

# The Secret What Great Leaders Know And Do

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the authors of great leaders grow use a fable to lay out what is the secret to great leadership in this internationally bestselling guide it s a question that everyone in a position of authority whether in a multinational corporation or a local volunteer group wonders sooner or later here ken blanchard whose books on leadership have sold over twenty million copies and mark miller who worked his way up from line worker to vice president of chick fil a one of the largest fast food restaurant chains in the country uncover the secret that great leaders already know and detail what you need to do to truly inspire and motivate others the authors get at the heart of what makes a leader successful using a classic business fable newly promoted but struggling young executive debbie brewster asks her mentor what is the secret of great leaders his reply great leaders serve flummoxes her but over time he reveals the five fundamental ways that leaders succeed through service along the way debbie learns why great leaders seem preoccupied with the future how people on the team ultimately determine your success or failure what three arenas require continuous improvement why true success in leadership has two essential components how to knowingly strengthen or unwittingly destroy leadership credibility this new edition includes a leadership self assessment so readers can measure to what extent they lead by serving and where they can improve the authors have also added answers to the most frequently asked questions about how to apply the serve model in the real world as practical as it is uplifting the secret shares blanchard and miller s wisdom about leadership in a form that anyone can easily understand and implement you don t have to be older to be a great leader the secret shows how to lay the foundation for powerful servant leadership early in your career to maximize your impact claire diaz ortiz head of corporate innovation and philanthropy at twitter inc and author of twitter for good and hope runs when you learn the secret don t keep it to yourself share it and use it with your people it will make a difference in their lives and their performance donald g soderquist former vice chairman wal mart and founder of the soderquist center for leadership and ethics john brown university if you know the secret both relationships and results will prosper it s a perfect move in your life from success to significance bob buford author of halftime

in this book the authors cover every aspect of optimal service leadership the best hiring training and workplace organization practices the creation of operating strategies around areas such as facility design capacity planning queue management and more the use and misuse of technology in delivering top level service and practices that can transform loyal customers into owners they describe the world of great service leaders in which both and thinking replaces trade offs it s a world in which new ideas will be tested against the sine qua non of the service trifecta wins for employees customers and investors and it s a world in which

the best leaders admit that they don't have the answers and create organizations that learn, innovate, sense and respond, operate with fluid boundaries and seek and achieve repeated strategic success.

In this new edition of their classic business fable, Ken Blanchard and Mark Miller get at the heart of what makes a leader successful. Newly promoted but struggling young executive Debbie Brewster asks her mentor the one question she desperately needs answered: What is the secret of great leaders? His reply, "Great leaders serve," flummoxes her, but over time he reveals the five fundamental ways that leaders succeed through service. Along the way, she learns why great leaders seem preoccupied with the future, how people on the team ultimately determine your success or failure, what three arenas require continuous improvement, why true success in leadership has two essential components, how to knowingly strengthen or unwittingly destroy leadership credibility. The tenth anniversary edition includes a leadership self-assessment so readers can measure to what extent they lead by serving and where they can improve. The authors also have added answers to the most frequently asked questions about how to apply the serve model in the real world as practical as it is uplifting. The secret shares Blanchard's and Miller's wisdom about leadership in a form that anyone can easily understand and implement. This book will benefit not only those who read it but also the people who look to them for guidance and the organizations they serve.

With over 20 million books in print, *One Minute Manager* author Ken Blanchard is one of the world's most popular authors. *The Secret What Great Leaders Know and Do* is an inspirational novel he wrote with Mark Miller, Training and Development Vice President of the Chick-fil-A restaurant chain. This audiobook from GetAbstract summarizes the biggest lessons from the secret, the fictional motivational story of Debbie Brewster, a new manager for a corporate client services division. Her unit is the company's worst, and she's failing miserably as a leader. She worries that she will lose her job until the firm's president becomes her mentor and gives her a crash course on leadership. GetAbstract recommends this short, nicely written parable on the meaning of leadership. This audiobook summary was created by GetAbstract, the world's largest provider of book summaries. We are pleased to offer this training in our library.

In a world where 82 percent of managers struggle to lead effectively, this international bestseller reveals the one secret that separates great leaders from the rest: What do I need to do to be a great leader? Every person in authority wonders this question sooner or later. Ken Blanchard, whose books have sold over 25 million copies, and Mark Miller, who rose from line worker to Chick-fil-A vice president, uncover the secret great leaders already know. In this international bestseller, using a classic business fable, newly promoted executive Debbie Brewster asks her mentor the crucial question: What is the secret of great leaders? His reply, "Great leaders serve," confuses her, but he reveals five fundamental ways leaders succeed through service. Debbie discovers why great leaders focus on the future, how teams determine success or failure, what three arenas need continuous improvement, why leadership success has two essential components, and how to strengthen or destroy credibility. This fourth edition includes the proven serve model plus breakthrough content on leadership's most critical element: a leader's heart. Discover these new features: revised chapters, new chapter with five heart habits that form the foundation for great leadership, comprehensive facilitator's guide for groups and teams, expanded resources for teams and organizations, translated into twenty-nine languages. With over 700,000 copies sold, the secret delivers proven wisdom in an unforgettable story that anyone can understand and apply immediately.

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