



A Passion for Excellence: The Leadership Difference

Tom Peters, Nancy Austin

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Cutting through traditional "data-based" dogmas about management, A Passion for Excellence champions the innovative, people-oriented spirit that made In Search of Excellence the bestselling business book of all time. Now, through hundreds of concrete, real-world examples, Tom Peters and Nancy Austin zero in on the key areas of competence that add up to excellence, offering scores of anecdotes and practical insights to help all businesspeople on their road to leadership, success, and most of all...excellence.

A Passion for Excellence: The Leadership Difference Details

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From Reader Review A Passion for Excellence: The Leadership Difference for online ebook

Bryan says

Good book on customer service. Provides cases and studies on how to better serve customers.

Girish says

from scott berken's 'making things happen'

Wayne Zill says

Overrated, enough said.

Greg says

I'm not sure what to say on this book. I speed-read it, by which I don't mean to say that I 'skimmed' it, only that I forced myself to read it very fast. And I feel that that is the appropriate way to approach this book. It has a set of really interesting and meaningful insights, but the count is like 10 eye-opening insights in 500 pages. So in order to make sure I was picking up a cool new insight every time I read, I had to make sure I was reading 40-60 pages in a sitting, because I lot of this is pretty fluffy stuff. If you're actually a manager at the moment, there are some exercises for you that might be valuable and may slow you down compared to me.

One of the best parts of this book is the set of other books it references, and my 'To-Read list' has grown a lot since picking up this book.

Kathy says

Another one from my personal library (for anyone who wants to borrow)

Don Stanton says

Blah blah blah.....Another management / leadership book regurgitating the same tired tripe of most other 'Business' books.

It's worth the read is you haven't read one of these types before. Definitely fits in the category of 'read if you have to.'

Jim says

I was a charter member of the Tom Peters fan club during my "business" days. Unfortunately I never had the chance to work for an organization that glommed on to his ideas. Still, watching his seminars is always inspiring and fun, and his books, for the most part, are quenching sips at the business revolution kool-aid.

Teri Temme says

Simply the best: "Treat your people as adults, and they will respond as adults, consciously and creatively. Treat them as mindless automatons, treat them with contempt, and they will respond with contempt for you and your product, will respond as automatons. It's as simple as that and as complex as that."

Additionally: "The power that can be unleashed as a result of "mere" ownership (or even the perception of it) is awesome!"

... "the ability to say good isn't good enough..."

Milo says

Used as a training manual for our real estate sales team. Good info
