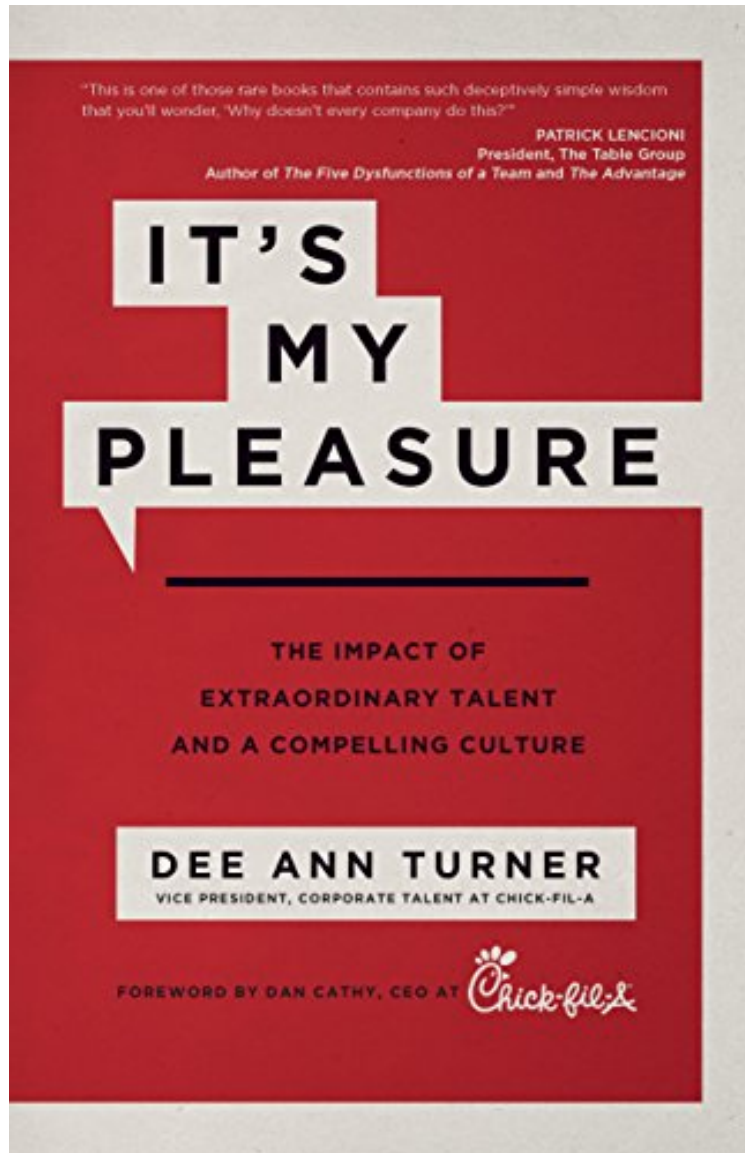


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# It's My Pleasure: The Impact of Extraordinary Talent and a Compelling Culture

Dee Ann Turner

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**Dee Ann Turner : It's My Pleasure: The Impact of Extraordinary Talent and a Compelling Culture** before purchasing it in order to gage whether or not it would be worth my time, and all praised It's My Pleasure: The Impact of Extraordinary Talent and a Compelling Culture:

4 of 4 people found the following review helpful. If you want to build a company where work is about more than just a paycheck ndash; Read this Book!By Kathy ForbesAs an executive search consultant who recruits at the VP CXO

levels, few things warm my heart more than a company that sincerely, truly, really, really cares about the people that show up for work every day. Chick-fil-A is one of those companies. If I recruited executives for the food industry, (which I don't), this is a company that I would love to have as a client. Great leaders want to work for great companies. Great companies care . . . they care about their team members, about the communities where they do business and about making a meaningful difference in the world. Ms. Turner does a great job capturing what makes Chick-fil-A a great place to work and what sets apart Chick-fil-A leaders from their peers in the industry. She teaches that strong cultures don't just happen. They are carefully crafted, built and reinforced by leaders at all levels in the organization. And she teaches that if the espoused values of a company are to mean anything at all, company leaders must be willing to stand behind those values, even when it may negatively impact the company's bottom line. One can tell from how Ms. Turner communicates her message, that she embodies the very character that Truett Cathy demonstrated throughout his life and nurtured among his team members. She writes from the heart and comes across as real, humble and inspiring. I recommend this book to leaders at all levels who want to build a culture of engagement and who are driven to lead a purposeful life. 7 of 7 people found the following review helpful. Dee Ann's 30 years of experience at Chick-fil-A provides examples of how to select the best talent while maintaining the corporate culture in an engaging style. 3 of 3 people found the following review helpful. Excellent. By The Few and the Proud. A fabulous behind-the-scenes look at Chick-fil-A and the principles that make the cow-saving company successful. It was a true delight to read. You will immediately see areas in your thinking, your organization's culture, and your heart that need improvement. This is a book I will be reading again soon, and I rarely read a book twice. It's a short read with no fluff; Turner gets to the point and gets out, which I appreciate. If you are a CEO or work in hiring/HR, or even simply a super fan of Chick-fil-A, this book is a must read.

