

## The Golden Passport Harvard Business School The Limits Of Capitalism And The Moral Failure Of The Mba Elite

\* WALL STREET JOURNAL BESTSELLER \* An insider's account of Apple's creative process during the golden years of Steve Jobs. Hundreds of millions of people use Apple products every day; several thousand work on Apple's campus in Cupertino, California; but only a handful sit at the drawing board. Creative Selection recounts the life of one of the few who worked behind the scenes, a highly-respected software engineer who worked in the final years of the Steve Jobs era—the Golden Age of Apple. Ken Kocienda offers an inside look at Apple's creative process. For fifteen years, he was on the ground floor of the company as a specialist, directly responsible for experimenting with novel user interface concepts and writing powerful, easy-to-use software for products including the iPhone, the iPad, and the Safari web browser. His stories explain the symbiotic relationship between software and product development for those who have never dreamed of programming a computer, and reveal what it was like to work on the cutting edge of technology at one of the world's most admired companies. Kocienda shares moments of struggle and success, crisis and collaboration, illuminating each with lessons learned over his Apple career. He introduces the essential elements of innovation—inspiration, collaboration, craft, diligence, decisiveness, taste, and empathy—and uses these as a lens through which to understand productive work culture. An insider's tale of creativity and innovation at Apple, Creative Selection shows readers how a small group of people developed an evolutionary design model, and how they used this methodology to make groundbreaking and intuitive software which countless millions use every day.

A cutting-edge guide to applying the latest research in brain science to leadership - to sharpen performance, encourage innovation, and enhance job satisfaction. \*\*Featured on NPR, Success, Investor Business Daily, Thrive Global, MindBodyGreen, The Chicago Tribune, and more\*\* There's a revolution taking place that most businesses are still unaware of. The understanding of how our brains work has radically shifted, exploding long-held myths about our everyday cognitive performance and fundamentally changing the way we engage and succeed in the workplace. Combining their expertise in both neuropsychology and management consulting, neuropsychologist Friederike Fabritius and leadership expert Dr. Hans W. Hagemann present simple yet powerful strategies for: - Sharpening focus - Achieving the highest performance - Learning and retaining information more efficiently - Improving complex decision-making - Cultivating trust and building strong teams Based on the authors' popular leadership programs, which have been delivered to tens of thousands of leaders all over the world, this clear, insightful, and engaging book will help both individuals and teams perform at their maximum potential, delivering extraordinary results. \*\*Named a Best Business Book of 2017 by Strategy+Business\*\*

Legendary sportscaster Howard Cosell dubbed it rule number one of the jockocracy: sports and politics just don't mix. But as the celebrated alt-sportswriter Dave Zirin shows, politics has entered the modern sports arena with a vengeance. This timely and hard-hitting new book reveals the many ways that sports have become the third rail of world politics, offering insight into the efforts of gay and lesbian athletes to gain acceptance, female athletes' fights to be more than sex symbols and collective bargaining among athletes.'

A behind-the-scenes view of America's most prestigious business school examines the Harvard Business School's strategies and theories of teaching business and profiles some of the school's leading graduates and their careers

"We're sorry but your recommendation wasn't approved." We've all heard those words; it's a sentence that swallows your hopes and crushes your confidence. Getting ideas or projects approved and securing the resources needed to implement them is one of the greatest challenges business leaders face. With multiple stakeholders, constrained budgets, and competing agendas, it's difficult to cut through the clutter and garner the required support. The Elegant Pitch provides a simple, proven process to go from idea to approval more quickly and effectively than ever before. This is the same method used by elite strategy consulting firms such as McKinsey & Co. and Bain Consulting. But you don't have to be a high-priced consultant to master a process that promises: Clearer and more compelling recommendations and ideas. Shorter and crisper communications. Greater efficiency. Shorter and fewer meetings. More efficient decision-making processes. A higher likelihood of getting your recommendations approved. Do less work, hold fewer and shorter meetings, and get ideas approved on the first pass? Sign me up! By using the methods in The Elegant Pitch, you can get to "yes" more quickly and drive the results that set you apart from the crowd.

Two years in the cauldron of capitalism-"horrifying and very funny" (The Wall Street Journal) In this candid and entertaining insider's look at the most influential school in global business, Philip Delves Broughton draws on his crack reporting skills to describe his madcap years at Harvard Business School. Ahead of the Curve recounts the most edifying and surprising lessons learned in the quest for an MBA, from the ingenious chicanery of leveraging and the unlikely pleasures of accounting, to the antics of the "booze luge" and other, less savory trappings of student culture. Published during the one hundredth anniversary of Harvard Business School, this is the unflinching truth about life in the trenches of an iconic American institution.

After a decade abroad, the National Book Award– and Pulitzer Prize–winning writer Evan Osnos returns to three places he has lived in the United States—Greenwich, CT; Clarksburg, WV; and Chicago, IL—to illuminate the origins of America's political fury. Evan Osnos moved to Washington, D.C., in 2013 after a decade away from the United States, first reporting from the Middle East before becoming the Beijing bureau chief at the Chicago Tribune and then the China correspondent for The New Yorker. While abroad, he often found himself making a case for America, urging the citizens of Egypt, Iraq, or China to trust that even though America had made grave mistakes throughout its history, it aspired to some foundational moral commitments: the rule of law, the power of truth, the right of equal opportunity for all. But when he returned to the United States, he found each of these principles under assault. In search of an explanation for the crisis that reached an unsettling crescendo in 2020—a year of pandemic, civil unrest, and political turmoil—he focused on three places he knew firsthand: Greenwich, Connecticut; Clarksburg, West Virginia; and Chicago, Illinois. Reported over the course of six years, Wildland follows ordinary individuals as they navigate the varied landscapes of twenty-first-century America.

