



Culture Hacker: Reprogramming Your Employee Experience to Improve Customer Service, Retention, and Performance (Hardback)

By Shane Green

John Wiley Sons Inc, United States, 2017. Hardback. Condition: New. Language: English . Brand New Book. HACK YOUR WORKPLACE CULTURE FOR GREATER PROFITS AND PRODUCTIVITY I LOVE THIS BOOK! CHESTER ELTON, New York Times bestselling author of All In and What Motivates Me When companies focus on culture, the positive effects ripple outward, benefiting not just employees but customers and profits. Read this smart, engaging book if you want a practical guide to getting those results for your organization. MARSHALL GOLDSMITH, executive coach and New York Times bestselling author Most books on customer service and experience ask leaders to focus on the customer first. Shane turns this notion on its head and makes a compelling case why leaders need to make satisfied employees the priority. LISA BODELL, CEO of Futurethink and author of Why Simple Wins This is a must read for anyone in a customer service-centric industry. Shane explains the path to creating both satisfied customers and satisfied employees. CHIP CONLEY, New York Times bestselling author and hospitality entrepreneur The question is not, does your company have a culture? The question is, does your company have a culture that fosters outstanding customer experiences, limits employee turnover, and ensures high...



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Reviews

Comprehensive guideline! Its such a good read through. It is actually written in basic words and not confusing. I am just easily could possibly get a enjoyment of reading a composed book.

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It is great and fantastic. Better then never, though i am quite late in start reading this one. Its been written in an extremely simple way and is particularly only right after i finished reading this ebook where actually changed me, affect the way i really believe.

-- **Orin Blick**