The End of Leadership

By Barbara Kellerman

Genre: Management & Leadership

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The End of Leadership by Barbara Kellerman is Management & Leadership. From one of the pioneers in the field of leadership studies comes a provocative reassessment of how people lead in the digital age. In The End of Leadership, Barbara Kellerman reveals a new way of thinking about leadership—and followership—in the twenty-first century. Building off of the strengths and insights of her work as a scholar and a teacher, Kellerman critically reexamines our most strongly-held assumptions about the role of leadership in driving success. Revealing which of our beliefs have become dangerously out-of-date thanks to advances in social media culture, she also calls into question the value of the so-called “leadership industry” itself. Asking whether leadership can truly be taught, Kellerman forces us to think critically and expansively about how to thrive as leaders in a global information age.

More Recommended Books

Summary: The Art Of Negotiation

By: BusinessNews Publishing

Complete summary of Michael Wheeler's book: "The Art of Negotiation: How to Improvise Agreement in a Chaotic World". This summary of the ideas from Michael Wheeler's book "The Art of Negotiation" explains that negotiations rarely go as planned. With that in mind, the cornerstone of good negotiation strategy is to find ways to manage uncertainty. This summary points out the faster you go through the learn, adapt and influence cycle, the better you will be as a negotiator.

Added-value of this summary: • Save time • Understand key concepts • Expand your knowledge

To learn more, read "The Art of Negotiation" and find out how you can adapt to every negotiation situation and get what you want.
42 Rules for Superior Field Service

By: Rosemary Coates & Jim Reily

With few exceptions, the service business is viewed as a "necessary evil". Servicing products, after they are sold and in customers' hands, is frequently overlooked and can be a source of customer dissatisfaction and profit loss. This thinking results in missed opportunities to convert customers into advocates and to generate significant business revenue. If you are in the field service business, you should be designing solutions that benefit the customer and are profitable for your company.

This includes developing a field service strategy, organizing the service business, optimizing field inventories, implementing Customer Relationship Management (CRM) and tailoring sales incentives. Complicating field service operations in today's environment is the global nature of the installed base and where in the world your products and spares are manufactured. Sourcing global parts, managing the parts supply chain and the investment required are the things that keep managers up at night. This book provides 42 essential rules to benchmark and develop a global service business.

You will learn:
- How to develop a profitable field service strategy and organization
- How to survey customers and drive improvement in field service operations
- The impact of poor field service on the bottom line
- What to do in an emergency
- What to consider when developing field repair inventories
- What systems and tools to consider …and much more

Rosemary Coates and Jim Reily have a combined 50+ years of global manufacturing and field service experience from companies such as Hewlett Packard and Cisco as well as the US Military. In addition they have worked on consulting engagements with a proven track record of amazing field service results. They offer insights and recommendations based on real-world experience.

212 Service

By: Mac Anderson

You may know the 212 degree concept for our original bestseller 212 The Extra Degree written by Sam Parker and Mac Anderson. But this book is written specifically for businesses and is all about creating a service culture. In case you are not familiar with the 212 concept, here it is in a nutshell: At 211 degrees water is hot. At 212 degrees, it boils. And with boiling water, comes steam. And steam can power a locomotive. The one extra degree makes the difference. This simple analogy reflects the ultimate definition of excellence. Because it's the one extra degree of effort, in business and life, that can separate the good from the great. The stories in 212 Service reflect real-life examples of companies that have taken their customer service to the next degree. Someone once said, "Life is like a game of tennis. The player who serves well seldom loses." The same can be said for any business on the planet. There are many books written about service, however, our goals in this one is to keep it simple. 212 Service presents 10 simple, but engaging rules of service that can be read by every member of your team in less than 30 minutes. 212 Service is written with real life examples of exceptional customer service and is certain to inspire your team with ideas that apply specifically to your industry.