Businesses are built by growing relationships with customers. Culture is created by the stories those relationships tell. Two of the most important differentiators of a business are its talent and its culture. Talent energized by a compelling culture will drive organizational success and provide innovative growth opportunities for both the business and the individual. Based on her more than thirty years at Chick-fil-A, most of which have been spent as Vice President, Corporate Talent, Dee Ann Turner shares how Chick-fil-A has built a devoted talent and fan base that spans generations. *It's My Pleasure* tells powerful stories and provides practical applications on how to develop extraordinary talent able to build and/or stimulate a company's culture.

Turner provides specific, actionable advice on hiring and mentoring new personnel... She offers her counsel in a breezy, anecdotal style that avoids business jargon or didactic proselytizing. Overall, this is a clearly written, sensible response to human resource issues that every company inevitably faces. An excellent resource for anyone tasked with the professional management of others. Kirkus says "This is one of those rare books that contains such deceptively simple wisdom that you'll wonder, 'Why doesn't every company do this?'" Patrick Lencioni, President, The Table Group, Author of *The Five Dysfunctions of a Team* and *The Advantage*; "Many people love and admire Chick-fil-A. This is a closer look at 'why.' Enjoy and be enriched!" Dr. Henry Cloud, Author of *Boundaries: When to Say Yes, How to Say No to Take Control of Your Life*; "Chick-fil-A is an extraordinary organization with one of the most distinctive and most powerful cultures I have ever studied. Dee Ann Turner has done a masterful job of allowing us to see into this culture and understand what makes it so vibrant and so strong." Marcus Buckingham, Bestselling Author; "The culture modeled at Chick-fil-A is one to be emulated. Read Dee Ann Turner's *It's My Pleasure* and get your organization headed in the right direction." Ken Blanchard, Chief Spiritual Officer, The Ken Blanchard Companies, Co-Author of *The One Minute Manager* and *Leading at a Higher Level*; "Every business owner, every leader, and every future leader who wants to lead well and create a thriving culture must read this book. *It's My Pleasure* is a thoughtful blueprint of how to build and sustain a healthy culture. Filled with timeless principles, engaging stories and wise counsel, Dee Ann Turner has created the must have book for leaders." Alli Worthington, COO, Propel Women, Author of *Breaking Busy*; About the Author: Dee Ann Turner is a business leader, best-selling author and speaker. She started her career at Chick-fil-A in 1985 as an administrator in the Human Resources department. During those years, she witnessed significant growth and change. Selected as Chick-fil-A's first female officer in 2001, Dee Ann has led various areas of the business including Human Resources, Franchisee Selection, Culture, Learning and Development, Talent Management and Talent Acquisition. She currently serves as the Vice President, Enterprise Social Responsibility. In 2015, Dee Ann's first book, *It's My Pleasure, The Impact of Extraordinary Talent and a Compelling Culture* was released and became a best-seller. She speaks all over the United States and internationally for both business and non-profit organizations on the topics of leading culture, talent selection and talent development among others. During her tenure at Chick-fil-A, Chick-fil-A has grown from 319 restaurants with \$161,500,000 in sales to over 2100 restaurants in 46 states and the District of Columbia with annual sales of over \$8 billion. Married to her husband, Ashley for over 30 years, they are the parents of three grown sons,

Trenton, Trevor and Trey and daughter-in-love, Katie. She is an avid sports enthusiast and she and Ashley enjoy traveling and active adventures. Together they serve their local church and Dee Ann has served on the boards of a number of ministries that support initiatives for women and children. You can connect with Dee Ann on twitter @deeannturner or Instagram @itsmy.pleasure or on Facebook: Dee Ann Turner Author.