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Business. This digital collection, curated by Harvard Business Review, includes John P. Kotter's **Leading Change, With a New Preface** by the Author, named one of the twenty-five most influential business-management books by TIME.com, and his thought-provoking and practical **Managing Your Boss**, with John J. Gabarro. Learn how to lead transformational change in your organization as well as how to build a healthy, productive bond with your boss—one of the most crucial working relationships you'll have in your career. Today's views of leadership and management have significantly expanded to incorporate a variety of elements such as rewards, visions, and worker participation. However, most perspectives still view leadership as something that is assigned to a designated person who then exercises influence downward toward subordinate followers. In many ways the persistent top-down command and control theme that supports established leadership thought and practice prevents organizations from fully tapping into their human resources, in turn limiting their flexibility to meet the challenges of increasingly dynamic, complex, and competitive environments. **Shared Entrepreneurship** replaces the top-down approaches of the past with a new framework that draws strengths and innovation from collaboration and sharing. This book is divided into two main sections. The first section consists of six chapters which provide an in-depth overview and discussion of shared entrepreneurship. The second section consists of eight original case studies commissioned by the authors, featuring such companies as Herman Miller, Inc., SRC Holdings, and W.L. Gore & Associates. This collection offers the full digital editions of two seminal books by global leadership expert John P. Kotter: his international bestseller, **Leading Change**, and **Accelerate**, his award-winning framework for enabling companies to compete and win in a world of constant turbulence and disruption. **Leading Change**—now considered the change bible for leaders and managers worldwide—reveals why change is so difficult and lays out an actionable, eight-step process for implementing successful transformations. Cited by business leaders and influential organizations worldwide as the book to read when starting any type of change initiative, **Accelerate (XLR8)** vividly illustrates the five core principles underlying a new dual operating system, the eight accelerators that drive it, and how leaders must create a sense of urgency through role modeling. Perhaps most crucial, the book reveals how the best companies focus and align their people's energy around what Kotter calls the big opportunity. If you're a pioneer, a leader who knows that bold change is necessary to survive and thrive in an ever-changing world, these two books will set you on a path to accelerate into a better, more profitable future. Regarded by many as the authority on leadership and change, John P. Kotter is a New York Times bestselling author, award-winning business and management thought leader, business entrepreneur, inspirational speaker, and Harvard Business School professor. His ideas, books, speeches, and the company he founded in 2008, Kotter International, have helped mobilize people around the world to better lead organizations, and their own lives, in an era of increasingly rapid change. Kotter has authored nineteen books to date—twelve of them bestsellers. His books have reached millions and have been printed in over 150 foreign language editions. Offers real-life success and failure stories and introduces the "see-feel-change" dynamic for changing feelings, rather than just the thought process. In his international bestseller "Leading Change," Kotter provided an action plan for implementing successful transformations. Now, he shines the spotlight on the crucial first step in his framework: creating a sense of urgency by getting people to actually see and feel the need for change. He was one of the most inspirational role models of all time. Thrown into poverty at age four, Konosuke Matsushita (Mat-SOSH-ta) struggled with the early deaths of family members, an apprenticeship which demanded sixteen-hour days at age nine, all the problems associated with starting a business with neither money nor connections, the death of his only son, the Great Depression, the horror of World War II in Japan, and more. Yet

