

## How Excellent Companies Avoid Dumb Things Breaking The 8 Hidden Barriers That Plague Even Best Businesses Neil Smith

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How Excellent Companies Avoid Dumb Things is an excellent book! Smith & O'Connell discuss the eight barriers that prevent companies from executing good ideas and improving performance. These eight barriers include: avoiding controversy, poor use of time, reluctance to change, organizational silos, management blockers, incorrect information and bad assumptions, size matters, and existing processes.

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The key to avoiding the dumb things, to breaking down the barriers, seems straightforward enough: consensus. Smith believes consensus about specific ideas is the both the glue and the grease that keeps the business moving forward positively and ensure full implementation of ideas for change.

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-Author, "How Excellent Companies Avoid Dumb Things", Neil Smith. When people believe an existing process works very well (here, the process in question was risk management) it is very difficult ...

~~'How Excellent Companies Avoid Dumb Things' New Book~~

"This exciting book, How Excellent Companies Avoid Dumb Things, provides an in-depth look at the structural and behavioral barriers that keep organizations from outstanding performance, and offers a clear set of principles to get on track. Neil Smith's brilliant insights into removing these barriers and empowering employees to produce creative ideas are a must-read for managers everywhere."

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Companies make headline news all the time for decisions that make many of us scratch our heads in wonder, even companies that are smart and successful. Here, Neil Smith, with more than 20 years of experience leading large-scale performance improvements, reveals the hidden barriers that cause excellent companies to do dumb things, and smart people within companies to act in dumb ways.

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How Excellent Companies Avoid Dumb Things: Breaking the 8 Hidden Barriers That Plague Even the Best Businesses [Smith, Neil, O'Connell, Patricia] on Amazon.com.au. \*FREE\* shipping on eligible orders. How Excellent Companies Avoid Dumb Things: Breaking the 8 Hidden Barriers That Plague Even the Best Businesses

Every day, seemingly intelligent and successful companies make headline news for poor decisions that can cause their business to stumble and make many of us scratch our heads in wonder. Why would such a successful business make "that" strategic decision? Neil Smith, with more than 20 years of experience leading large-scale performance improvements, reveals the hidden barriers that limit excellent companies from reaching their potential, and cause even the smartest managers and leaders to falter. During his experience transforming some of the top global businesses, Smith has identified 8 barriers that exist in every organization and prevent them from implementing literally thousands of ideas to improve the way they work: Avoiding Controversy Poor Use of Time Reluctance to Change Organizational Silos Management Blockers Incorrect Information and Bad Assumptions Size Matters Existing Processes Rich with anecdotes and case studies, Smith identifies the ways in each of these barriers interrupt your own business. He then outlines a fast and proven process in which 12 principles of business transformation can break down the processes that hold companies back. What Smith offers his readers is the same thing he offers every day to the major companies he works with, A PROMISE that by following his insights, the company will be able to increase communication, simplicity, and profit to levels never before attainable. Throughout the book, Dr. Richard Levak has contributed personality and organizational insights that shed light on why an individual or an organization behaves in contrary ways giving you a better sense of why these internal walls exist and how to be aware of your actions in your day to day life.

A corporate manifesto that helps companies break down the barriers that prevent their success.

In this pioneering guide, two business authorities introduce the new discipline of Service Design and reveal why trying new strategies for pleasing customers isn't enough to differentiate your business—it needs to be designed for service from the ground up. Woo, Wow, and Win reveals the importance of designing your company around service, and offers clear, practical strategies based on the idea that the design of services is markedly different than manufacturing. Bestselling authors and business experts Thomas A. Stewart and Patricia O'Connell contend that most companies, both digital and brick-and-mortar, B2B or B2C, are not designed for service—to provide an experience that matches a customer's expectations with every interaction and serves the company's needs. When customers have more choices than ever before, study after study reveals that it's the experience that makes the difference. To provide great experiences that keep customers coming back, businesses must design their services with as much care as their products. Service Design is proactive—it is about delivering on your promise to customers in accordance with your strategy, not about acceding to customer dictates. Woo, Wow, and Win teaches you how to create "Ahhh" moments when the customer makes a positive judgment, and to avoid Ow" moments—when you lose a sale or worse, customer trust. Whether you're giving a haircut, selling life insurance, or managing an office building, your customer is as much a part of your business as your employees are. Together, you and customers create a bank of trust; fueled by knowledge of each other's skills and preferences. This is Customer Capital, the authors explain, and it is jointly owned. But it's up to you to manage it profitably. Innovative yet grounded in real world examples, Woo, Wow, and Win is the key strategy for winning customers—and keeping them.

