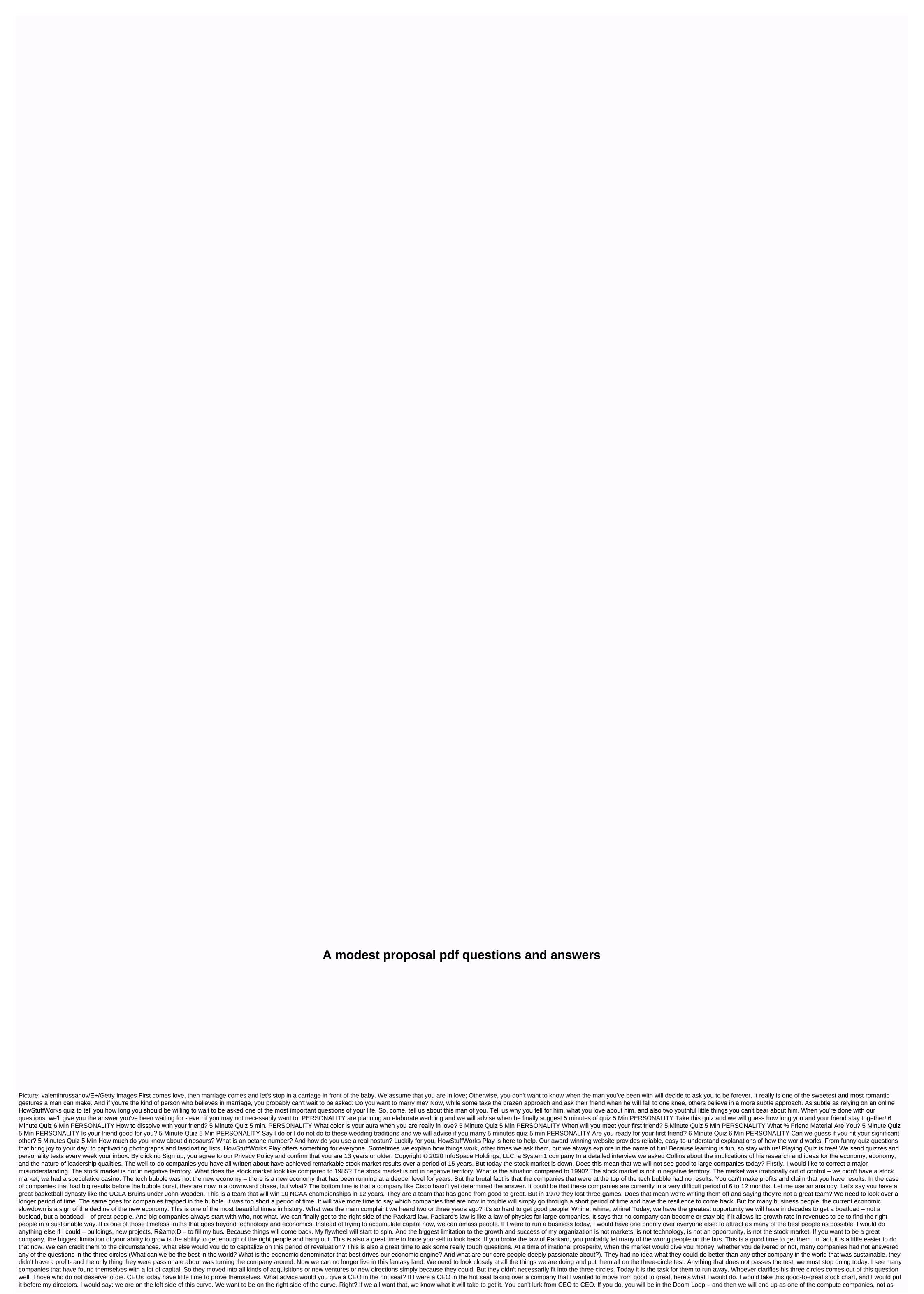
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one of the large companies. I don't think all directors are stupid. Most of them are intelligent, but they operate out of ignorance and not out of lack of good intentions. We must topple them head with empirical results. Our task is to beat the market sustainably over time. We need to think about the share price over a period of five years. And we need to start doing everything we need to turn the flywheel in the middle run and continue to push in a consistent direction. I can only turn the flywheel at 16 rotary wheel. But my successor has to bring it to 500 RpM, his successor must bring it to 500 RpM. It's not about me as CEO - it's about a commitment to a consistent program. We're not going to do a doom loop. The CEOs who brought their businesses from good to big were largely anonymous – far from the celebrity CEOs we read about. Is this an accident? I think it is more a question of cause and effect than an accident. There is something directly related to the absence of celebrity and the presence of good to great results. Why? First, if you have a celebrity, the company turns into the only genius with 1,000 helpers. It creates the feeling that the whole thing is really about the CEO. And that leads to all sorts of problems – if the person leaves or if it turns out that the person is not a genius after all. On a deeper level, we have found that for executives to do something big, their ambition must be for the size of the work and the company, not for themselves. That doesn't mean that at the decision point after the decision point – at the critical points where Choice A would favour their ego and Choice B would favour the company and its work – these leaders will always choose Choice B. Celebrity CEOs, at the same decision-making points, are more willing to favor self and ego over business and work. Like the anonymous CEOs, most companies that have made the transition from good to big are unannounced. What does that tell us? The truth is that most people don't work in the most glamorous things in the world. They do a lot of Drudgery with just a few points of excitement. Some people exhibit baked bread. Some are building retail stores. The real work of the economy is done by people who make cars, who sell real estate, who run grocery stores and banks. One of the great This study is that you can do it in steel, in drugstores, in grocery stores. It's just not that if you're not in Silicon Valley, you're not cool. It doesn't matter where you are. So no one has the right to moan, to moan about their company, to complain, Industry or the kind of business in which they set out – over and over again. Did the 11 companies had was, no one cared! Kroger began his transition; Nucor began its transition; Nobody expected much. They were able to promise too little and deliver too much. If I were to take over a company and try to make it great, I would tell my Vice-President for Communications that his job was to make the whole world believe that we were constantly on the verge of doom. As part of our study, we printed out the transcripts of the CEO presentations to the analysts of the well-to-large companies. We read all this. And it's striking. The good people always talk about the challenges they face, about the programs they're building, about the things they're worried about. They go to the comparison companies, they are constantly hypnotising themselves, they are selling the future – but they never deliver results. If I'm not a CEO, how do the good lessons apply to me? The good to large concepts apply to every situation – as long as they can select the people around you. That is the crucial point. But basically