John P. Kotter shows in this fascinating and instructive book how, instead of being ground down by these hardships, Matsushita grew to be a fabulously successful entrepreneur and business leader, the founder of Japan's General Electric: the \$65 billion a year Matsushita Electric Corporation. His accomplishments as a leader, author, educator, philanthropist, and management innovator are astonishing, and outshine even Soichiro Honda, J.C. Penney, Sam Walton, and Henry Ford. In this immensely readable book, Kotter relates how Matsushita created a large business, invented management practices that are increasingly being used today, helped lead his country's economic miracle after World War II wrote dozens of books in his latter years, founded a graduate school of leadership, created Japan's version of a Nobel Prize, and gave away hundreds of millions to good causes. The Matsushita story expands our notion of the possible, even for a sickly youngster who did not have the benefit of a privileged background, education, good looks, or a charismatic presence. It tells us much about leadership, entrepreneurship, a drive for lifelong learning, and their roots. It demonstrates the power of a longterm outlook, idealistic goals, and humility in the face of great success. Matsushita Leadership is both a biography and a set of lessons for careers and corporations in the 21st century. An inspirational story and a business primer, the implications are powerful, for organizations and for living a meaningful life. In today's complex work world, things no longer get done simply because someone issues an order and someone else follows it. Most of us work in socially intricate organizations where we need the help not only of subordinates but of colleagues, superiors, and outsiders to accomplish our goals. This often leaves us in a "power gap" because we must depend on people over whom we have little or no explicit control. This is a book about how to bridge that gap: how to exercise the power and influence you need to get things done through others when your responsibilities exceed your formal authority. Full of original ideas and expert insights about how organizations—and the people in them—function, *Power and Influence* goes further, demonstrating that lower-level personnel also need strong leadership skills and interpersonal know-how to perform well. Kotter shows how you can develop sufficient resources of "unofficial" power and influence to achieve goals, steer clear of conflicts, foster creative team behavior, and gain the cooperation and support you need from subordinates, coworkers, superiors—even people outside your department or organization. He also shows how you can avoid the twin traps of naivete and cynicism when dealing with power relationships, and how to use your power without abusing it. *Power and Influence* is essential for top managers who need to overcome the infighting, foot-dragging, and politicking that can destroy both morale and profits; for middle managers who don't want their careers sidetracked by unproductive power struggles; for professionals hindered by bureaucratic obstacles and deadline delays; and for staff workers who have to "manage the boss." This is not a book for those who want to "grab" power for their own ends. But if you'd like to create smooth, responsive working relationships and increase your personal effectiveness on the job, Kotter can show you how—and make the dynamics of power work for you instead of against you. Moving beyond the process of change Why is change so hard? Because in order to make any transformation successful, you must change more than just the structure and operations of an organization—you need to change people's behavior. And that is never easy. *The Heart of Change* is your guide to helping people think and feel differently in order to meet your shared goals. According to bestselling author and renowned leadership expert John Kotter and coauthor Dan Cohen, this focus on connecting with people's emotions is what will spark the behavior change and actions that lead to success. Now freshly designed, *The Heart of Change* is the engaging and essential complement to Kotter's worldwide bestseller *Leading Change*. Building off of Kotter's revolutionary eight-step process, this book vividly illustrates how large-scale change can work. With real-life stories of people in organizations, the authors show how teams and individuals get motivated and activated to overcome obstacles to change—and produce spectacular results. Kotter and Cohen argue that change initiatives often fail because leaders rely too exclusively on data and analysis to get buy-in from their teams instead of creatively showing or doing something that appeals to their emotions and inspires them to spring into action. They call this the see-feel-change dynamic, and it is crucial for the success of any true organizational transformation. Refreshingly clear and eminently practical, *The Heart of Change* is required reading for anyone facing the challenges inherent in leading change. Lead change amid constant turbulence and disruption. Get more of the ideas you want, from the authors you trust, with HBR's