Looks at famous business blunders, including the new Coke and Ed Rollins' election claims, suggests common causes for such mistakes, and suggests ways to avoid them

In a world where most businesses fail, The Art of Preventing Stupid offers a system for leaders to solve common business problems before they happen. Author Matthew Neill Davis introduces the Preventing Stupid Method to running a business, a method that guides readers in identifying, categorizing, and prioritizing threats to and weaknesses in their business. This book details how to efficiently prevent and manage potential and present problems and helps business owners and managers learn how to create leads for a more profitable business. You will learn how to seize opportunities rather than wallow in problems that should never have made it to the surface. Forward-thinking risk management This book delivers bold business strategy rooted in forward-thinking risk management. It is about changing how leaders think, so they can run their business with confidence, effectiveness, and profitability. It shows struggling entrepreneurs how to weed out the stupid mistakes they're making, so they can move forward. For those already running a business, it offers next-level risk management strategies to make work easier, more profitable, and more secure. Advice from a lawyer In The Art of Preventing Stupid, you'll get a lawyer's perspective and insight and the value of a fractional general counsel for the cost of a single book. Matthew Neill Davis of Davis Law, PLLC, a firm that has three times made the Law Firm 500 for being among the fastest-growing law firms in the nation, will show you how to make smart, meaningful changes to successfully grow your organization. With his extensive litigation and business representation experience and expertise in building and running custom legal departments for businesses and nonprofits, he has dedicated himself to helping business owners make smart business decisions.

You're smart. So don't be dumb about money. Pinpoint your biggest money blind spots and take control of your finances with these tools from CBS News Business Analyst and host of the nationally syndicated radio show Jill on Money, Jill Schlesinger. "A must-read . . . This straightforward and pleasingly opinionated book may persuade more of us to think about financial planning."--Financial Times Hey you . . . you saw the title. You get the deal. You're smart. You've made a few dollars. You've done what the financial books and websites tell you to do. So why isn't it working? Maybe emotions and expectations are getting in the way of good sense--or you're paying attention to the wrong people. If you've started counting your lattes, for god's sake, just stop. Read this book instead. After decades of working as a Wall Street trader, investment adviser, and money expert for CBS News, Jill Schlesinger reveals thirteen costly mistakes you may be making right now with your money. Drawing on personal stories and a hefty dose of humor, Schlesinger argues that even the brightest people can behave like financial dumb asses because of emotional blind spots. So if you've saved for college for your kids before saving for retirement, or you've avoided drafting a will, this is the book for you. By following Schlesinger's rules about retirement, college financing, insurance, real estate, and more, you can save money and avoid countless sleepless nights. It could be the smartest investment you make all year. Praise for The Dumb Things Smart People Do with Their Money "Common sense is not always common, especially when it comes to managing your money. Consider Jill Schlesinger's book your guide to all the things you should know about money but were never taught. After reading it, you'll be smarter, wiser, and maybe even wealthier."--Chris Gullebeau, author of Side Hustle and The \$100 Startup "A must-read, whether you're digging yourself out of a financial hole or stacking up savings for the future, The Dumb Things Smart People Do with Their Money is a personal finance gold mine loaded with smart financial nuggets delivered in Schlesinger's straight-talking, judgment-free style."--Beth Kobliner, author of Make Your Kid a Money Genius (Even If You're Not) and Get a Financial Life

From the early ballads that established his stories to the later additions of Little John, Friar Tuck, Maid Marian, and Alan-a-Dale, this book explores how the legend of Robin Hood grew. He robbed from the rich to give to the poor, or so the legend goes. But who was the outlaw known as Robin Hood? How did his legend develop and how has it changed over the passing centuries? This new book in the Osprey Myths and Legends series takes a detailed look at Britain's most famous outlaw. It also enters the perilous world of Robin Hood scholarship with a critical review of the case for a 'historical' Robin Hood and a review of the mostly likely candidates. A perfect primer for young and old, this book covers both the fact and the fiction of Robin Hood.

The information in this book can be used by anyone at any professional level, in any field. Use it to avoid the ten most common, critical career mistakes, and get things back on track if you've already blown it.'