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# Beyond Performance How Great Organizations Build Ultimate Competitive Advantage Scott Keller

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Critical Analysis of Organizations

Drive

Beyond Collaboration Overload

Beyond Authority

Beyond Inclusion

Delivering High Performance

Beyond Great

Treat People Right!

When Execution Isn't Enough

Occupational Outlook Handbook

Environmental Organizations in Modern Germany

BE 2.0 (Beyond Entrepreneurship 2.0)

Beyond Performance

The Outward Mindset

The Open Organization

Beyond Performance 2.0

Built to Last

Leadership and Change in Public Sector Organizations

Beyond Digital

Beyond Performance 2.0

Beyond Performance Management

Uplifting Leadership

Accelerate

Beyond Performance

Leading Change

Company Of Citizens What The World'S First Democracy Teaches Leaders About

Creating Great Organizations

Winning on Purpose

Good to Great

Deep Purpose

CEO Excellence

Good Profit

The Infinite Game

Accelerating Performance

Beyond Empowerment

What Makes a High Performance Organization

Building Nonprofit Capacity

Organizational Culture and Leadership

Beyond Performance  
Performance  
Leading Organizations

*Beyond  
Performance  
How Great  
Organizations  
Build Ultimate  
Competitive  
Advantage*  
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## **SILAS WHITEHEAD**

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Critical Analysis of  
Organizations Simon and  
Schuster

One of the nation's leading management experts shows what it really takes to make a great organization-put people first How do organizations move beyond merely acknowledging that "human capital" is their greatest asset, and actually implement practices that create true benefits for both employees and the organizations? In this book, Edward Lawler shows how companies can "treat people right" by doing more than simply ensuring good working conditions and good pay. He shows how to build a special relationship between individuals and the organizations they work for-a relationship in which good performance at all levels of the organization pays off for both the company and the

individual. The author details specific practices designed to keep employees satisfied but still motivated to continue improving their performance. These techniques include: developing a "brand" as an employer that attracts high achievers, selecting and developing the high achievers, crafting a leadership style that integrates and promotes these actions, and more. Lawler draws on examples from a wide range of companies such as Microsoft, Motorola, IBM, Ford, and others to show how these practices are already at work and successful in some of the world's most enduring organizations. Full of examples and a voice of true conviction, *Treat People Right!* is a must-have resource for anyone concerned about building and sustaining competitive advantage for the long term. Edward E. Lawler (Beverly Hills, CA) was named one of the country's leading management experts by *BusinessWeek* magazine. He is the author of over thirty books, and his articles have appeared in

Fortune, the Harvard Business Review, and other national publications. He is Director of the Center for Effective Organizations at the University of Southern California (USC) and Professor of Management and Organization in the USC Marshall School of Business.

Drive Berghahn Books  
A unified approach to performance management that integrates organization and employee performance Performance provides a practical framework for rethinking what performance management is and how it can be used to better execute strategy. It clearly presents a unified approach for aligning, measuring, rewarding, reporting, and analyzing the performance of an organization and its people that enables executives and managers to move beyond today's incomplete and fragmented approach to performance management. Featuring real-world illustrations and intuitive, practical, and actionable steps to creating a performance-

driven organization, this essential guide will fundamentally change how you think about your organization's performance.

Beyond Collaboration Overload Harvard Business Press  
 Double your odds of leading successful, sustainable change. Leaders aren't short on access to change management advice, but the jury has long been out as to which approach is the best one to follow. With the publication of *Beyond Performance 2.0*, the verdict is well and truly in. By applying the approach detailed by authors, Scott Keller and Bill Schaninger, the evidence shows that leaders can more than double their odds of success—from thirty percent to almost eighty. Whereas the first edition of *Beyond Performance* introduced the authors' "Five Frames of Performance and Health" approach to change management, the fully revised and updated *Beyond Performance 2.0* has been transformed into a truly practical "how to" guide for leaders. Every aspect of how to lead change at scale is covered in a step-by-step manner, always accompanied by

practical tools and real-life examples. Keller and Schaninger's work is distinguished in many ways, one of which is the rigor behind the recommendations. The underpinning research is the most comprehensive of its kind—based on over 5 million data points drawn from 2,000 companies globally over a 15-year period. This data is overlaid with the authors' combined more than 40 years of experience in helping companies successfully achieve large-scale change. As senior partners in McKinsey & Company, consistently named the world's most prestigious management consulting firm, Keller and Schaninger also draw on the shared experience of their colleagues from offices in over 60 countries with unrivaled access to CEOs and senior teams. *Beyond Performance 2.0* also dares to go against the grain—eschewing the notion of copying best practices and instead guiding leaders to make choices specific to their unique context and organization. It does this with meticulously balance of focus on short- and long-term considerations, and on fully addressing