Through their powerful, often poignant stories, Osnos traces the sources of America's political dissolution. He finds answers in the rightward shift of the financial elite in Greenwich, in the collapse of social infrastructure and possibility in Clarksburg, and in the compounded effects of segregation and violence in Chicago. The truth about the state of the nation may be found not in the slogans of political leaders but in the intricate details of individual lives, and in the hidden connections between them. As Wildland weaves in and out of these personal stories, events in Washington occasionally intrude, like flames licking up on the horizon. A dramatic, prescient examination of seismic changes in American politics and culture, Wildland is the story of a

crucible, a period bounded by two shocks to America's psyche, two assaults on the country's sense of itself: the attacks of September 11 in 2001 and the storming of the U.S. Capitol on January 6, 2021. Following the lives of everyday Americans in three cities and across two decades, Osnos illuminates the country in a startling light, revealing how we lost the moral confidence to see ourselves as larger than the sum of our parts.

An article in the Harvard Business Review once said that the most valuable skill for the 21st century manager is the ability to work across cultures. Around the world, it is increasingly recognized that an understanding of a country's work culture plays a significant part in success at one's job. Every group of people has subtle drivers of behaviour, values and beliefs, an understanding of which could help you navigate your way around the workplace. Indians are no exception. We have some innate strengths that we seldom take credit for. Like the uncommon capacity to deal with ambiguity and to think on the fly; the emphasis we place on forming and sustaining relationships at work; and the willingness to go beyond the call of duty as we see our jobs as an extension of our personal lives. And then there are traits that may confuse the uninitiated at first and need some getting used to - such as saying 'yes' to an assigned task when we actually mean 'no', our flexible attitude to time, and the famous Indian head wag. Based on extensive interviews with corporate leaders - Indians as well as expatriates and repatriates, who offer insider and outsider perspectives on the psyche of the Indian in the workplace - How India Works is a guide to the cultural nuances and complexities of working in India. It will make your life in office a little easier.

**LONGLISTED FOR THE FINANCIAL TIMES & MCKINSEY BUSINESS BOOK OF THE YEAR** In this compelling story of lies, greed and tarnished idealism, two Wall Street Journal reporters investigate a man who Bill Gates, Western governments, and other investors entrusted with billions of dollars to make profits and end poverty, but who now stands accused of masterminding one of the biggest, most brazen financial frauds ever. Arif Naqvi was charismatic, inspiring, and self-made—all the qualities of a successful business leader. The founder of Abraaj, a Dubai-based private-equity firm, Naqvi was the Key Man to the global elite searching for impact investments to make money and do good. He persuaded politicians he could help stabilize the Middle East after 9/11 by providing jobs and guided executives to opportunities in cities they struggled to find on the map. Bill Gates helped him start a \$1 billion fund to improve healthcare in poor countries and the UN and Interpol appointed him to boards. As Pope Francis blessed a move to harness capitalism for the good of the poor, Naqvi won the support of Obama's administration and investors, who compared him to Tom Cruise in Mission: Impossible. In 2018, Simon Clark and Will Louch were contacted by an anonymous whistleblower who said Naqvi had swindled investors out of hundreds of millions of dollars and offered bribes to sustain his billionaire lifestyle. Digging into the claims, Clark and Louch uncovered hundreds of documents and exposed the wrongdoing. In April 2019—months after their exposé broke—Naqvi was arrested on charges of fraud and racketeering, and faces up to 291 years in jail. Populated by a cast of larger-than-life characters and moving across Asia, Africa, Europe and America, The Key Man is the story of how the global elite was duped by a capitalist fairytale. Clark and Louch shine a light on efforts to clean up global capital flows even as opaque private equity firms amass trillions of dollars and offshore tax havens cast a veil of secrecy which prevents regulators, investors and citizens from understanding what's really going on in the finance industry.

Serial entrepreneur Christiane Lemieux describes the new rules of entrepreneurship and business, arguing that visionary startups leverage the concept of “frictionless” to beat their competitors. Based on interviews with dozens of startup founders, experts and scholars on entrepreneurship, Frictionless provides readers with a wide-ranging education in starting companies that thrive in the world of frictionless commerce—made possible by new technologies, a new mindset, and new demands from Millennial consumers. Working with bestselling author and journalist Duff McDonald, Lemieux also shares her own story—lessons learned, failures absorbed—at the helm of DwellStudio (which was acquired by Wayfair) and her latest venture, The Inside. Some founders profiled in the book are reducing friction in their own business models, others reduce friction through improved customer experiences, and still others are revolutionizing their operations to create frictionless organizations. Readers will glean lessons from the founders of well-known companies such as Instant Pot, Bonobos, Hims, and Halo Top—as well as upstarts Billie, Dame Products, and Convene. Frictionless outlines the groundwork necessary for getting a company up-and-running and explains how companies make and market products and services while meeting the demands of their customers and employees today. Frictionless is the essential handbook for creating tomorrow's mind set and competitive advantage.