10 Must Reads on Change Management (Vol. 2). We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you successfully transform your organization. With insights from leading experts including John Kotter, Tim Brown, and Roger Martin, this book will inspire you to: Master the eight accelerators of strategic change Turn your culture into a catalyst for transformation Use your network ties to win over resisters Apply design thinking to secure buy-in Scale agile practices across your organization Get reorgs right Avoid pursuing the wrong changes This collection of articles includes "What Everyone Gets Wrong About Change Management," by N. Anand and Jean-Louis Barsoux; "Cultural Change That Sticks," by Jon R. Katzenbach, Ilona Steffen, and Caroline Kronley; "Culture Is Not the Culprit," by Jay W. Lorsch and Emily McTague; "The Network Secrets of Great Change Agents," by Julie Battilana and Tiziana Casciaro; "Design for Action," by Tim Brown and Roger L. Martin; "Agile at Scale," by Darrell K. Rigby, Jeff Sutherland, and Andy Noble; "The Merger Dividend," by Ron Ashkenas, Suzanne Francis, and Rick Heinick; "Getting Reorgs Right," by Stephen Heidari-Robinson and Suzanne Heywood; and "Your Workforce Is More Adaptable Than You Think," by Joseph B. Fuller, Judith K. Wallenstein, Manjari Raman, and Alice de Chalendar. HBR's 10 Must Reads paperback series is the definitive collection of books for new and experienced leaders alike. Leaders looking for the inspiration that big ideas provide, both to accelerate their own growth and that of their companies, should look no further. HBR's 10 Must Reads series focuses on the core topics that every ambitious manager needs to know: leadership, strategy, change, managing people, and managing yourself. Harvard Business Review has sorted through hundreds of articles and selected only the most essential reading on each topic. Each title includes timeless advice that will be relevant regardless of an ever-changing business environment. In 1996, John P. Kotter's *Leading Change* became a runaway best seller, outlining an eight-step program for organizational change that was embraced by executives around the world. Then, Kotter and co-author Dan Cohen's *The Heart of Change* introduced the revolutionary "see-feel-change" approach, which helped executives understand the crucial role of emotion in successful change efforts. Now, *The Heart of Change Field Guide* provides leaders and managers tools, frameworks, and advice for bringing these breakthrough change methods to life within their own organizations. Written by Dan Cohen and with a foreword by John P. Kotter, the guide provides a practical framework for implementing each step in the change process, as well as a new three-phase approach to execution: creating a climate for change, engaging and enabling the whole organization, and implementing and sustaining change. Hands-on diagnostics—including a crucial "change readiness module"—reveal the dynamics that will help or hinder success at each phase of the change process. Both flexible and scaleable, the frameworks presented in this guide can be tailored for any size or type of change initiative. Filled with practical tools, checklists, and expert commentary, this must-have guide translates the most powerful approaches available for creating successful change into concrete, actionable steps for you and your organization. Dan Cohen is the co-author, with John P. Kotter, of *The Heart of Change*, and a principal with Deloitte Consulting, LLC. *Changing Software Development* explains why software development is an exercise in change management and organizational intelligence. An underlying belief is that change is learning and learning creates knowledge. By blending the theory of knowledge management, developers and managers will gain the tools to enhance learning and change to accommodate new innovative approaches such as agile and lean computing. *Changing Software Development* is peppered with practical advice and case studies to explain how and why knowledge, learning and change are important in the development process. Today, managers are pre-occupied with knowledge management, organization learning and change management; while software developers are often ignorant of the bigger issues embedded in their work. This innovative book bridges this divide by linking the software world of technology and processes to the business world of knowledge, learning and change. Describes how organizations can learn to move swiftly to accommodate change while still providing the necessary structures that nurture employees and long-term success. Going far beyond previous empirical work, John Kotter and James Heskett provide the first comprehensive critical analysis of how the "culture" of a corporation powerfully influences its economic performance, for better or for worse. Through painstaking research at such firms as Hewlett-Packard, Xerox, ICI, Nissan, and First Chicago, as well as a quantitative study of the relationship between culture and performance in more than 200 companies, the authors describe how