the hard technical and oft cultural elements of making change happen. Further, the approach doesn't just focus on delivering change; it builds an organization's muscle to continuously change, making it healthier so that it can act with increased speed and agility to stay perpetually ahead of its competition. Leaders looking for a proven approach to leading large-scale change from a trusted source have found what they are looking for in *Beyond Performance 2.0*. *Beyond Authority* SAGE  
 Regarded as one of the most influential management books of all time, this fourth edition of *Leadership and Organizational Culture* transforms the abstract concept of culture into a tool that can be used to better shape the dynamics of organization and change. This updated edition focuses on today's business realities. Edgar Schein draws on a wide range of contemporary research to redefine culture and demonstrate the crucial role leaders play in successfully applying the principles of culture to achieve their organizational goals. *Beyond Inclusion* John Wiley & Sons

Every year, over 10,000 business books are published—and that's before you add in the hundreds of thousands of articles, blogs, and video lectures that are produced. Leaders can't possibly hope to digest it all, and writers increasingly sensationalize and spin their ideas in order to be noticed. The result? Put quite simply, the field of management thinking is in danger of losing the plot. In this new book, Scott Keller and Mary Meaney-Senior Partners at McKinsey & Company, the world's preeminent management consultancy—cut to the chase by answering the 10 most important and timeless questions that every leader needs to answer in order to maximize the performance and health of their organization. What's more, the authors recognize that great leaders may not have time for long-winded business books. In *Leading Organizations*, answers are kept to the essentials—hard facts, counter-intuitive insights, and practical steps—all presented in an accessible and highly visual format. If there's one essential business book you should

read—ever—it's this one. **Delivering High Performance** Berrett-Koehler Publishers *Beyond Great* will give readers everywhere the strategies they need to navigate a daunting new era of technological, economic, and social change. Supported by years of research and hands-on consulting practice, it will present a comprehensive framework for building a high performing, adaptive, and socially responsible global company. The book begins by taking an incisive look at the disruptive forces transforming globalization, including economic nationalism; the boom in data flows and digital commerce; the rise of China; heightened public concerns about capitalism and the environment; and the emergence of borderless communities of digitally connected consumers. The authors then offer nine core strategies that will help businesses today address and exploit these forces. Through compelling stories from real companies that have used these strategies to make change, *Beyond Great* argues that leaders today must evince a new

kind of flexibility and light-footedness, constantly layering in new strategies and operational norms atop existing ones to allow for "always-on" transformation. Leaders must master a whole new set of rules about what it takes to be "global," becoming shapeshifters adept at handling contradiction, multiplicity, and nuance. This book will show them how. *Beyond Great* Springer Transform your organization into a dynamic catalyst for success Accelerating Performance is not just another "warm and fuzzy" change management book—it's a practical, comprehensive, data-driven action plan for picking up the pace and achieving more. Co-written by one of the authors of *Beyond Performance*, this book draws on a combination of empirical research and decades of experience advising global companies to show you how to reduce time to value by building and changing momentum more quickly than your competitors. The META framework (short for Mobilize, Execute, and Transform with Agility) offers advice for leading change at four levels: strategy, the

organization, teams, and individuals. In addition to step-by-step guidance toward assessment, planning, and implementation, the book offers: A diagnostic tool for leaders, teams, and organizations to assess their starting place, and highlight the specific areas needed to improve the ability to accelerate performance. A detailed look at the factors proven to create drag—and drive—at each of the four levels: strategy, organizations, teams, and individuals. An exploration of the 39 differentiating actions that organizations can combine as dictated by their strategy and context into a winning recipe. A closer look at the practices of 23 “superaccelerators,” a global (and perhaps unexpected) mix of companies that have demonstrated a consistent ability to accelerate performance. A single taste of success is all it takes to spark change, but the hard work of following through requires constant vigilance—and a plan. Learn how to capture that drive, bottle it, and use it to sustain motivation, inspiration, and achievement. Deliver at the highest level, and