This book is the story of how four busy executives, from different backgrounds and different perspectives, were surprised to find themselves converging on the idea of narrative as an extraordinarily valuable lens for understanding and managing organizations in the twenty-first century. The idea that narrative and storytelling could be so powerful a tool in the world of organizations was initially counter-intuitive. But in their own words, John Seely Brown, Steve Denning, Katalina Groh, and Larry Prusak describe how they came to see the power of narrative and storytelling in their own experience working on knowledge management, change management, and innovation strategies in organizations such as Xerox, the World Bank, and IBM. Storytelling in Organizations lays out for the first time why narrative and storytelling should be part of the mainstream of organizational and management thinking. This case has not been made before. The tone of the book is also unique. The engagingly personal and idiosyncratic tone comes from a set of presentations made at a Smithsonian symposium on storytelling in April 2001. Reading it is as stimulating as spending an evening with Larry Prusak or John Seely Brown. The prose is probing, playful, provocative, insightful and sometime profound. It combines the liveliness and freshness of spoken English with the legibility of a ready-friendly text. Interviews will all the authors done in 2004 add a new dimension to the material, allowing the authors to reflect on their ideas and clarify points or highlight ideas that may have changed or deepened over time.

In the year 2040, America faces divide. Terrorist assaults, racial conflicts and political opportunists threaten its very survival. A riveting, thought-provoking tale, Melting Point 2040

explores the human costs of an America growing apart - following intertwined lives of a young Mexican immigrant, a disconnected survival gaming fanatic, a University professor and others competing to resolve disputes on their terms. It's a different world. America's economic supremacy has been surpassed. Computer programs drive cars that shape around passengers. English is no longer the primary language in several of 52 states. With a second Great Depression embedded in the nation's mindset and many issues unresolved for generations, America's most divisive challenge since the Civil War is coming to full boil. America's future may depend on a reluctant hero.

The Dean of Harvard Business School, Nithin Nohria, declared that, "The public has lost trust in business, and some of our graduates seem to be responsible" for what former Federal Reserve Chair, Ben Bernanke, labelled as "the worst financial crisis in global history, including the Great Depression." Great resources and effort have been expended to incorporate ethics and corporate social responsibility into business curricula since the Great Recession. The effectiveness of these efforts has been limited because they have little impact on the technical and core business courses that serve as the gateway to the highest paying jobs. Additionally, a shadow curriculum undermines the effectiveness of the formal curriculum. The formal curriculum is idealistic, coherent, and fully explicated. The shadow curriculum is practice, diffuse, informal, disjointed and is based on a view that Adam Smith proclaimed 'greed is good' because the invisible hand of free markets cleans up the mess. Seeking Adam Smith demonstrates that this view is indeed false, and is not found in Wealth of Nations. Cox offers alternative economics perspectives that are more realistic and less politicised than those of neoclassical microeconomics which permeates the business curricula.

Imagine, if you can, the world of business - without corporate strategy. Remarkably, fifty years ago that's the way it was. Businesses made plans, certainly, but without understanding the underlying dynamics of competition, costs, and customers. It was like trying to design a large-scale engineering project without knowing the laws of physics. But in the 1960s, four mavericks and their posse instigated a profound shift in thinking that turbocharged business as never before, with implications far beyond what even they imagined. In *The Lords of Strategy*, renowned business journalist and editor Walter Kiechel tells, for the first time, the story of the four men who invented corporate strategy as we know it and set in motion the modern, multibillion-dollar consulting industry: Bruce Henderson, founder of Boston Consulting Group Bill Bain, creator of Bain & Company Fred Gluck, longtime Managing Director of McKinsey & Company Michael Porter, Harvard Business School professor Providing a window into how to think about strategy today, Kiechel tells their story with novelistic flair. At times inspiring, at times nearly terrifying, this book is a revealing account of how these iconoclasts and the organizations they led revolutionized the way we think about business, changed the very soul of the corporation, and transformed the way we work.

An Eater Best Cookbook of Fall 2020 • This groundbreaking new cookbook from chef, bestselling author, and TV star Marcus Samuelsson celebrates contemporary Black cooking in 150 extraordinarily delicious recipes. It is long past time to recognize Black excellence in the culinary world the same way it has been celebrated in the worlds of music, sports, literature, film, and the arts. Black cooks and creators have led American culture forward with indelible contributions of artistry and ingenuity from the start, but Black authorship has been consistently erased from the story of American food. Now, in *The Rise*, chef, author, and television star Marcus Samuelsson gathers together an unforgettable feast of food, culture, and history to highlight the diverse deliciousness of Black cooking today. Driven by a desire to fight against bias, reclaim Black culinary traditions, and energize a new generation of cooks, Marcus shares his own journey alongside 150 recipes in honor of dozens of top chefs, writers, and activists—with stories exploring their creativity and influence. Black cooking has always been more than “soul food,” with flavors tracing to the African continent, to the Caribbean, all over the United States, and beyond. Featuring a mix of everyday food and celebration cooking, this book also includes an introduction to the pantry of the African diaspora, alongside recipes such as: Chilled corn and tomato soup in honor of chef Mashama Bailey Grilled short ribs with a piri-piri marinade and saffron tapioca pudding in homage to authors Michael Twitty and Jessica B. Harris Crab curry with yams and mustard greens for Nyesha Arrington Spiced catfish with pumpkin leche de tigre to celebrate Edouardo Jordan Island jollof rice with a shout-out to Eric Adjepong Steak frites with plantain chips and green vinaigrette in tribute to Eric Gestel Tigernut custard tart with cinnamon poached pears in praise of Toni Tipton-Martin A stunning work of breadth and beauty, *The Rise* is more than a cookbook. It's the celebration of a movement.

