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What if you were given that  
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A powerful book with universal appeal, *Change or Die* deconstructs and debunks age-old myths about change and empowers us with three critical keys--relate, repeat, and reframe--to help us make important positive changes in our lives. Explaining breakthrough

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You can choose to change  
with the times, take  
advantage of new  
opportunities in your  
industry and grow your  
business. Or you can fight  
the changes, refuse to  
adapt, and watch your

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The soldier who died after being shot during a live-fire training exercise at CFB Wainwright in Alberta on Friday has been identified as 29-year-old Cpl. James Choi.

*29-year-old B.C. man  
identified as soldier  
fatally shot ...*

LOCKDOWN TWO Coronavirus UK news - Anti-lockdown protests hit London suburbs as Boris savaged by Tory MPs over new national shutdown- New lockdown to start Thursday and last until

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Leadership success depends on clarifying and simplifying complex problems while maintaining a positive outlook. Change or Die - The Business Process Improvement Manual provides you with the tools to do so. Packed with more than 70 pages of workshop tools, agendas, and activities that detail each of the six stages of the business process improvement (BPI) method, it presents a BPI method that promotes the use of facilitator-led workshops to help you and your team make better decisions. Developed from

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empirical research and bolstered by the results of client experience from hundreds of hours of facilitated workshops and BPI activity, Change or Die employs the authors' ENGAGE methodology. To ensure your team achieves its deliverables, the authors walk you through each BPI method. In each chapter you will find: Objectives and deliverables clearly identified Real-world examples from companies the authors have worked with—presented using a global manufacturer as an example Activities, questionnaires, and examples A self-assessment tool to

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help you measure progress, identify gaps in team performance, and determine team readiness for the next stage This resource-rich book includes a CD with supplemental activities, challenges, facilitated workshops, templates, tables, and questionnaires—tools designed to ease each participant's path to project success.

Change or Die. What if you were given that choice? If you didn't, your time would end soon—a lot sooner than it had to. Could you change when change matters most? This is the question Alan



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Deutschman poses in *Change or Die*, which began as a sensational cover story by the same title for *Fast Company*. Deutschman concludes that although we all have the ability to change our behavior, we rarely ever do. From patients suffering from heart disease to repeat offenders in the criminal justice system to companies trapped in the mold of unsuccessful business practices, many of us could prevent ominous outcomes by simply changing our mindset. A powerful book with universal appeal, *Change or Die* deconstructs and debunks age-old myths about change

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and empowers us with three critical keys—relate, repeat, and reframe—to help us make important positive changes in our lives.

Explaining breakthrough research and progressive ideas from a wide selection of leaders in medicine, science, and business (including Dr. Dean Ornish, Mimi Silbert of the Delancey Street Foundation, Bill Gates, Daniel Boulud, and many others), Deutschman demonstrates how anyone can achieve lasting, revolutionary changes that are positive, attainable, and absolutely vital.

"A step-by-step guide to

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using the brain's hardwired desire for story to achieve any goal, whether it's successfully pitching a product, saving the planet, or convincing your kids not to text and drive, from the author of *Wired for Story*--

When the winds of change blow, some people build walls and others build windmills. In a hectic business environment where it is estimated that half of the decisions that CEOs make turn out to be wrong, the stark reality is that it has never been harder to see what's happening around us, interpret information efficiently, and develop

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strategies that are executed in a successful way. This is partly down to the speed of change and also down to the mindset about change that is common amongst large and small companies. To them, change is seen as the enemy. This book proposes a role reversal and gives people a brand new methodology as a practical guide in how to use change as a fuelling mechanism to generate outstanding business success. We all accept that change is the only constant, yet the author believes there is a significant lack of insight into how to think and act in a way that capitalizes on a constantly

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changing environment.

Powered by Change requires leaders to adopt a more radical view about the way business is done. The Windmill is constructed using four blades: Purpose, People, Product and Process. Getting these four blades to work in harmony with one another leads to an empowered business that can use the winds of change to fuel business success.

Powered by Change is filled with examples and stories from around the world, including global corporates and start-up ventures, alongside colorful insights and above all, actionable steps to take to achieve

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competitive advantage. Key topics include change, innovation, leadership, strategy and futureproofing.

"Test your thinking about how you would disrupt your own business - because somebody out there is already doing it." - Jesper Brodin, Chief Executive, IKEA

WINNER OF BUSINESS BOOK OF THE YEAR 2018 (The Business Book Awards) "Essential reading for CEOs and leaders of change." - Martin Davis, CEO, Kames Capital 88% of change initiatives fail. The Change Catalyst provides you

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with the insight, tools and know-how you need to make sure your next change, strategy or M&A is the one in eight that succeeds. Whether you're trying to change a process, a culture, a behaviour or an entire business, success demands complete clarity of what you are trying to achieve and why, followed by a clear plan to align your people to deliver. All change is about people, and one of the most important ingredients for successful change is the identification and appointment of a Change Catalyst. This is the person who can guide your organisation - its people