then turn around and do even better next time. Accelerating Performance gives leaders a step-by-step framework for taking action and transforming their organizations, teams, and even themselves—starting today. *Treat People Right!* John Wiley & Sons NEW YORK TIMES BESTSELLER • Learn how to apply the principles of Charles Koch’s revolutionary Market-Based Management® system to generate good profit in your organization, company, and life “This book helps show you the way to good profit—whether you work for an international supermarket chain, a medium-sized regional business, or your own start-up.”—John Mackey, co-founder and co-CEO, Whole Foods Market The technological innovations, extreme politics, civil unrest, cyber attacks, demographic shifts, and global pandemic that have affected all businesses since this book was published have only confirmed Charles Koch’s belief that “the only reason a business should exist (and the only way it can legitimately survive long term) is to create value in a responsible

way.” Hence, the principles in Good Profit are more important today than ever before. What exactly does Koch Industries, Inc., do and why is it so remarkably profitable? Koch’s name may not be on your home’s plywood, vehicle’s grille, smartphone’s connectors, or baby’s ultra-absorbent diapers but it makes them all. And Koch’s Market-Based Management® (MBM) system is what drives these innovations and many more. The core objective of MBM is to generate good profit. Good profit results from products and services that customers vote for freely with their dollars. It results from a bottom-up culture where employees are empowered to act entrepreneurially to discover customers’ preferences and the best ways to improve their lives. Drawing on six decades of interdisciplinary studies, experimental discovery, and practical implementation across Koch businesses worldwide, Charles Koch walks the reader through the five dimensions of MBM to show how to apply its framework in any business, industry, or organization of any size.

Readers will learn how to:

- Craft a vision for how to thrive in spite of increasingly rapid disruption and ever-changing consumer values
- Select and retain a workforce possessing both virtue and talent
- Create an environment of knowledge sharing that prizes respectful challenges from everyone at every level
- Award employees with ownership and decision rights based on their comparative advantages and proven contributions, not job title
- Motivate all employees to maximize their contributions by structuring incentives so compensation is limited only by the value they create

A must-read for any leader, entrepreneur, or student, as well as anyone who wants a more civil, fair, and prosperous society, *Good Profit* is one of the greatest management books of all time.

*When Execution Isn't Enough* Penguin

Thinkers50 Top 10 Best New Management Books for 2022 A distinguished Harvard Business School professor offers a compelling reassessment and defense of purpose as a management ethos, documenting the vast performance gains and

social benefits that become possible when firms manage to get purpose right. Few business topics have aroused more skepticism in recent years than the notion of corporate purpose, and for good reason. Too many companies deploy purpose, or a reason for being, as a promotional vehicle to make themselves feel virtuous and to look good to the outside world. Some have only foggy ideas about what purpose is and conflate it with strategy and other concepts like "mission," "vision," and "values." Even well-intentioned leaders don't understand purpose's full potential and engage half-heartedly and superficially with it. Outsiders spot this and become cynical about companies and the broader capitalist endeavor. Having conducted extensive field research, Ranjay Gulati reveals the fatal mistakes leaders unwittingly make when attempting to implement a reason for being. Moreover, he shows how companies can embed purpose much more deeply than they currently do, delivering impressive performance benefits that reward customers, suppliers,

employees, shareholders, and communities alike. To get purpose right, leaders must fundamentally change not only how they execute it but also how they conceive of and relate to it. They must practice what Gulati calls deep purpose, furthering each organization's reason for being more intensely, thoughtfully, and comprehensively than ever before. In this authoritative, accessible, and inspiring guide, Gulati takes readers inside some of the world's most purposeful companies to understand the secrets to their successes. He explores how leaders can pursue purpose more deeply by navigating the inevitable tradeoffs more deliberately and effectively to balance between short- and long-term value; building purpose more systematically into every key organizational function to mobilize stakeholders and enhance performance; updating organizations to foster more autonomy and collaboration, which in turn allow individual employees to work more purposefully; using powerful storytelling to communicate a reason for being, arousing emotions and building a community

of inspired and committed stakeholders; and building cultures that don't merely support purpose, but also allow employees to link the corporate purpose to their own personal reasons for being. As Gulati argues, a deeper engagement with purpose holds the key not merely to the well-being of individual companies but also to humanity's future. With capitalism under siege and relatively low levels of trust in business, purpose can serve as a radically new operating system for the enterprise, enhancing performance while also delivering meaningful benefits to society. It's the kind of inspired thinking that businesses—and the rest of us—urgently need. Occupational Outlook Handbook Gower Publishing, Ltd. The secret of achieving and sustaining organizational excellence revealed In an ever-changing world where only a third of excellent organizations stay that way over the long term, and where even fewer are able to implement successful change programs, leaders are in need of big ideas and new tools to thrive. In *Beyond Performance*, McKinsey & Company's Scott Keller