#1 NEW YORK TIMES BESTSELLER • NATIONAL BOOK AWARD WINNER • NAMED ONE OF TIME'S TEN BEST NONFICTION BOOKS OF THE DECADE • PULITZER PRIZE FINALIST • NATIONAL BOOK CRITICS CIRCLE AWARD FINALIST • ONE OF OPRAH'S "BOOKS THAT HELP ME THROUGH" • NOW AN HBO ORIGINAL SPECIAL EVENT Hailed by Toni Morrison as “required reading,” a bold and personal literary exploration of America's racial history by “the most important essayist in a generation and a writer who changed the national political conversation about race” (Rolling Stone) NAMED ONE OF THE MOST INFLUENTIAL BOOKS OF THE DECADE BY CNN • NAMED ONE OF PASTE'S BEST MEMOIRS OF THE DECADE • NAMED ONE OF THE TEN BEST BOOKS OF THE YEAR BY The New York Times Book Review • O: The Oprah Magazine • The Washington Post • People • Entertainment Weekly • Vogue • Los Angeles Times • San Francisco Chronicle • Chicago Tribune • New York • Newsday • Library Journal • Publishers Weekly In a profound work that pivots from the biggest questions about American history and ideals to the most intimate concerns of a father for his son, Ta-Nehisi Coates offers a powerful new framework for understanding our nation's history and current crisis. Americans have built an empire on the idea of “race,” a falsehood that damages us all but falls most heavily on the bodies of black women and men—bodies exploited through slavery and segregation, and, today, threatened, locked up, and murdered out of all proportion. What is it like to inhabit a black body and find a way to live within it? And how can we all honestly reckon with this fraught history and free ourselves from its burden? *Between the World and Me* is Ta-Nehisi Coates's attempt to answer these questions in a letter to his adolescent son. Coates shares with his

son—and readers—the story of his awakening to the truth about his place in the world through a series of revelatory experiences, from Howard University to Civil War battlefields, from the South Side of Chicago to Paris, from his childhood home to the living rooms of mothers whose children’s lives were taken as American plunder. Beautifully woven from personal narrative, reimagined history, and fresh, emotionally charged reportage, *Between the World and Me* clearly illuminates the past, bravely confronts our present, and offers a transcendent vision for a way forward.

With *The Firm*, financial journalist Duff McDonald pulled back the curtain on consulting giant McKinsey & Company. In *The Golden Passport*, he reveals the inner works of a singular nexus of power, ambition, and influence: Harvard Business School. Harvard University still occupies a unique place in the public’s imagination, but the Harvard Business School eclipsed its parent in terms of influence on modern society long ago. A Harvard degree guarantees respect. But a Harvard MBA near-guarantees entrance into Western capitalism’s most powerful realm—the corner office. And because the School shapes the way its powerful graduates think, its influence extends well beyond their own lives. It affects the organizations they command, the economy they dominate, and society itself. Decisions and priorities at HBS touch every single one of us. Most people have a vague knowledge of the power of the HBS network, but few understand the dynamics that have made HBS an indestructible and dominant force for almost a century. Graduates of HBS share more than just an alma mater. They also share a way of thinking about how the world should work, and they have successfully molded the world to that vision—that is what truly binds them together. In addition to teasing out the essence of this exclusive, if not necessarily “secret” club, McDonald explores two important questions: Has the school failed at reaching the goal it set for itself—“the multiplication of men who will handle their current business problems in socially constructive ways?” Is HBS complicit in the moral failings of Western capitalism? At a time of soaring economic inequality and growing political unrest, this hard-hitting yet fair portrait offers a much-needed look at an institution that has had a profound influence not just in the world of business but on the shape of our society—and on all our lives.

A powerful story touched with family trauma, deprivation, and adversity balanced by a life of hard work and philanthropy! *On the Road Less Traveled* is the inspirational story of Edmund A. Hajim, an American financier and philanthropist who rises from dire childhood circumstances to achieve professional success and personal fulfillment. At age three, Hajim is kidnapped by his father, driven from St. Louis to Los Angeles, and told that his mother is dead. His father soon abandons him in order to seek employment—mostly in vain—leaving his son behind in a string of foster homes and orphanages. This establishes a pattern of neglect and desertion that continues for Hajim’s entire childhood, forever leaving its mark. From one home to another, the lonely boy learns the value of self-reliance and perseverance despite his financial deprivation and the trauma of being an orphan. As time passes, Hajim displays a powerful instinct for survival and a burning drive to excel. A highly motivated student and athlete, he earns an NROTC college scholarship to the University of Rochester; serves in the United States Navy; works as an application research engineer; then attends Harvard Business School, where he finds that the financial industry is his true calling. So begins his rapid ascent in the corporate world, which includes senior executive positions at E. F. Hutton, Lehman Brothers, and fourteen years as CEO of Furman Selz, growing the company more than tenfold. He also creates a happy and abundant family life, though he never forgets what it means to struggle. At age sixty, he is reminded of his painful past when a family secret emerges that brings the story full circle.

