

[PDF] Employees First, Customers Second: Turning Conventional Management Upside Down

Vineet Nayar - pdf download free book



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Description:

Review □ In this short, personable book, he explains EFCS's principles and how he put it to work at HCLT, turning the company's fortunes around in just five years. The good news: EFCS strategies can work at your company, too." □ *The Washington Post*

“modern classic” □ *The Financial Times*

From the Back Cover

"Rumor is that Vineet Nayar has invented a whole new way of configuring and managing an enterprise. I think there's more than a grain of truth to that. I'm on the verge of the verge of declaring that Mr. Nayar could be the next Peter Drucker."

--**Tom Peters**

Author of *In Search of Excellence*

"Employees are the heart and soul of every company. Vineet Nayar's book tells the story of how management can step out of the way to let employees lead--and to let engagement and productivity soar."

--**Tony Hsieh**

CEO, Zappos.com

"By putting employees first and leveraging the power of social technology, Nayar and his colleagues have created an organization that encourages extraordinary contribution from everyone, every day. If you doubt that it's possible to turn the pyramid upside down--or wonder whether it's really necessary--I urge you to read this thoughtful and timely book!"

--**Gary Hamel**

Visiting Professor of Strategic and International Management, London Business School, and author of *The Future of Management*

"Vineet Nayar has a revolutionary idea--that business relationships are personal relationships, and that a successful company will understand and integrate that philosophy. Nayar's notions of 'trust, transparency, and the romance of tomorrow' will rejuvenate the corporate soul."

--**Judy McGrath**

CEO, MTV

"Vineet Nayar's new book describes his innovative and practical approach to kindling a fire in employees and moving the social energy of an organization forward. With the methods described in this book, Nayar enabled his Generation Y 'transformers' to realize their potential faster, increased the capacity of the organization to create value for its customers, and built his company into a world leader."

--**Ram Charan**

Coauthor of *Execution: The Discipline of Getting Things Done*

"This book offers an abundance of advice for business leaders looking to transform their organizations by changing the culture. Nayar's lesson--that even a 'revolution' in corporate culture is really just a series of small, achievable steps--will be invaluable for both the new manager and the accomplished business leader."

--**Victor K. Fung**

Group Chairman, Li & Fung Group

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