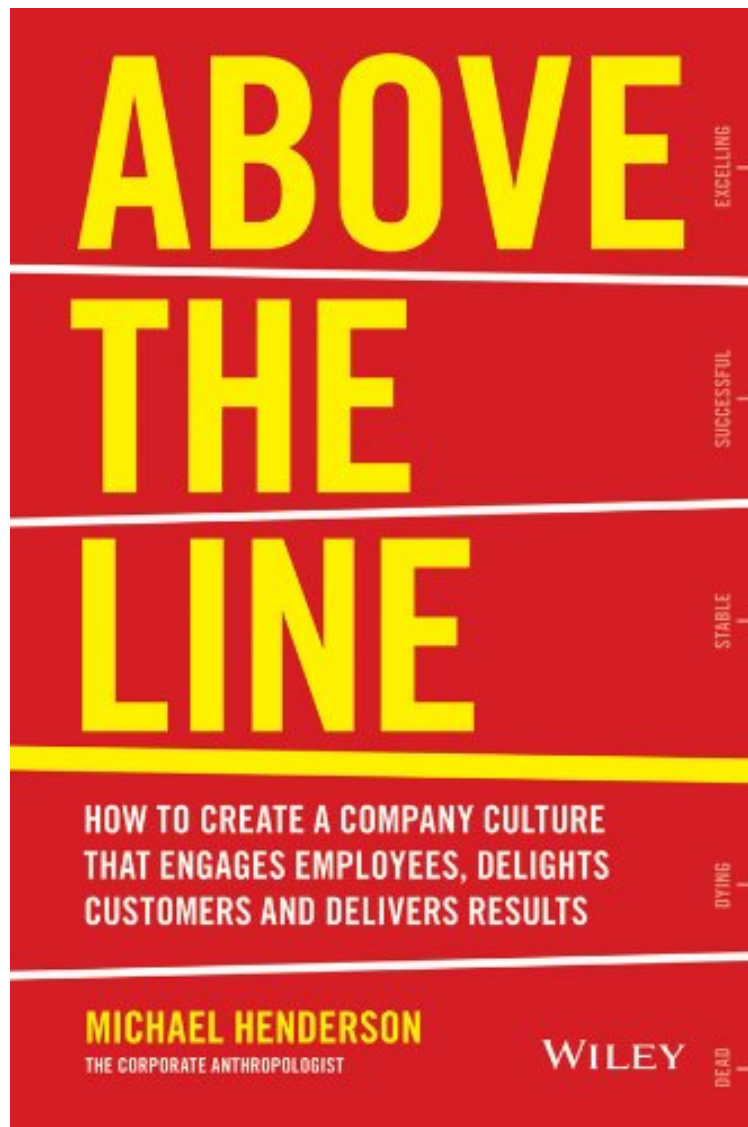


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# Above the Line: How to Create a Company Culture that Engages Employees, Delights Customers and Delivers Results

*Michael Henderson*

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**Michael Henderson : Above the Line: How to Create a Company Culture that Engages Employees, Delights Customers and Delivers Results** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Above the Line: How to Create a Company Culture that Engages Employees, Delights Customers and Delivers Results:

2 of 2 people found the following review helpful. A great practical handbook for CEOs and organisational leadersBy

Zoe E. RouthHenderson demystifies culture in a very practical and useful way. It's a terrific handbook for leaders who want to raise the bar and as Henderson says, "create leaders worth following, work worth doing, culture worth contributing to." I've sent this book to a few CEOs who want a practical and easy to implement review of their culture and how to hone it more deliberately.

Position your organisation's culture to attain new heights Above the Line: How to Create a Company Culture that Engages Employees, Delights Customers and Delivers Results offers all leaders a handbook for leveraging an organisation's culture to engage staff, increase customer satisfaction and streamline business performance. A groundbreaking work, this book reveals what it takes to achieve optimum results from your organisational culture without employing the use of external consultants. This organic, in-house approach to company culture transformation saves both time and money. Step-by-step, author Michael Henderson illustrates how to create a culture in which employees and leaders delight those outside the company—customers, shareholder, employees' families, suppliers and the board of directors—and anyone else who may benefit from an association with the organisation. The book's proven models and ideas have been tried and tested with a broad range of high-profile international companies. Expert author, Michael Henderson, a.k.a. The Corporate Anthropologist, has more than 30 years' experience, and a proven track record of working and consulting with organisations to enhance their workplace cultures. Reveals how to create an organisational culture that achieves desired results Puts the cultural transformation process in the hands of the people directly effected Smashes some of the established and costly myths about culture and how to work with culture This important resource is written for leaders, managers and supervisors at all levels and across industries.

From the Back CoverHumans are hardwired for culture, yet few companies truly understand and work with their cultures. High staff turnover, lack of collaboration, increased absenteeism and poor quality output are just some of the symptoms of a culture rejecting an organisation's business strategy or leadership. In an increasingly competitive business environment, business leaders need to understand that their organisation's culture is a key component of success. In Above the Line, Michael Henderson offers a tried-and-tested approach to corporate culture management. Employed by organisations such as the New Zealand High Performance Olympic sports unit, Canon Australia and New Zealand Rugby, Henderson's proactive, organic approach places accountability for company culture in the hands of the employees themselves. Above the Line will help you: gain insight into the importance of culture, what it is, and why it must be taken seriously determine the cultural health of an organisation and the steps to improve it examine the role of identity, values, capability, behaviour and environmental impact relating to culture give external providers of culture climate and engagement surveys a wide berth. Above the Line smashes some of the well-established and costly myths about what culture is and how to work with it. It offers business leaders a faster and more effective approach to develop, nurture and leverage their own organisation's culture to achieve higher levels of staff engagement, increased customer satisfaction and improved business performance.About the AuthorMichael Henderson is a corporate anthropologist and has 30 years' experience consulting to organisations to enhance their workplace culture. Michael has studied traditional and organisational cultures in over 40 countries and has written numerous books on values and culture. Michael has studied traditional and organisational cultures in over 40 countries and has written numerous books on values and culture.