Business schools are institutions which, a decade after the financial crash, continue to act as loudspeakers for neoliberal capitalism with all its injustices and planetary consequences. In this lively and incendiary call to action, Martin Parker offers a simple message: shut down the business school. Parker argues that business schools are 'cash cows' for the contemporary university that have produced a generation of unreflective managers, primarily interested in their own personal rewards. If we see universities as institutions with responsibilities to the societies they inhabit, then we must challenge the common notion that 'the market' should be the primary determinant of the education they provide. *Shut Down the Business School* makes a compelling case for a radical alternative, in the form of a 'School for Organising'. This institution would develop and teach on different forms of organising, instead of reproducing the dominant corporate model, enabling individuals to discover alternative responses to the pressing issues of inequality and sustainability faced by all of us today.

In the midst of the most disastrous economic climate of Wall Street’s history, one executive has weathered the storm more deftly than any other: Jamie Dimon, chairman and CEO of JPMorgan Chase. In 2008, while Dimon’s competitors watched their companies crumble, JPMorgan not only survived, it made an astonishing \$5 billion profit. Dimon’s continued triumph in the face of an industry-wide meltdown has made him a paragon of finance. In *Last Man Standing*, award-winning journalist Duff McDonald provides an unprecedented and deeply personal look at the extraordinary figure behind JPMorgan’s success. Using countless hours of interviews with Dimon and his full circle of friends, family, and colleagues, this definitive biography is by far the most comprehensive portrait of the man known as the Savior of Wall Street. Now, in an updated prologue, McDonald offers insight into the future of Wall Street and how Dimon will overcome the challenge of aggressive new regulation from Washington—and how he plans to continue to thrive as the world’s preeminent banker.

A behind-the-scenes, revelatory history of the controversial consulting firm traces its decades-long influence in both business and political arenas, citing its role in the establishment of mainstream practices and modern understandings about capitalism while evaluating the failures that have compromised its reputation. 60,000 first printing.

See faster results through everyday feedback. *The Feedback Imperative: How to Give Everyday Feedback to Speed Up Your Team’s Success* reveals the hidden reasons why giving feedback to employees can be so difficult and yet so urgently needed in today’s workplace, and provides the definitive steps for overcoming feedback avoidance and taking great leaps forward with employee engagement, retention, and performance. Anna Carroll applies her extensive research and expertise in business consulting and psychology to illustrate how brain science, generational trends, our information economy, limiting beliefs, and organizational culture collide in the new workplace, creating a huge gap between the supply and demand of helpful professional feedback. In her “Seven Steps to Everyday Feedback” and sixteen tools for self-assessment and planning, Carroll provides detailed instructions for leaders to execute a feedback turnaround that will quench their team members’ thirst for helpful feedback and build a culture in which employee-to-leader and peer-to-peer feedback are welcome as well.

A new classic, cited by leaders and media around the globe as a highly recommended read for anyone interested in innovation. In *The Innovator’s DNA*, authors Jeffrey Dyer, Hal Gregersen, and bestselling author Clayton Christensen (*The Innovator’s Dilemma*, *The Innovator’s Solution*, *How Will You Measure Your Life?*) build on what we know about disruptive innovation to show how individuals can develop the skills necessary to move progressively from idea to impact. By identifying behaviors of the world’s best innovators—from leaders at Amazon and Apple to those at Google, Skype, and Virgin Group—the authors outline five discovery skills that distinguish innovative entrepreneurs and executives from ordinary managers: Associating, Questioning, Observing, Networking, and Experimenting. Once you master these competencies (the authors provide a self-assessment for rating your own innovator’s DNA), the authors explain how to generate ideas, collaborate to implement them, and build innovation skills throughout the organization to result in a competitive edge. This innovation advantage will translate into a premium in your company’s stock price—an innovation premium—which is possible only by building

the code for innovation right into your organization's people, processes, and guiding philosophies. Practical and provocative, *The Innovator's DNA* is an essential resource for individuals and teams who want to strengthen their innovative prowess.

The authoritative account of the rise of Amazon and its intensely driven founder, Jeff Bezos, praised by the *Seattle Times* as "the definitive account of how a tech icon came to life." Amazon.com started off delivering books through the mail. But its visionary founder, Jeff Bezos, wasn't content with being a bookseller. He wanted Amazon to become the everything store, offering limitless selection and seductive convenience at disruptively low prices. To do so, he developed a corporate culture of relentless ambition and secrecy that's never been cracked. Until now. Brad Stone enjoyed unprecedented access to current and former Amazon employees and Bezos family members, giving readers the first in-depth, fly-on-the-wall account of life at Amazon. Compared to tech's other elite innovators -- Jobs, Gates, Zuckerberg -- Bezos is a private man. But he stands out for his restless pursuit of new markets, leading Amazon into risky new ventures like the Kindle and cloud computing, and transforming retail in the same way Henry Ford revolutionized manufacturing. *The Everything Store* is the revealing, definitive biography of the company that placed one of the first and largest bets on the Internet and forever changed the way we shop and read.

