ahead Now And Stay There High performance alike has always required shrewd strategy and superb execution These factors remain critical especially given today s unprecedented business climate But Rich Karlgaard Forbes publisher entrepreneur investor and board director takes a surprising turn and argues that there is now a third element that s required for competitive advantage It fosters innovation it accelerates strategy and execution and it cannot be copied or bought It is found in a perhaps surprising place your company s values Karlgaard examined a variety of enduring companies and found that they have one thing in common all have leveraged their deepest values alongside strategy and execution allowing them to fuel growth as well as weather hard times Karlgaard shares these stories and identifies the five key variables that make up every organization s soft edge Trust Northwestern Mutual has built a 25 million dollar revenue juggernaut on trust the foundation of lasting success Learn how to create an environment that engenders trust and propels high performance Smarts In most technical fields your formal education quickly becomes out of date How do you keep up Learn how the Mayo Clinic Stanford University women s basketball team and others stay on top by relentlessly pursuing an advantage through smarts Teamwork Since collaboration and innovation are a must in the global economy effective teamwork is vital Learn how global giant FedEx stays focused and how nimble Nest Labs relies on lean teams with cognitive diversity Taste Clever product design and integration are proxies for intelligence because they make customers feel smart But taste goes further into deep emotional engagement Specialized Bicycles calls it the elusive spot between data truth and human truth How can you consistently make products or services that trigger these emotional touch points Story Companies that achieve lasting success have an enduring and emotionally appealing story What's your company's story How do you tell it your way Gain the ability to create a powerful narrative in a world where outsiders often exercise the louder voice Summary of The Soft Edge - 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