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and its processes – to the ultimate delivery of the outcomes your business needs. The book takes you deep inside the culture and process of change to show you how to set yourself up for success in both the short and long term; identify your goal, clarify your vision, stay focused on the outcome and develop and deliver a do-able plan. It will also explain how to genuinely engage stakeholders at all levels in every stage of the process. Real-world case studies show you what a successful change initiative looks like on the ground, and the Change Toolbox



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offers a collection of proven tools and models to streamline planning and implementation. Clear, intelligent guidance cuts through the buzzwords to get down to business quickly, and a pragmatic, holistic approach helps you tackle strategy, culture, execution and more. People don't like change; it rattles their cages and makes them uncomfortable - and emotion trumps logic every time. This book shows you how to pinpoint the emotional triggers, coax logic out of hiding and get everyone on board as you drive real, lasting change. Learn why typical change initiatives

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are far more likely to fail than succeed. Identify your Change Catalyst to strengthen both process and outcome. Overcome cultural challenges and turn understanding into transformation. Develop and implement a solid strategy for successful change. Whether you want change at the team level or on a government scale, no initiative is immune from the perils of inertia, misguided focus, distracted leadership or muddled planning. Change is inevitable. Successful change isn't. The Change Catalyst will tilt the odds on your favour and enable

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your next change initiative  
to be among the 12% that  
succeeds.

Business Process Change, 3rd Edition provides a balanced view of the field of business process change. Bestselling author Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition is new material on the development of business models and business process architecture development, on integrating decision management models and business rules, on service

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processes and on dynamic case management, and on integrating various approaches in a broad business process management approach. New to this edition: How to develop business models and business process architecture How to integrate decision management models and business rules New material on service processes and on dynamic case management Learn to integrate various approaches in a broad business process management approach Extensive revision and update addresses Business Process Management Systems, and the integration of process redesign and Six

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Sigma Learn how all the different process elements fit together in this best first book on business process, now completely updated Tailor the presented methodology, which is based on best practices, to your organization's specific needs Understand the human aspects of process redesign Benefit from all new detailed case studies showing how these methods are implemented

Why is it so hard to make lasting changes in our companies, in our communities, and in our own lives? The primary obstacle is a conflict that's built

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into our brains, say Chip and Dan Heath, authors of the critically acclaimed bestseller *Made to Stick*. Psychologists have discovered that our minds are ruled by two different systems - the rational mind and the emotional mind—that compete for control. The rational mind wants a great beach body; the emotional mind wants that Oreo cookie. The rational mind wants to change something at work; the emotional mind loves the comfort of the existing routine. This tension can doom a change effort - but if it is overcome, change can come quickly. In *Switch*, the Heaths show how everyday

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people – employees and managers, parents and nurses – have united both minds and, as a result, achieved dramatic results: • The lowly medical interns who managed to defeat an entrenched, decades-old medical practice that was endangering patients • The home-organizing guru who developed a simple technique for overcoming the dread of housekeeping • The manager who transformed a lackadaisical customer-support team into service zealots by removing a standard tool of customer service In a compelling, story-driven narrative, the Heaths bring together

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decades of counterintuitive research in psychology, sociology, and other fields to shed new light on how we can effect transformative change. Switch shows that successful changes follow a pattern, a pattern you can use to make the changes that matter to you, whether your interest is in changing the world or changing your waistline.

NEW YORK TIMES BESTSELLER •  
The founder and co-CEO of Salesforce delivers an inspiring vision for successful companies of the future—in which changing the world is everyone's business. “The gold standard



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on how to use business as a platform for change at this urgent time.”—Ray Dalio, founder of Bridgewater Associates and author of Principles: Life and Work

What’s the secret to business growth and innovation and a purpose-driven career in a world that is becoming vastly more complicated by the day? According to Marc Benioff, the answer is embracing a culture in which your values permeate everything you do. In Trailblazer, Benioff gives readers a rare behind-the-scenes look at the inner workings of one of the world’s most admired companies. He reveals how

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Salesforce's core values—trust, customer success, innovation, and equality—and commitment to giving back have become the company's greatest competitive advantage and the most powerful engine of its success. Because no matter what business you're in, Benioff says, values are the bedrock of a resilient company culture that inspires all employees, at every level, to do the best work of their lives. Along the way, he shares insights and best practices for anyone who wants to cultivate a company culture positioned to thrive in the face of the inevitable

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disruption ahead. None of us in the business world can afford to sit on the sidelines and ignore what's going on outside the walls of our workplaces. In the future, profits and progress will no longer be sustainable unless they serve the greater good. Whether you run a company, lead a small team, or have just draped an ID badge around your neck for the first time, Trailblazer reveals how anyone can become an agent of change. Praise for Trailblazer "A guide for what every business and organization must do to thrive in this period of profound political

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and economic change.”—Jamie Dimon, chairman and CEO of JPMorgan Chase “In Trailblazer, Benioff explores how companies can nurture a values-based culture to become powerful platforms for change.”—Susan Wojcicki, CEO of YouTube

In Values-Driven Business, Ben & Jerry's co-founder Ben Cohen and Social Venture Network chair Mal Warwick team up to provide you with a way to run your business for profit and personal satisfaction. This practical, down-to-earth book details every step in the process of creating and managing a business that

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will reflect your personal values, not force you to hide them.

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