Is management a profession? Should it be? Can it be? This major work of social and intellectual history reveals how such questions have driven business education and shaped American management and society for more than a century. The book is also a call for reform. Rakesh Khurana shows that university-based business schools were founded to train a professional class of managers in the mold of doctors and lawyers but have effectively retreated from that goal, leaving a gaping moral hole at the center of business education and perhaps in management itself. Khurana begins in the late nineteenth century, when members of an emerging managerial elite, seeking social status to match the wealth and power they had accrued, began working with major universities to establish graduate business education programs paralleling those for medicine and law. Constituting business as a profession, however, required codifying the knowledge relevant for practitioners and developing enforceable standards of conduct. Khurana, drawing on a rich set of archival material from business schools, foundations, and academic associations, traces how business educators confronted these challenges with varying strategies during the Progressive era and the Depression, the postwar boom years, and recent decades of freewheeling capitalism. Today, Khurana argues, business schools have largely capitulated in the battle for professionalism and have become merely purveyors of a product, the MBA, with students treated as consumers. Professional and moral ideals that once animated and inspired business schools have been conquered by a perspective that managers are merely agents of shareholders, beholden only to the cause of share profits. According to Khurana, we should not thus be surprised at the rise of corporate malfeasance. The time has come, he concludes, to rejuvenate intellectually and morally the training of our future business leaders.

A riveting and timely intellectual history of one of our most important capitalist institutions, Harvard Business School, from the bestselling author of *The Firm*. With *The Firm*, financial journalist Duff McDonald pulled back the curtain on consulting giant McKinsey & Company. In *The Golden Passport*, he reveals the inner workings of a singular nexus of power, ambition, and influence: Harvard Business School. Harvard University occupies a unique place in the public's imagination, but HBS has arguably eclipsed its parent in terms of its influence on modern society. A Harvard degree guarantees respect. An HBS degree is, as the *New York Times* proclaimed in 1978, "the golden passport to life in the upper class." Those holding Harvard MBAs are near-guaranteed entrance into Western capitalism's most powerful realm—the corner office. Most people have a vague knowledge of the power of the HBS network, but few understand the dynamics that have made HBS an indestructible and powerful force for almost a century. As McDonald explores these dynamics, he also reveals how, despite HBS's enormous success, it has failed with respect to the stated goal of its founders: "the multiplication of men who will handle their current business problems in socially constructive ways." While HBS graduates tend to be very good at whatever they do, that is rarely the doing of good. In addition to teasing out the essence of this exclusive, if not necessarily "secret" club, McDonald explores two important questions: Has the school failed at reaching the goals it set for itself? And is HBS therefore complicit in the moral failings of Western capitalism? At a time of pronounced economic disparity and political unrest, this hard-hitting yet fair portrait offers a much-needed look at an institution that has a profound influence on the shape of our society and all our lives.

*What's Your Green Goldfish* is based on the simple premise that employees are the key drivers of customer experience and that "Happy Employees Create Happy Customers." The book focuses on 15 different ways to drive employee engagement and reinforce a strong corporate culture. It's the second book in the goldfish trilogy. The first book was an Amazon Best Seller entitled, *What's Your Purple Goldfish*. Purple focused on customers, whereby Green focuses on employees. Both books are based on a revolutionary new approach called marketing g.i.u.e. (marketing by giving little unexpected extras). The book is based on the findings of the Green Goldfish Project, an effort which crowd sourced 1,001 examples of signature added value for employees. Key themes emerged from the Project. The book is filled with over 200 examples. PRAISE FOR WHAT'S YOUR GREEN GOLDFISH "Stan is the sherpa that guides executives along the journey between the heart and mind of business stakeholders. Stakeholders aren't always customers though. At a time when company vision and culture matters more than ever, it takes inspired and engaged employees to bring them to life." - Brian Solis, author of *What's the Future of Business #WTF*, *The End of Business as Usual* and *Engage* "So often overlooked, and so very vital to building company value... empowering employees to support each other and the brand. Stan Phelps 'gets' it and *Green Goldfish* will walk you step-by-step though achieving this critical goal." - Ted Rubin, author of *Return on Relationship* "Great customer centric organizations only exist because of engaged and empowered employees. The *Green Goldfish* is packed with awesome examples of what world class companies are doing today to inspire and reward their employees. If you see value in truly building an "A Team," *Green Goldfish* will be, without question, your single best reference." - Chris Zane, Founder and President of Zane's Cycles, author of *Reinventing the Wheel*, the Science of Creating Lifetime Customers "Stan Phelps takes customer service to a whole new level by focusing on EMPLOYEE service, and how to do well by your employees - so they take care of your customers. Packed with stories, insights and R.U.L.E.S. any company can follow, this book is a must-read for managers of companies of all shapes and sizes who know that employees don't leave jobs - they leave managers, especially when they don't feel your love and appreciation. Pick this up, and start engaging your team and making more GREEN - Phil Gerbyshak, author of *The Naked Truth of Social Media* "Our large-scale research shows unequivocally that engaged employees are more likely to work longer, try harder, make more suggestions for improvement, recruit others to join their company, and go out of their way to help customers. They even take less sick time. Companies can tap into the enormous value of engaged employees by following the 15 ideas that Stan lays out in this book." - Bruce Temkin, author of *The Six Laws of Customer Experience* "Too often, the actual employment experience delivered on the job does not measure up to the version sold to job candidates during the interview process. In *What's Your Green Goldfish*, Stan Phelps offers 15 ways to close the gap." - Steve Curtin, author of *Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary* (AMACOM, June 2013) "In *What's Your Green Goldfish*, Stan Phelps brilliantly applies the idea of 'doing a little something extra' for employees. You know, those people that actually get the work done and keep customers happy. Read it, put some of the ideas to work, and soon you'll be reaping more 'green' from your customers." - Bob Thompson, Founder and CEO, CustomerThink Corp.