and Colin Price give you everything you need to build an organization that can execute in the short run and has the vitality to prosper over the long term. Drawing on the most exhaustive research effort of its kind on organizational effectiveness and change management, Keller and Price put hard science behind their big idea: that the health of an organization is equally as important as its performance. In the book's foreword, management guru Gary Hamel refers to this notion as "a new manifesto for thinking about organizations." The authors illustrate why copying management best practices from other companies is more dangerous than helpful. Clearly explains how to determine the mutually reinforcing combination of management practices that best fits your organization's context. Provides practical tools to achieve superior levels of performance and health through a staged change process: aspire, assess, architect, act, and advance. Among these are new techniques for dealing with those aspects of human behavior that are

seemingly irrational (and therefore confound even the smartest leaders), yet entirely predictable. Ultimately, building a healthy organization is an intangible asset that competitors copy at their peril and that enables you to skillfully adapt to and shape your environment faster than others—giving you the ultimate competitive advantage. Environmental Organizations in Modern Germany John Wiley & Sons Drawing upon a six-year research project at the Stanford University Graduate School of Business, James C. Collins and Jerry I. Porras took eighteen truly exceptional and long-lasting companies and studied each in direct comparison to one of its top competitors. They examined the companies from their very beginnings to the present day -- as start-ups, as midsize companies, and as large corporations. Throughout, the authors asked: "What makes the truly exceptional companies different from the comparison companies and what were the common practices these enduringly great companies followed throughout their history?"

Filled with hundreds of specific examples and organized into a coherent framework of practical concepts that can be applied by managers and entrepreneurs at all levels, *Built to Last* provides a master blueprint for building organizations that will prosper long into the 21st century and beyond.

*BE 2.0 (Beyond Entrepreneurship 2.0)*

John Wiley & Sons

Successful change in the public sector can be supported or hindered by political and administrative leadership, individual and group motivation, and the public's perception of the effectiveness of public officials and government structures. But do the very characteristics of public sector organizations present obstacles to successful transformative change? This book assesses the current state of the literature on leadership and change in government and public policy, and introduces the reader to innovative new ways to demonstrate leadership in times of change. Contributions from accomplished scholars in the field cover the traditional public administration areas of

performance and management, as well as the diversity of issues that surround public leadership and change, both domestic and global. Chapters on public sector innovation, performance leadership, governance networks, complexity in disaster management, change initiatives in educational systems and local government, citizen advisory bodies, and gender and race equality, to name but a few, provide important case studies throughout the volume. Leadership and Change in Public Sector Organizations will be required reading for upper level undergraduate and graduate courses in public administration/management, leadership, and public policy analysis.

*Beyond Performance*

Jetlaunch

Winner of the Shingo

Publication Award

Accelerate your organization to win in the marketplace. How can we apply technology to drive business value? For years, we've been told that the performance of software delivery teams doesn't matter—that it can't provide a competitive advantage to our companies. Through four years of groundbreaking research to include data

collected from the State of DevOps reports conducted with Puppet, Dr. Nicole Forsgren, Jez Humble, and Gene Kim set out to find a way to measure software delivery performance—and what drives it—using rigorous statistical methods. This book presents both the findings and the science behind that research, making the information accessible for readers to apply in their own organizations. Readers will discover how to measure the performance of their teams, and what capabilities they should invest in to drive higher performance. This book is ideal for management at every level.

*The Outward Mindset*

Harvard Business Press

Douglas Long is the

author of *Third Generation Leadership* and the *Locus of Control* which focused on the new understanding of what influences individuals' values, world views and the behaviours needed to facilitate leadership fit for the future. Here, in *Delivering High Performance*, he concentrates on individual, unit and organisational performance when an organisation is using a Third Generation



Leadership approach. Leaders constantly seek high performance and high levels of staff engagement; but achieving either depends on the competence and commitment of individuals or groups. The relationships between these factors are complex. Many people are competent to do things - they have the ability - but are not prepared to do them. They lack the willingness, confidence or motivation and the readiness to perform. You can even have the most committed and capable people in the world, yet still miss performance targets if there are issues with other factors impacting on performance. This book is a response to enquiries from those excited by the prospect of a Third Generation Leadership approach but who still have to grapple with performance issues - people who want to obtain and maintain high performing organisations. In that sense it builds on the new knowledge imparted in Third Generation Leadership and the Locus of Control. It is a 'How to ...' book that gives the reader practical tools that can be immediately applied and