shared values and unwritten rules can profoundly enhance economic success or, conversely, lead to failure to adapt to changing markets and environments. With penetrating insight, Kotter and Heskett trace the roots of both healthy and unhealthy cultures, demonstrating how easily the latter emerge, especially in firms which have experienced much past success. Challenging the widely held belief that "strong" corporate cultures create excellent business performance, Kotter and Heskett show that while many shared values and institutionalized practices can promote good performances in some instances, those cultures can also be characterized by arrogance, inward focus, and bureaucracy -- features that undermine an organization's ability to adapt to change. They also show that even "contextually or strategically appropriate" cultures -- ones that fit a firm's strategy and business context -- will not promote excellent performance over long periods of time unless they facilitate the adoption of strategies and practices that continuously respond to changing markets and new competitive environments. Fundamental to the process of reversing unhealthy cultures and making them more adaptive, the authors assert, is effective leadership. At the heart of this groundbreaking book, Kotter and Heskett describe how executives in ten corporations established new visions, aligned and motivated their managers to provide leadership to serve their customers, employees, and stockholders, and thus created more externally focused and responsive cultures. The practical implementation guide to John Kotter's revolutionary 8-step change process and the "See-Feel-Change" approach as introduced in *Leading Change* and *The Heart of Change*. John Kotter's change bible *Leading Change* has sold nearly 490,000 copies since publication in 1996 and *The Heart of Change*, co-written with Dan Cohen, has sold nearly 125,000 copies. Now, Dan Cohen delivers a highly practical, hands-on complement to both of these books in *The Heart of Change Field Guide*. Filled with practical tools, checklists and advice, this book will guide leaders and managers step-by-step through real change programs within their organisations. The revised and updated tenth anniversary edition of the classic, beloved business fable that has changed millions of lives in organizations around the world. *Our Iceberg Is Melting* is a simple story about doing well under the stress and uncertainty of rapid change. Based on the award-winning work of Harvard Business School's John Kotter, it can help you and your colleagues thrive during tough times. On an iceberg near the coast of Antarctica, group of beautiful emperor penguins live as they have for many years. Then one curious bird discovers a potentially devastating problem threatening their home—and almost no one listens to him. The characters in the story—Fred, Alice, Louis, Buddy, the Professor, and NoNo—are like people you probably recognize in your own organization, including yourself. Their tale is one of resistance to change and heroic action, seemingly intractable obstacles and clever tactics for dealing with those obstacles. The penguins offer an inspiring model as we all struggle to adapt to new circumstances. *Our Iceberg Is Melting* is based on John Kotter's pioneering research into the eight steps that can produce needed change in any sort of group. After finishing the story, you'll have a powerful framework for influencing your own team, no matter how big or small. This tenth anniversary edition preserves the text of the timeless story, together with new illustrations, a revised afterword, and a Q&A with the authors about the responses they've gotten over the past decade. Prepare to be both enlightened and delighted, whether you're already a fan of this classic fable or are discovering it for the first time. Change is a constant in today's organizations. Leaders, managers, and employees at all levels must understand both how to implement planned change and effectively handle unexpected change. The Fifth Edition of the *Organization Change: Theory and Practice* provides an eye-opening exploration into the nature of change by presenting the latest evidence-based research to discuss a range of theories, models, and perspectives on organization change. Bestselling author, W. Warner Burke, skillfully connects theory to practice with modern cases of effective and ineffective organization change, recent examples of transformational leadership and planned and revolutionary change, and best practices to successfully influence change. This fully-updated new edition also includes a new chapter on healthcare and government organizations, offering practical applications for non-profit organizations. In his first complete text on the ADKAR model, Jeff Hiatt explains the origin of the model and explores what drives each building block of ADKAR. Learn how to build awareness, create desire, develop knowledge, foster ability and reinforce changes in your organization. The ADKAR Model is changing how we think about managing the people side of change, and provides a powerful foundation to help you succeed at change. The critics who despair of the coming of imaginative, charismatic leaders to

replace the so-called manipulative caretakers of American corporations don't tell us much about what leadership actually is, or, for that matter, what management is either. Now, John P. Kotter, who focused on why we have a leadership crisis in *The Leadership Factor* shows here, with compelling evidence, what leadership really means today, why it is rarely associated with larger-than-life charismatics, precisely how it is different from management, and yet why both good leadership and management are essential for business success, especially for complex organizations operating in changing environments. Leadership, Kotter clearly demonstrates, is for the most part not a god-like figure transforming subordinates into superhumans, but is in fact a process that creates change -- a process which often involves hundreds or even thousands of "little acts of leadership" orchestrated by people who have the profound insight to realize this. Building on his landmark study of 15 successful general managers, Kotter presents detailed accounts of how senior and middle managers in major corporations, in close concert with colleagues and subordinates, were able to create a leadership process that put into action hundreds of commonsense ideas and procedures that, in combination with competent management, produced extraordinary results. This leadership turned NCR from a loser to a big winner in automated teller machines, despite intense competition from IBM. The same process at American Express and SAS helped businesses grow dramatically despite the fact that they were "mature" and "commodity-like." Kotter also shows how leadership turned around operations at P&G and Kodak; produced huge business successes at PepsiCo, ARCO, and ConAgra; and made the impossible occasionally happen at Digital. Thousands of companies today are overmanaged and underled, John Kotter concludes, not because managers lack charisma, but because far too few executives have a clear understanding of what leadership is and what it can accomplish. Without such a vision, even the most capable people have great difficulty trying to lead effectively and to create the cultures which will help others to lead. Wayne Cordeiro found himself paralyzed by burnout. He had been in ministry for 30 years, and 10 years after founding what is now the largest church in Hawaii, he found himself depleted. Wayne took a season out of his growing ministry to recharge and refocus on the truly important. He was able to get back in touch with his life, get back in proper balance, and re-energize his spirit through Christ in a way that propelled him forward to greater levels of service. Wayne first gave this message at a recent Willow Creek Leadership Summit, where it was the highest-rated presentation by those in attendance. Pulling no punches, Wayne talks about the walls leaders must break through and how to move on with integrity. Included are ways to care for oneself physically and emotionally as well as spiritually. Widely acknowledged as the world's foremost authority on leadership, the author provides a collection of his acclaimed "Harvard Business Review" articles. The international bestseller—now with a new preface by author John Kotter. Millions worldwide have read and embraced John Kotter's ideas on change management and leadership. From the ill-fated dot-com bubble to unprecedented M&A activity to scandal, greed, and ultimately, recession—we've learned that widespread and difficult change is no longer the exception. It's the rule. Now with a new preface, this refreshed edition of the global bestseller *Leading Change* is more relevant than ever. John Kotter's now-legendary eight-step process for managing change with positive results has become the foundation for leaders and organizations across the globe. By outlining the process every organization must go through to achieve its goals, and by identifying where and how even top performers derail during the change process, Kotter provides a practical resource for leaders and managers charged with making change initiatives work. *Leading Change* is widely recognized as his seminal work and is an important precursor to his newer ideas on acceleration published in *Harvard Business Review*. Needed more today than at any time in the past, this bestselling business book serves as both visionary guide and practical toolkit on how to approach the difficult yet crucial work of leading change in any type of organization. Reading this highly personal book is like spending a day with the world's foremost expert on business leadership. You're sure to walk away inspired—and armed with the tools you need to inspire others. Published by Harvard Business Review Press. What's the worst thing you can hear when you have a good idea at work? "That's not how we do it here!" In their iconic bestseller *Our Iceberg Is Melting*, John Kotter and Holger Rathgeber used a simple fable about penguins to explain the process of leading people through major changes. Now, ten years later, they're back with another must-read story that will help any team or organization cope with their biggest challenges and turn them into exciting opportunities. Once upon a time a clan of meerkats lived in the

