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Autore	Abukar Hayo, Alì
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Autore	Drucker Peter F (Peter Ferdinand), <1909-2005, >
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Nota di contenuto	Cover; Title Page; Copyright; Contents; Foreword ; Introduction ; About Peter F. Drucker; Why Self-Assessment?; The Five Most Important Questions; Encourage Constructive Dissent; Creating Tomorrow's Society of Citizens; Question 1 What Is Our Mission?; It Should Fit on a T-Shirt; Make Principled Decisions; Keep Thinking it Through; What is our Mission?; What is Your Mission?; Millennial Takeaway; Question 2 Who Is Our Customer?; Identify the Primary Customer; Identifying Supporting Customers; Know Your Customers; Who is our Customer?; Customers at the Center of Everything! Millennial Takeaway Question 3 What Does the Customer Value?; Understand Your Assumptions; What Does the Primary Customer Value?; What do Supporting Customers Value?; Listen to Your Customers; What Does the Customer Value?; Creating Customer Value: How Well is Your Brand Helping Customers?; Millennial Takeaway; Question 4 What Are Our Results?; Look at Short-Term Accomplishments and Long-Term Change; Qualitative and Quantitative Measures; Assess What Must be Strengthened or Abandoned; Leadership is Accountable; What are our Results?; What are our Results? Drucker's Pillars of How to Examine Results The Importance of a Values Filter; The Prism of Your Beliefs; Millennial Takeaway; Question 5 What Is Our Plan?; Goals are Few, Overarching, and Approved by the Board;

Objectives are Measurable, Concrete, and the Responsibility of Management; Five Elements of Effective Plans; Build Understanding and Ownership; Never Really be Satisfied; What is our Plan?; Planning for Sustainability: The Story of MI Casa; A Plan for Leadership; A Plan That Is Customer Centered and Results Oriented; A Plan Based on a Mission for Changing Times

A Plan That Is Culturally Centered and Inclusive A Plan Informed by Learning That Ensures Future Success; A Plan That Sustains; Millennial Takeaway; Transformational Leadership; Millennial Takeaway; The Self-Assessment Process; Suggested Questions to Explore; Question 1: What is our Mission?; What Are We Trying to Achieve?; What Are the Significant External or Internal Challenges, Opportunities, and Issues?; Does Our Mission Need to Be Revisited?*; Question 2: Who is our Customer?; Who Are Our Customers?; Have Our Customers Changed?*; Should We Add or Delete Some Customers?

Question 3: What Does the Customer Value?What Do Our Customers Value?; Question 4: What are our Results?; How Do We Define Results for Our Organization?*; To What Extent Have We Achieved These Results?*; How Well Are We Using Our Resources?*; Question 5: What is our Plan?; What Have We Learned, and What Do We Recommend?*; Where Should We Focus Our Efforts?*; What, If Anything, Should We Do Differently?*; What Is Our Plan to Achieve Results for the Organization?*; What Is My Plan to Achieve Results for My Group or Responsibility Area?*; Notes; Definition of Terms; Additional Resources About the Contributors

Sommario/riassunto

Enduring Management Wisdom for Today's Leaders From Peter F. Drucker. Peter Drucker's Five Most Important Questions provides insightful guidance and stirring inspiration for today's leaders and entrepreneurs. By applying Drucker's leadership framework in the present context of today's leaders and those who lead with them, this book is an essential resource for people leading, managing and working in all three sectors'public, private and social. Readers will gain new perspectives and develop a solid foundation upon which to build a successful and bright future. They will learn how to focus on why they are doing what they're doing, how to do it better, and how to develop a realistic, motivational plan for achieving their goals. This brief, clear, and accessible guide 'peppered with commentary from distinguished management gurus, contemporary entrepreneurs and dynamic millennial leaders 'will challenge readers and stimulate spirited discussion and action within any organization, inspiring positive change and new levels of excellence. In addition to contributions from Jim Collins, Marshall Goldsmith, and Judith Rodin, the book features new insights from some of today's most influential leaders in business (GE and Salesforce.com), academia (Harvard Business School and Northwestern University), social enterprise (Levo League, Pencils of Promise and Why Millennials Matter) and the military (United States Military Academy), who have been directly influenced by Drucker's theory of management.