activities that can be undertaken in order to develop and maintain the required or even the desired level of performance. The Open Organization Harvard Business Press Great leaders embrace a higher purpose to win. The Net Promoter System shines as their guiding star. Few management ideas have spread so far and wide as the Net Promoter System (NPS). Since its conception almost two decades ago by customer loyalty guru Fred Reichheld, thousands of companies around the world have adopted it—from industrial titans such as Mercedes-Benz and Cummins to tech giants like Apple and Amazon to digital innovators such as Warby Parker and Peloton. Now, Reichheld has raised the bar yet again. In *Winning on Purpose*, he demonstrates that the primary purpose of a business should be to enrich the lives of its customers. Why? Because when customers feel this love, they come back for more and bring their friends—generating good profits. This is NPS 3.0 and it puts a new take on the age-old Golden Rule—treat customers the way you would want a

loved one treated—at the heart of enduring business success. As the compelling examples in this book illustrate, companies with superior NPS consistently deliver higher returns to shareholders across a wide array of industries. But winning on purpose isn't easy. Reichheld also explains why many NPS practitioners achieve just a small fraction of the system's full potential, and he presents the newest thinking and best practices for doing NPS right. He unveils the Earned Growth Rate (EGR): the first reliable, complementary accounting measure that can truly leverage the power of NPS. With keen insight and moving personal stories, Reichheld advances the thinking and practice of NPS. *Winning on Purpose* is your indispensable guide for inspiring customer love within your own teams and using Net Promoter to achieve both personal and business success.

**Beyond Performance 2.0** HarperCollins  
 Unknowingly, too many of us operate from an inward mindset—a narrow-minded focus on self-centered goals and objectives. When faced

with personal ineffectiveness or lagging organizational performance, most of us instinctively look for quick-fix behavioral band-aids, not recognizing the underlying mindset at the heart of our most persistent challenges. Through true stories and simple yet profound guidance and tools, *The Outward Mindset* enables individuals and organizations to make the one change that most dramatically improves performance, sparks collaboration, and accelerates innovation—a shift to an outward mindset.

**Built to Last** John Wiley & Sons

Two world-renowned strategists detail the seven leadership imperatives for transforming companies in the new digital era. Digital transformation is critical. But winning in today's world requires more than digitization. It requires understanding that the nature of competitive advantage has shifted—and that being digital is not enough. In *Beyond Digital*, Paul Leinwand and Matt Mani from Strategy&, PwC's global strategy consulting business, take readers inside twelve

companies and how they have navigated through this monumental shift: from Philips's reinvention from a broad conglomerate to a focused health technology player, to Cleveland Clinic's engagement with its broader ecosystem to improve and expand its leading patient care to more locations around the world, to Microsoft's overhaul of its global commercial business to drive customer outcomes. Other case studies include Adobe, Citigroup, Eli Lilly, Hitachi, Honeywell, Inditex, Komatsu, STC Pay, and Titan. Building on a major new body of research, the authors identify the seven imperatives that leaders must follow as the digital age continues to evolve: Reimagine your company's place in the world Embrace and create value via ecosystems Build a system of privileged insights with your customers Make your organization outcome-oriented Invert the focus of your leadership team Reinvent the social contract with your people Disrupt your own leadership approach Together, these seven imperatives comprise a playbook for how leaders can define a bolder

purpose and transform their organizations.

*Leadership and Change in Public Sector*

*Organizations IT*

Revolution

Praise for Building

Nonprofit Capacity "A

central question for

leadership is to identify

where, and when, to focus

organizational energy,

and that is where Brothers

and Sherman's book

comes in. Changing

organizations is never

easy, which is why

managers need the right

set of maps and

tools—like this one." Jon

Pratt, executive director,

Minnesota Council of

Nonprofits "Anyone

running a nonprofit

organization, no matter

how large or small, would

benefit from reading this

book. It's chock-full of

useful information about

managing change." Eric

Nee, managing editor,

Stanford Social Innovation

Review "Nonprofit leaders

need tools to help them

manage better, engage

communities, collaborate,

and have greater impact.