Coaching: The manager's handbook
By: Lena Sobel
Managers coach to succeed and this handbook is your complete, practical reference for how to coach, why you coach and how to be great at it. Written specifically for managers, this award-winning best seller is finally available for an English-speaking audience. In Coaching: the Manager’s Handbook, you will learn: • What coaching means for a manager • When to coach — and when not to • The best topics to coach on • Essential coaching skills, models, and tools • Pitfalls and mistakes to avoid • Frequently asked questions and concrete answers • Training programs to develop your coaching skills step by step Coaching is a skill and this handbook is geared towards learning that skill. Theory is kept to the necessary minimum, there are lots of examples, and a complete set of exercises and programs to grow your coaching muscle. “Coaching: the Manager’s Handbook is a practical and useful. Holm and Sobel have captured the essence of coaching and how it benefits managers who embrace and practice the concepts.” —Linda Miller, Global Liaison for Coaching, The Ken Blanchard Companies “This is an extremely good and useful book, with a combination of practice and theory. Coaching: the manager’s handbook will make you a better leader and coach.” —Johan Söderström, CEO, ABB Sweden “Had I had access to Coaching: the Manager’s Handbook, I would have saved myself months of turmoil when I was promoted from a customer education specialist to gas and electric operations manager.” —Micki McMillan, CEO, Blue Mesa Group

ランチェスター思考 競争戦略の基礎
By: ランチェスター戦略学会 ippo福田秀人「ランチェスター戦略」が再びブームを迎えている。その理由は、ソフトバンクの孫正義やエイチ・アイ・エスの澤田秀雄などの名経営者たちが、「ランチェスター戦略に学んで成長してきた」と公言しはじめたことと、米国流・経営戦略論がリーマンショック以降、輝きを失ってきたからだ。そもそもランチェスター戦略とは、高度成長期に松下幸之助など、後の日本を代表する企業家たちに熱烈に支持された日本発の競争戦略論である。提唱者のひとり田岡信夫の著書は当時、累計600万部を超え、空前のブームをつくりました。本書は、ランチェスター戦略学会設立記念出版として、故・田岡信夫の「ランチェスター戦略」シリーズをベースに掘り、欧米の戦略論とは一線を画したビジネスに勝つ思考法を紹介しています。田岡信夫の遺稿「他社に勝つセールス」も一部収録されている。

Power Your Tribe: Create Resilient Teams in Turbulent Times
By: Christine Comaford
WALL STREET JOURNAL AND USA TODAY BESTSELLER Is your team thriving in a world of relentless and rapid change? From the New York Times bestselling author of SmartTribes and Rules for Renegades comes a potent set of neuroscience-based tools to empower your team in uncertain times. Whether it’s diminished sales, increased competition, or corporate restructuring, change is a natural part of doing business in today’s high-speed, information-overload, instant-response environment. But inherent in human nature is resistance to change—a basic emotional response that is well-documented by neuroscience. In this groundbreaking guide, top leadership consultant and employee engagement expert Christine Comaford shows you how to bring your tribe together to tackle any challenge head-on. Using her simple, proven strategies, you’ll be able to: * Meet the demands of changing markets, customers, and competitors * Adapt to new management, restructuring, and other corporate shakeups * Spark innovation and teamwork in the workplace—and keep it burning * Empower your people to embrace change as a new opportunity for growth Filled with case studies and all-too-familiar examples, this book will enable you to release resistance to change, build more emotionally agile teams, and mobilize the entire organization quickly and efficiently toward a clear and common goal. By training and empowering your team members to shift their emotional states—and see the positive potential of change—you can lead your tribe through any challenge and ensure success for years to come.
28 líderes de negocios que cambiaron al mundo

By: Rhymer Rigby
28 líderes de negocios que cambiaron al mundo es un útil libro para conocer quiénes son las personas que han transformado la manera de hacer negocios. El especialista en temas de negocios, Rhymer Rigby, hace un recuento de 28 gurús empresariales que rompieron las reglas del juego y revolucionaron la forma de hacer negocios. ¿Qué define a un gran líder de negocios? ¿Quiénes son las mentes empresariales más representativas de nuestros tiempos? 28 líderes de negocios que cambiaron al mundo es una guía a través de los personajes que han reformado sus industrias de manera fundamental y han cambiado la forma en la que hacemos negocios. Algunos de estos líderes son grandes intelectuales y otros tienen instinto y sentido común; otros más fueron motivados por un deseo de cambiar al mundo pero otros se guizaron por el dinero y el poder.

Innovation in Familienunternehmen

By: Nadine Kammerlander & Reinhard Prügl

Die Führungskunst der Jedi

By: Michael Fuchs & Jochen Messner
As part of the International Leadership Association (ILA) series, Barbara Kellerman, recently awarded the ILA’s lifetime achievement award, will discuss her thoughts on the end of leadership as well as her point of view about followers, leaders and contexts given our current environment. This rich conversation spanned topics from: 1. the end of leadership, 2. bad leadership and perspective antidotes, 3. how we as leaders think about followers and understand them, 4. how context informs effective leadership, 5. how leaders evaluate the environment to take effective action, 6. the current state