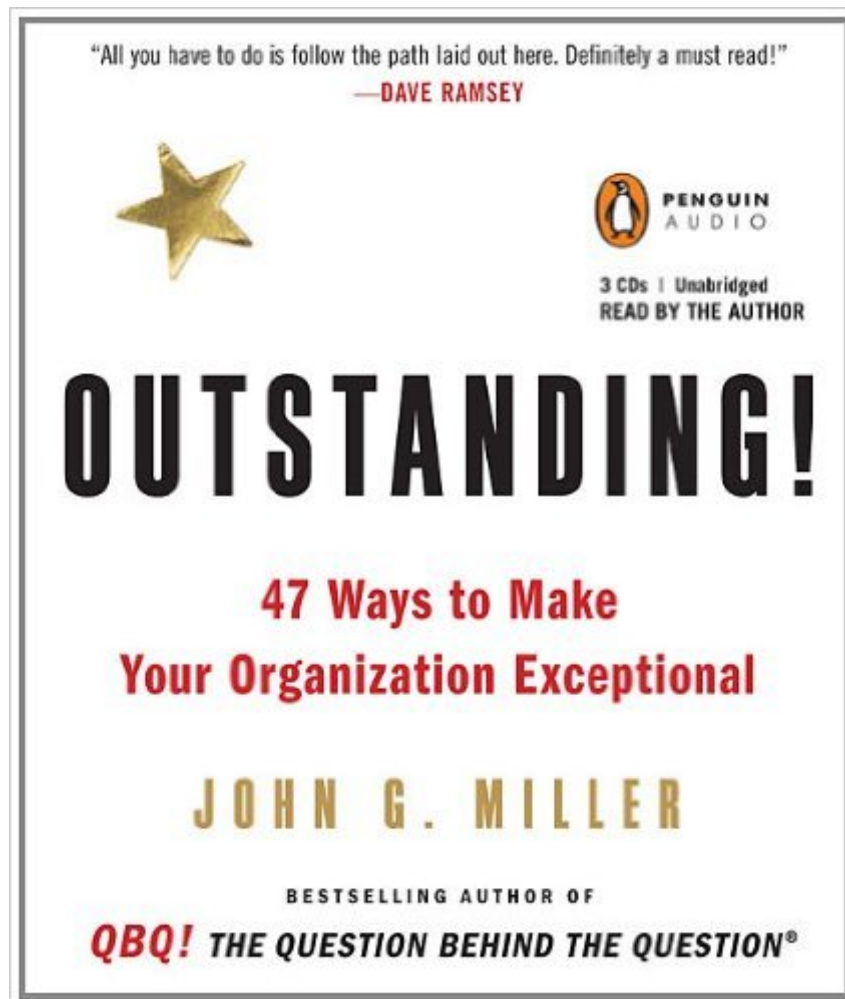


The book was found

Outstanding!: 47 Ways To Make Your Organization Exceptional



Synopsis

Unabridged CDs, 3 CDs, 4 hours Read by the author The bestselling author of QBQ! shows how anyone can use the unlimited potential of accountability to create an outstanding organization.

Book Information

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Best Sellers Rank: #1,454,869 in Books (See Top 100 in Books) #447 in [Books > Books on CD > Business > Management](#) #1034 in [Books > Books on CD > Business > General](#) #11212 in [Books > Business & Money > Management & Leadership > Leadership](#)

Customer Reviews

I don't go to work to be part of a losing team, to make policies and procedures that confound progress and productivity. I don't want to sit around and watch our country get deeper in debt, yoked to the burdens of irresponsible lawmakers. I am not striking out "on my own" to start a consulting firm that does not succeed. I don't lead my family, so we can be average, just get by, merely survive. In each of these endeavors, I want to excel, to be outstanding, to win. What does it mean to "win"? I think a leader's vision is the answer to that question. Vision is what gives us hope each day, the motivation to work hard, because I have a mental image of the outcome, whether that is at the end of the day, week, year, or lifetime. But it's more than that, because if no one buys into the vision, then a leader has no followers, so "winning" is a team's shared outlook. I've read John's other two books, QBQ and Flipping the Switch, and now this one. In all three, he writes with concise clarity. By that, I mean that he explains and illustrates each principal in just a few short pages. This is the essence of Multiplying Leadership with atoms--small, fundamental principles that exist independently, building blocks. In this case, they are building blocks of organizational excellence. I didn't need to read the whole book to walk away with one actionable idea. In fact, I can absorb a whole chapter that stands alone, an introduction to an idea that has endless possibilities for application that I can easily imagine, in the time it takes to read four pages. Who should read it?

Anyone who feels they are accountable, in some degree, for the excellence of their organization or team or family or relationship. What is it about?

John Miller's book, OUTSTANDING!: 47 WAYS TO MAKE YOUR ORGANIZATION EXCEPTIONAL, is, well, ... OUTSTANDING! The author of QBQ and Flipping the Switch, may have written his best book ever. Quite often authors put out a book that is little more than a regurgitation of their earlier books. Not so, here. Each of Miller's 47 points are given a chapter. Each one is valuable in its own way. In Chapter 3, I realized why some of my training initiatives fail. I don't always put purpose first. If people don't have a good understanding of why it is necessary for them to do things a certain way, they are much less likely to adopt it as their own. This one little piece of knowledge and understanding on my part will totally change how I develop and delivery new initiatives. In Chapter 5, I learned the true definition of a customer. A customer is anyone who has a legitimate expectation of you. This opens up a whole new realm and an entirely new dynamic on how we view people. Customers are not just people who buy from us, they are our vendors, supervisors, family members, co-workers, etc. If we treat these relationships with the same respect and regard as we give our "paying customers", imagine the results we will see. Chapter 44 is a refresher course in doing the little things that will make a difference for customers. These are just a few things you'll find here. There are tips of doing a better job of coaching, the importance of encouragement, even ways to hire better people. As I read Chapter 12, aptly titled "Value Ideas Over Politics", I kept remembering Ronald Reagan when he said, "It's amazing what can be accomplished when we don't care who gets the credit." This should become required reading for anyone at the corporate level.

The QBQ guy has written a book that should be used in training curriculums everywhere. Outstanding!, in my opinion should be recommended reading for those who look at their positions as an advancement of their careers. Too many people look at their means of making a living as just a J-O-B and this makes their time at work as wasted time in which they get paid for. John G. Miller gives the reader 47 ways to make your organization exceptional. This is misleading, because this should be read by the common laborer as well as the company CEO. I, myself, work at a call center, taking consumer service calls for a major company. The principles of the book should be used as training for all in those capacities. Much of the book called out to me and gave me tips to improve my customer service skills. Several chapters spoke to me. First would be the titled "Be Humble." No matter how good you think you are, there are things you have to realize. You can

always learn from others, and your organization will survive just fine if you leave tomorrow. Next is "See Everyone As A Customer." Even when you walk into Walmart, they are customers. They want to buy our money with their merchandise. Your employer is no different. They buy our labor with their money and benefits. Too often, organizations, employers, non profits, churches, etc., give us a mantra to chant, but no real way to implement them. John addresses that issue with his chapter "Give People Tools, Not Slogans." Often you have people in organizations who are very sensitive. They make mistakes and beat themselves up relentlessly. We need to let those we deal with on a daily basis, as well as ourselves, that we should move on. This is covered in the chapter titled "Forgive Mistakes."

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