Kalahari, a region in southern Africa. After years of steady growth, a drought has sharply reduced the clan's resources, and deadly vulture attacks have increased. As things keep getting worse, the harmony of the clan is shattered. The executive team quarrels about possible solutions, and suggestions from frontline workers face a soul-crushing response: "That's not how we do it here!" So Nadia, a bright and adventurous meerkat, hits the road in search of new ideas to help her troubled clan. She discovers a much smaller group that operates very differently, with much more teamwork and agility. These meerkats have developed innovative solutions to find food and evade the vultures. But not everything in this small clan is as perfect as it seems at first. Can Nadia figure out how to combine the best of both worlds—a large, disciplined, well-managed clan and a small, informal, inspiring clan—before it's too late? This book distills Kotter's decades of experience and award-winning research to reveal why organizations rise and fall, and how they can rise again in the face of adversity. Hold anyone accountable. Master performance discussions. Get RESULTS. Broken promises, missed deadlines, poor behavior—they don't just make others' lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. Crucial Accountability offers the tools for improving relationships in the workplace and in life and for resolving all these problems—permanently. PRAISE FOR CRUCIAL ACCOUNTABILITY: "Revolutionary ideas ... opportunities for breakthrough ..." -- Stephen R. Covey, author of *The 7 Habits of Highly Effective People* "Unleash the true potential of a relationship or organization and move it to the next level." -- Ken Blanchard, coauthor of *The One Minute Manager* "The most recommended and most effective resource in my library." -- Stacey Allerton Firth, Vice President, Human Resources, Ford of Canada "Brilliant strategies for those difficult discussions at home and in the workplace." -- Soledad O'Brien, CNN news anchor and producer "This book is the real deal.... Read it, underline it, learn from it. It's a gem." -- Mike Murray, VP Human Resources and Administration (retired), Microsoft Learn how to lead organizational change with this Harvard Business Review digital collection. *The Heart of Change* is your guide to helping people think and feel differently in order to meet your shared goals. According to bestselling author and renowned leadership expert John Kotter and coauthor Dan Cohen, this focus on connecting with people's emotions is what will spark the behavior change and actions that lead to success. *The Heart of Change Field Guide* provides leaders and managers with tools, frameworks, and advice for bringing these breakthrough change methods to life within their own organizations. Build the workforce of the future. In our volatile and complex era—which boasts a competitive market for top talent—HR's traditional model will fail. Your company needs to adopt the latest skills to successfully manage performance and evaluate potential. HBR's 10 Must Reads for HR Leaders Collection features innovative ideas on how to foster a vibrant, high-performing company culture, spearhead constructive change, and reap the benefits of a diverse workforce. Included in this five-book set are HBR's 10 Must Reads on Reinventing HR, HBR's 10 Must Reads on Change Management, HBR's 10 Must Reads on Building a Great Culture, HBR's 10 Must Reads on Diversity, and HBR's 10 Must Reads on Managing People. The collection includes fifty articles selected by HBR's editors from renowned thought leaders including Marcus Buckingham, W. Chan Kim, Renee Mauborgne, and Sylvia Ann Hewlett, plus the indispensable article "People Before Strategy" by Ram Charan, Dominic Barton, and Dennis Carey. With HBR's 10 Must Reads for HR Leaders Collection, break free from the traditional HR mindset and learn how to build the workforce of the future. HBR's 10 Must Reads paperback series is the definitive collection of books for new and experienced leaders alike. Leaders looking for the inspiration that big ideas provide, both to accelerate their own growth and that of their companies, should look no further. HBR's 10 Must Reads series focuses on the core topics that every ambitious manager needs to know: leadership, strategy, change, managing people, and managing yourself. Harvard Business Review has sorted through hundreds of articles and selected only the most essential reading on each topic. Each title includes timeless advice that will be relevant regardless of an ever-changing business environment. Explains what effective corporate leadership is. Demonstrates through case studies how poor management and superior management affected different firms. Describes executive development programs and practices that increase the quality and quantity of leadership. "First published in the United States by John Kotter and Holger Rathgeber under the title *Our Iceberg Is Melting: Changing and Succeeding Under Adverse Conditions*." This impressive collection features the best works by John P. Kotter, known worldwide as the authority on leadership and change.