Within contemporary culture, 'leadership' is seen in ways that appeal to celebrated societal values and norms. As a result, it is becoming difficult to use the language of leadership without at the same time assuming its essentially positive, intrinsically affirmative nature. Within organizations, routinely referring to bosses as 'leaders' has, therefore, become both a symptom and a cause of a deep, largely

unexamined new conceptual architecture. This architecture underpins how we think about authority and power at work. Capitalism, and its turbo-charged offspring neo-liberalism, have effectively captured 'leader' and 'leadership' to serve their own purposes. In other words, organizational leadership today is so often a particular kind of insidious conservatism dressed up in radical adjectives. This book makes visible the work that the language of leadership does in perpetuating fictions that are useful for bosses of work organizations. We do this so that we – and anyone who shares similar discomforts – can make a start in unravelling the fiction. We contend that even if our views are contrary to the vast and powerful leadership industry, our basic arguments rest on things that are plain and evident for all to see. *Critical Perspectives on Leadership: The Language of Corporate Power* will be key reading for students, academics and practitioners in the disciplines of Leadership, Organizational Studies, Critical Management Studies, Sociology and the related disciplines.

"... a curriculum geared toward helping students gain skills in consciously regulating their actions, which in turn leads to increased control and problem solving abilities. Using a cognitive behavior approach, the curriculum's learning activities are designed to help students recognize when they are in different states called "zones," with each of four zones represented by a different color. In the activities, students also learn how to use strategies or tools to stay in a zone or move from one to another. Students explore calming techniques, cognitive strategies, and sensory supports so they will have a toolbox of methods to use to move between zones. To deepen students' understanding of how to self-regulate, the lessons set out to teach students these skills: how to read others' facial expressions and recognize a broader range of emotions, perspective about how others see and react to their behavior, insight into events that trigger their less regulated states, and when and how to use tools and problem solving skills. The curriculum's learning activities are presented in 18 lessons. To reinforce the concepts being taught, each lesson includes probing questions to discuss and instructions for one or more learning activities. Many lessons offer extension activities and ways to adapt the activity for individual student needs. The curriculum also includes worksheets, other handouts, and visuals to display and share. These can be photocopied from this book or printed from the accompanying CD."--Publisher's website.

This business classic features straight-talking advice you'll never hear in school. Featuring a new foreword by Ariel Emanuel and Patrick Whitesell Mark H. McCormack, one of the most successful entrepreneurs in American business, is widely credited as the founder of the modern-day sports marketing industry. On a handshake with Arnold Palmer and less than a thousand dollars, he started International Management Group and, over a four-decade period, built the company into a multimillion-dollar enterprise with offices in more than forty countries. To this day, McCormack's business classic remains a must-read for executives and managers at every level. Relating his proven method of "applied people sense" in key chapters on sales, negotiation, reading others and yourself, and executive time management, McCormack presents powerful real-world guidance on • the secret life of a deal • management philosophies that don't work (and one that does) • the key to running a meeting—and how to attend one • the positive use of negative reinforcement • proven ways to observe aggressively and take the edge • and much more Praise for *What They Don't Teach You at Harvard Business School* "Incisive, intelligent, and witty, *What They Don't Teach You at Harvard Business School* is a sure winner—like the author himself. Reading it has taught me a lot."—Rupert Murdoch, executive chairman, News Corp, chairman and CEO, 21st Century Fox "Clear, concise, and informative . . . Like a good mentor, this book will be a valuable aid throughout your business career."—Herbert J. Siegel, chairman, Chris-Craft Industries, Inc. "Mark McCormack describes the approach I have personally seen him adopt, which has not only contributed to the growth of his business, but mine as well."—Arnold Palmer "There have been what we love to call dynasties in every sport. IMG has been different. What this one brilliant man, Mark McCormack, created is the only dynasty ever over all sport."—Frank Deford, senior contributing writer, *Sports Illustrated*

21 privately-owned company owners share stories of how they leveraged advisory boards to help them build valuable, sustainable companies.

The globalization of the competitive landscape has forced companies to fundamentally rethink their strategies. Whereas once only a few industries such as oil could be labeled truly global, today many—from pharmaceuticals to aircraft to computers—have become global in scale and scope. As a consequence, creating a global competitive advantage has become a key strategic issue for many companies. Crafting a global strategy requires making decisions about which strategy elements can and should be globalized and to what extent.

A New York Times bestselling journalist sets out to explore our addiction to the quantification of everything and ends up confronting his own addiction to certainty. In the quiet of quarantine, he decides to choose ease, rather than control—pursuing habits and hobbies that bring joy and "tickles" to each and every moment—and finds peace of mind, renewed creativity, and deepened relationships are the reward. In 2020, nothing went according to plan. Duff McDonald had intended to write a book about society's obsession with measurements, data, and predictions, showing how it blunts individual happiness and decision-making while fueling corporate capitalism. But in the quiet of quarantine, McDonald found himself reexamining the assumptions beneath his own life choices. He also reconsidered his book, deciding instead to reframe his approach as an exploration of his own battle with what he calls the "precision paradox"—the existential struggle between our desire for ease and our need to exert control. Drawing inspiration from an impressive range of sources—from Borges to the Buddha to Bob (Dylan) to Harry Potter—McDonald documents how he let go of his attachment to precision in favor of delving deeper into what it means to be present—in his work, his relationships, and what he calls the "science of experience." He asks, "What should I have been doing? I should have been focusing on things that I love, not the things that anger or annoy me. I should have been focusing on things that tickle me." Part self-help, part memoir, *Tickled* is a story of how to bring joy and love into your life right now. McDonald acknowledges that "tickle" is a funny, awkward word. In one context, it's as innocent as can be. But it also runs deeper. When something tickles you, you are in the moment, experiencing reality itself—at the vortex of truth, consciousness, and bliss. "When something tickles, that's your soul speaking to you in the language of love, thanking you for experience," he says. As he lays out his own personal transformation, McDonald invites readers to begin their own journeys to find out what "tickles" them, too. This exploration of joy and presence—experiences that tickle—lies at the heart of McDonald's unusual, moving, and profound book.