Building Nonprofit

Capacity is a great tool

and a useful reference for

organizations that are

seeking to make a greater

and more sustainable

difference." Paul Schmitz,

CEO, Public Allies

"Brothers and Sherman

expertly braid together complementary organizational lifecycle frameworks—and add their own wide-ranging expertise and experience—to bring practitioners and executives this comprehensive, relevant, and honest book about the organizational quest to become ever better." Jeanne Bell, CEO, CompassPoint Nonprofit Services "Whether you are building a start-up, bringing an organization to scale, managing an established group toward excellence, or shepherding a nonprofit at risk of decline, this book should be required reading for every nonprofit executive director." Richard R. Buery, Jr., president and CEO, The Children's Aid Society "There are a lot of nonprofit management books out there. What makes Brothers and Sherman's book different and so important and worthwhile is that they have combined a number of models, theories, and practices and shaped them into a few essential processes that can be used by organizations both large and small." Doug Bauer, executive director, The Clark Foundation

*Beyond Digital* John Wiley & Sons  
 Double your odds of leading successful, sustainable change  
 Leaders aren't short on access to change management advice, but the jury has long been out as to which approach is the best one to follow. With the publication of *Beyond Performance 2.0*, the verdict is well and truly in. By applying the approach detailed by authors, Scott Keller and Bill Schaninger, the evidence shows that leaders can more than double their odds of success—from thirty percent to almost eighty. Whereas the first edition of *Beyond Performance* introduced the authors' "Five Frames of Performance and Health" approach to change management, the fully revised and updated *Beyond Performance 2.0* has been transformed into a truly practical "how to" guide for leaders. Every aspect of how to lead change at scale is covered in a step-by-step manner, always accompanied by practical tools and real-life examples. Keller and Schaninger's work is distinguished in many ways, one of which is the rigor behind the recommendations. The

underpinning research is the most comprehensive of its kind—based on over 5 million data points drawn from 2,000 companies globally over a 15-year period. This data is overlaid with the authors' combined more than 40 years of experience in helping companies successfully achieve large-scale change. As senior partners in McKinsey & Company, consistently named the world's most prestigious management consulting firm, Keller and Schaninger also draw on the shared experience of their colleagues from offices in over 60 countries with unrivaled access to CEOs and senior teams. *Beyond Performance 2.0* also dares to go against the grain—eschewing the notion of copying best practices and instead guiding leaders to make choices specific to their unique context and organization. It does this with meticulously balance of focus on short- and long-term considerations, and on fully addressing the hard technical and oft cultural elements of making change happen. Further, the approach doesn't just focus on delivering change; it builds an organization's

muscle to continuously change, making it healthier so that it can act with increased speed and agility to stay perpetually ahead of its competition. Leaders looking for a proven approach to leading large-scale change from a trusted source have found what they are looking for in *Beyond Performance 2.0*. *Beyond Performance 2.0* Harper Collins

The Challenge Built to Last, the defining management study of the nineties, showed how great companies triumph over time and how long-term sustained performance can be engineered into the DNA of an enterprise from the very beginning. But what about the company that is not born with great DNA? How can good companies, mediocre companies, even bad companies achieve enduring greatness? The Study For years, this question preyed on the mind of Jim Collins. Are there companies that defy gravity and convert long-term mediocrity or worse into long-term superiority? And if so, what are the universal distinguishing characteristics that cause a company to go from good to great? The

Standards Using tough benchmarks, Collins and his research team identified a set of elite companies that made the leap to great results and sustained those results for at least fifteen years. How great? After the leap, the good-to-great companies generated cumulative stock returns that beat the general stock market by an average of seven times in fifteen years, better than twice the results delivered by a composite index of the world's greatest companies, including Coca-Cola, Intel, General Electric, and Merck. The Comparisons The research team contrasted the good-to-great companies with a carefully selected set of comparison companies that failed to make the leap from good to great. What was different? Why did one set of companies become truly great performers while the other set remained only good? Over five years, the team analyzed the histories of all twenty-eight companies in the study. After sifting through mountains of data and thousands of pages of interviews, Collins and his crew discovered the key determinants of greatness

-- why some companies make the leap and others don't. The Findings The findings of the Good to Great study will surprise many readers and shed light on virtually every area of management strategy and practice. The findings include: Level 5 Leaders: The research team was shocked to discover the type of leadership required to achieve greatness. The Hedgehog Concept (Simplicity within the Three Circles): To go from good to great requires transcending the curse of competence. A Culture of Discipline: When you combine a culture of discipline with an ethic of entrepreneurship, you get the magical alchemy of great results. Technology Accelerators: Good-to-great companies think differently about the role of technology. The Flywheel and the Doom Loop: Those who launch radical change programs and wrenching restructurings will almost certainly fail to make the leap. "Some of the key concepts discerned in the study," comments Jim Collins, "fly in the face of our modern business culture and will, quite frankly, upset some people." Perhaps, but who can afford to ignore these

findings?