Curated by Harvard Business Review, the longtime publisher of some of Kotter's most important ideas, the *Change Leadership* set features full digital editions of the author's classic books, including bestsellers *Leading Change*, *The Heart of Change*, and *A Sense of Urgency*, as well as "What Leaders Really Do" and his newly published book *Accelerate*, which is based on the award-winning article of the same name that appeared in Harvard Business Review in late 2013. Kotter's books and ideas have guided and inspired leaders at all levels. He is the Konosuke Matsushita Professor of Leadership, Emeritus at Harvard Business School, an award-winning business and management thought leader, a successful entrepreneur, and an inspirational speaker. His ideas have helped to mobilize people around the world to better lead organizations, and their own lives, in an era of increasingly rapid change. This specially priced collection offers Kotter's best practical advice, management insights, and useful tools to help you successfully lead and implement change in your organization—and master the art of change leadership. Most organizational change initiatives fail spectacularly (at worst) or deliver lukewarm results (at best). In his international bestseller *Leading Change*, John Kotter revealed why change is so hard, and provided an actionable, eight-step process for implementing successful transformations. The book became the change bible for managers worldwide. Now, in *A Sense of Urgency*, Kotter shines the spotlight on the crucial first step in his framework: creating a sense of urgency by getting people to actually see and feel the need for change. Why focus on urgency? Without it, any change effort is doomed. Kotter reveals the insidious nature of complacency in all its forms and guises. In this exciting new book, Kotter explains:

- How to go beyond "the business case" for change to overcome the fear and anger that can suppress urgency
- Ways to ensure that your actions and behaviors -- not just your words -- communicate the need for change
- How to keep fanning the flames of urgency even after your transformation effort has scored some early successes

Written in Kotter's signature no-nonsense style, this concise and authoritative guide helps you set the stage for leading a successful transformation in your company. Full of practical tips and how-tos, this book will help you make your relationships better, deepen your intimacy with people you care for, and cultivate more love, understanding, and respect between you and others. Successful people confront well. They know that setting healthy boundaries improves relationships and can solve important problems. They have discovered that uncomfortable situations can be avoided or resolved through direct conversation. But most of us don't know how to have difficult conversations, and we see confrontation as scary or adversarial. Authors Henry Cloud and John Townsend take the principles from their award-winning and bestselling book, *Boundaries*, and apply them to a variety of the most common difficult situations and relationships in order to: Show how healthy confrontation can improve relationships Present the essentials of a good boundary-setting conversation Provide tips on preparing for the conversation Show how to tell people what you want, stop bad behavior, and deal with counterattack Give actual examples of conversations to have with your spouse, your date, your kids, your coworker, your parents, and more! This book is a practical handbook on positive confrontation that will help you finally have that difficult conversation you've been avoiding. Includes a discussion guide. In *Leading Change* (2012), long-time Harvard business professor John P. Kotter outlines his influential process to establish and secure permanent changes that will make any organization more efficient, successful, and competitive. Bringing change to an organization often entails high stakes. Success can revitalize a business and unlock new potential, but failure can doom a firm to years of stagnation... Purchase this in-depth summary to learn more. You've got a good idea. You know it could make a crucial difference for you, your organization, your community. You present it to the group, but get confounding questions, inane comments, and verbal bullets in return. Before you know what's happened, your idea is dead, shot down. You're furious. Everyone has lost: Those who would have benefited from your proposal. You. Your company. Perhaps even the country. It doesn't have to be this way, maintain John Kotter and Lorne Whitehead. In *Buy-In*, they reveal how to win the support your idea needs to deliver valuable results. The key? Understand the generic attack strategies that naysayers and obfuscators deploy time and time again. Then engage these adversaries with tactics tailored to each strategy. By "inviting in the lions" to critique your idea—and being prepared for them—you'll capture busy people's attention, help them grasp your proposal's value, and secure their commitment to implementing the solution. The book presents a fresh and amusing fictional narrative showing attack strategies in action. It then provides several specific counterstrategies