This is the story of an illustrious Romanian-born, Hungarian-speaking, Vienna-schooled, Columbia-educated and Harvard-formed, middle-class Jewish professor of politics and other subjects. Markovits revels in a rootlessness that offers him comfort, succor, and the inspiration for his life's work. As we follow his quest to find a home, we encounter his engagement with the important political, social, and cultural developments of five decades on two continents. We also learn about his musical preferences, from classical to rock; his love of team sports such as soccer, baseball, basketball, and American football; and his devotion to dogs and their rescue. Above all, the book analyzes the travails of emigration the author experienced twice, moving from Romania to Vienna and then from Vienna to New York. Markovits's *Candide*-like travels through the ups and downs of post-1945 Europe and America offer a panoramic view of key currents that shaped the second half of the twentieth century. By shedding light on the cultural similarities and differences between both continents, the book shows why America fascinated Europeans like Markovits and offered them a home that Europe never did: academic excellence, intellectual openness, cultural diversity and religious tolerance. America for Markovits was indeed the "beacon on the hill," despite the ugliness of its racism, the prominence of its everyday bigotry, the severity of its growing economic inequality, and the presence of other aspects that mar this worthy experiment's daily existence.

*Art Savvy* is a systematic approach to understanding art. It gives you methods to assess a design and really see what the artist was doing. Unlike chaotic art writings, terms are clearly defined, categorized,

organized and illustrated. It is designed to answer questions like: What things will allow me to understand art? What are the basic elements? What is concept art? Can you "read" a work of abstract art? Visual literacy is the ability to interpret, negotiate, and make meaning from information presented in art work. Art Savvy gives you this. Defining Terms: Often art terms are not clearly defined, are used interchangeably or get mixed up with other types of analysis. For a thorough exploration of all aspects of art, photos of great works are referenced with color keyed notations to illustrate the 5 easy pieces: 1. Design Elements- Visual grammar, line, shape, form, mass etc. - definitions & how to see them. 2. Organization Principles- How elements are arranged and how this effects the concept. 3. Style- Relation to other groups of work and formulas for design. 4. Technique- How methods and materials are used to impact the concept. 5. Concept- What this piece about. What major themes and elements were used. Assessment techniques in each section of Art Savvy will train your eye to always see these 5 aspects of any artwork. It is not attempting judgments of relevance, philosophy, spiritual meanings and other ethereal aspects that a work may convey. This text poses the question: "What is the basic concept here?" but sticks to pure analysis and leaves all judgment to you and the experts. This field guide is a mini textbook on design principles that will let you understand art!

'For anyone thinking of doing an MBA, or indeed anyone who wants to understand how the corporate elite are moulded, this is a must read' Luke Johnson, British entrepreneur The internationally best-selling business classic that reveals what it's really like to study an MBA at one of the most prestigious institutions in the world. Philip Delves Broughton quit his position as New York correspondent for The Daily Telegraph to take his place on one of the most-coveted and exclusive courses in the world - an MBA at Harvard Business School - to acquire the wisdom reserved for the world's global elite. And what he learns is truly jaw-dropping. From his first class to graduation - encompassing the guest lectures, the Apprentice-style tasks, the booze-luge, the burnouts and the high flyers - Delves Broughton divulges the advice, wisdom and folly he found whilst studying at the most prestigious business school in the world. 'Anyone considering enrolling will find this an insightful portrait of Harvard Business School life' Economist 'Very funny. An excellent book' Wall Street Journal

A compilation of 3M voices, memories, facts and experiences from the company's first 100 years.

Jason Barron spent 516 hours in class, completed mountains of homework and shelled out tens of thousands of dollars to complete his MBA at the BYU Marriott School of Business. Along the way, rather than taking boring notes that he would never read (nor use) again, Jason created sketch notes for each class—visually capturing the essential points of his education—and providing an engaging and invaluable resource. Once finished with his MBA, Jason launched a widely successful Kickstarter campaign distilling these same notes into a self-published book to help aspiring business leaders of all backgrounds and income levels understand the critical concepts one learns in business school. Whether you are thinking about applying to business school, are currently in college studying business, or have always wondered what is taught in an MBA program, this highly entertaining and visual book is for you.

START-UP NATION addresses the trillion dollar question: How is it that Israel-- a country of 7.1 million, only 60 years old, surrounded by enemies, in a constant state of war since its founding, with no natural resources-- produces more start-up companies than large, peaceful, and stable nations like Japan, China, India, Korea, Canada and the UK? With the savvy of foreign policy insiders, Senor and Singer examine the lessons of the country's adversity-driven culture, which flattens hierarchy and elevates informality-- all backed up by government policies focused on innovation. In a world where economies as diverse as Ireland, Singapore and Dubai have tried to re-create the "Israel effect", there are entrepreneurial lessons well worth noting. As America reboots its own economy and can-do spirit, there's never been a better time to look at this remarkable and resilient nation for some impressive, surprising clues.

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