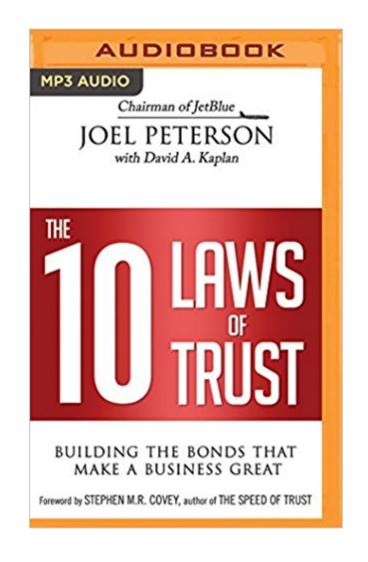
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10 Laws Of Trust, The: Building The Bonds That Make A Business Great





Synopsis

Trust is the glue that holds an organization together. It turns secrecy into transparency, micromanagement into empowerment, and conflict into creativity. With it, a tiny company like John Deere grew into a worldwide leader. Without it, a giant corporation like Enron toppled.In The 10 Laws of Trust, JetBlue chairman Joel Peterson explores how a culture of trust gives companies an edge. Consider this: What does it feel like to work for a firm where leaders and colleagues trust one another? Freed from micromanagement and rivalry, every employee contributes his or her best. Risk-taking and innovation become the norm. And, as Peterson notes, â œWhen a company has a reputation for fair dealing, its costs drop: trust cuts the time spent second-guessing and lawyering.â •In clear, engaging prose, highlighted by compelling examples, Peterson details how to establish and maintain a culture of trust. Steps include:â ¢ Start with integrityâ ¢ Invest in respectâ ¢ Empower everyoneâ ¢ Require accountabilityâ ¢ Create a winning visionâ ¢ Keep everyone informedâ ¢ Budget in line with expectationsâ ¢ Embrace conflictâ ¢ Forget â œyouâ • to become an effective leaderâ ¢ And moreWith this book in hand, youâ TMII be able to plant the seeds of trustâ •and reap the rewards of reputation, profits, and success.

Book Information

MP3 CD Publisher: Brilliance Audio; MP3 Una edition (May 18, 2016) Language: English ISBN-10: 1511370882 ISBN-13: 978-1511370882 Product Dimensions: 5.2 x 0.5 x 6.8 inches Shipping Weight: 2.4 ounces (View shipping rates and policies) Average Customer Review: 4.7 out of 5 stars Â See all reviews (7 customer reviews) Best Sellers Rank: #1,486,461 in Books (See Top 100 in Books) #601 in Books > Business & Money > Management & Leadership > Industrial #2013 in Books > Business & Money > Business Culture > Ethics #4322 in Books > Business & Money > Management & Leadership > Systems & Planning

Customer Reviews

A great guiding light of the straight and narrow.Doing the right thing is not always easy in business but it is up to our leaders to project the example for the rest of their company to follow. Someone once told me that a leader of any company has to be extremely careful about what he or she says because first of all it will ten times louder than if anyone else in the company said it and secondly it will be repeated by everyone in the companyâ |so leaders must be aware of this and tread lightly all the while leading the company to be the best it can be. The author Joel Peterson is the Chairman of Jet Blue Airlines which is my favorite airlines and thus the reason for why I wanted to read this book. So for a minute here I am going to talk about Jet Blue and the people I have meet on Jet Blue since I fly the least forty times a year. And good news I have to say that what Chairman Peterson is selling in this bookâ [Trustâ | is evident in the day to day operations of this company. When a number of my associates and I were bashing the airlines the other dayâ |a common practice among business people. I spoke up and defended Jet Blue by saying that no matter what happens and we all know that yes stuff happens that people at Jet Blue always give me the feeling that they give a damn. The genuinely try to do their best and they act at all times like they have the customer in mind. Unlike some of the other airlines who could not care less about the customers and yes we know it. In end the end I was telling my colleagues that I trust the people of Jet Blue to do right by me. And thatâ ™s before I read this book. The point I am trying to make is that this guy is walking the talk. His company is an actually representation of the message he is getting across in his book.

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