for each basic category the authors have defined--including:

- Death-by-delay: Your enemies push discussion of your idea so far into the future it's forgotten.
- Confusion: They present so much data that confidence in your proposal dies.
- Fearmongering: Critics catalyze irrational anxieties about your idea.
- Character assassination: They slam your reputation and credibility.

Smart, practical, and filled with useful advice, Buy-In equips you to anticipate and combat attacks--so your good idea makes it through to make a positive change. If you read nothing else on change management, read these definitive articles from Harvard Business Review. Most companies' change initiatives fail. Yours don't have to. HBR's 10 Must Reads on Change Management 2-Volume Collection provides enduring ideas and practical advice to help you spearhead change in your organization. Bringing together HBR's 10 Must Reads on Change Management and HBR's 10 Must Reads on Change Management, Vol. 2, this collection includes twenty articles selected by HBR's editors and features the indispensable article "Leading Change" by John Kotter. From timeless classics to the latest game-changing ideas from thought leaders W. Chan Kim, Renee Mauborgne, Tim Brown, Roger Martin, and more, HBR's 10 Must Reads on Change Management 2-Volume Collection will inspire you to:

- Lead through the eight critical stages of change
- Establish a sense of urgency
- Overcome addiction to the status quo
- Transform your company's culture
- Minimize the pain of change
- Get reorgs right
- Reshape your organization for climate sustainability
- Scale agile practices throughout your company
- Lead change when business is good—but also when times are tough

HBR's 10 Must Reads paperback series is the definitive collection of books for new and experienced leaders alike. Leaders looking for the inspiration that big ideas provide, both to accelerate their own growth and that of their companies, should look no further. HBR's 10 Must Reads series focuses on the core topics that every ambitious manager needs to know: leadership, strategy, change, managing people, and managing yourself. Harvard Business Review has sorted through hundreds of articles and selected only the most essential reading on each topic. Each title includes timeless advice that will be relevant regardless of an ever-changing business environment. From the ill-fated dot-com bubble to unprecedented merger and acquisition activity to scandal, greed, and, ultimately, recession -- we've learned that widespread and difficult change is no longer the exception. By outlining the process organizations have used to achieve transformational goals and by identifying where and how even top performers derail during the change process, Kotter provides a practical resource for leaders and managers charged with making change initiatives work. Transform your organization with speed and efficiency using this insightful new resource. Incremental improvement is no longer sufficient in helping organizations navigate the complexity, uncertainty and volatility of today's world. In *Change: How Organizations Achieve Hard-to-Imagine Results in Uncertain and Volatile Times*, authors John P. Kotter, Vanessa Akhtar, and Gaurav Gupta explore how to create non-linear, dramatic change in your organization. You'll discover the emerging science of change that teaches us about how to build organizations - from businesses to governments - that change and adapt rapidly. In *Change* you'll discover: Why the ability of organizations to deal with threats and take advantage of opportunities in the face of ever greater complexity and uncertainty is being severely challenged. In-depth, evidence-based, actionable solutions for dealing with institutional resistance to change. Case studies and success stories that describe organizations who have successfully built the ability to change quickly into their DNA. A universal approach for how to dramatically improve outcomes from various change efforts, including: strategy execution, digital transformation, restructuring, and more. Perfect for managers, executives, and leaders at companies of all types and sizes, *Change* will also prove to be a valuable asset to other professionals who serve these organizations. This book is for anyone seeking a proven approach for delivering fast, sustainable and comprehensive results. 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 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 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 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.

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