



The Milkshake Moment: Overcoming Stupid Systems, Pointless Policies and Muddled Management to Realize Real Growth

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Wiley, 2008. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Section 1. The Milkshake Moment. Chapter 1. It Was a Dark and Stormy Night. Chapter 2. Half Empty or Half Full? Chapter 3. This is NOT a Customer Service Book. Section 2. Foster Grow vs. Status Quo. Chapter 4. A Brief History of Organizations and Man(agement). Chapter 5. Stop and Consider the Nature of the Modern Organization. Chapter 6. Toddlers and Trust. Chapter 7. Some Shocking Behavior. Chapter 8. Lessons from the Cubicle Farm. Chapter 9. The Managed. Chapter 10. The Led. Section 3. Place Purpose Before Profit. Chapter 11. It's Never About Money. Chapter 12. The Wizard of Westwood. Chapter 13. Profit Pushers. Chapter 14. NoClu Motors, Inc. Chapter 15. Purpose in the Plan. Chapter 16. Getting it Right. Section 4. INSOURCE Crucial Judgment. Chapter 17. Edicts Made on High. Chapter 18. Peeves from Below. Chapter 19. Proactive Policies. Chapter 20. How 'bout Them Pomegranates? Chapter 21. Come Harter or High Water. Section 5. Address the "People Problem" Problem. Chapter 22. The Ballad of the Black Box. Chapter 23. Eric's Excalibur. Chapter 24. Why People Work. Section 6. Care For Customers. Chapter 25...



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This publication is fantastic. It really is full of knowledge and wisdom You are going to like just how the author write this publication.

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