we really do – we have a lot of discretion about the people in our personal lives. But the basic message is: Build your own flywheel. You can do it. You can start building momentum into something you have responsibility for. You can build a great department. You can build a large church community. You can take any of the good ideas with you and apply them to your own work or your own life. What did your studies teach you about changes in the economy in general? Is it essentially a message to return to the basics? Very rarely do significant changes ever lead to results in a sustainable way. This is one of the really important findings of the book. We started with 1,435 companies. And 11 companies have done it. Let's just look at this fact for a moment. The fact is that it doesn't happen very often. Why not? Because we don't know what we're doing! And because we don't know what we're doing, we're starting into all sorts of things that don't produce results. We end up like a bunch of primitives dancing around the campfire and singing on the moon. What I'm strong about is that we need some science to understand what it really takes to change things. Is it back to basics? No, it is first to be Why get back to the bottom of saying that CEOs need to be ambitious for their companies, not for themselves? Why is it back to the essentials to question who and the people first and what and where secondly? Since when is it to start again on the foundations for a company a question such as: Why have we sucked for 100 years, and what are the brutal facts that we have to deal with? Why is it back to the bottom of saying that technology is just an accelerator and not a creator of anything? I do not believe that these concepts fall back on the essentials. Because if that's the reason, we should be able to go back in time and see that people have used these ideas. People haven't done that, so there are only 11 out of 1,435. So, no, it's not back to the basics. It's about understanding. How do you view the new economy? We've seen a lot of change, and we've seen a lot of backlash against change taking place around us make it the most exciting time in history to be alive. It's really fun. All these changes — technological change, globalization – are brutal facts that must be integrated into all the decisions we make. People at Walgreens didn't ignore the Internet and then asked: How does it fit into our three circles, and how can we use it to turn our flywheel faster? You never ignore change – you meet them head-on as brutal facts, or you come to them with a great sense of joy and excitement. This change, this new technology, opens up a way for you to assert yourself as a company to be even better. All good companies took changes and used them to their advantage, often with great pleasure. When new pianos came, Mozart did not hang up his music. He did not say: there are these new pianos! The harpsichord is out of the way, so I'm washed up as a composer! He thought: That's so cool! I can do it loudly with Piano forte! That's really neat! He retained the discipline of writing great music and at the same time embraced the invention of pianos with great joy and excitement. With all the change around us, we have to be just like Mozart. We have a great discipline in terms of our music, but at the same time we accept things that allow us to make even more music. Alan M. Webber (awebber@fastcompany.com) is the founding editor of Fast Company. Jim Collins (jimcollins@aol.com) wrote the essay Built to Flip in the March 2000 issue of Fast Company. His new book Good to Great: Why some companies are making the leap... And Others Don't, will be available in October. October.

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