

## Books Mentioned in *The Excellence Dividend* by Tom Peters

### SECTION I: EXECUTION

#### Chapter 1. Execution, First Among Equals

Berry, Leonard, and Kent D. Seltman - *Management Lessons from Mayo Clinic: Inside One of the World's Most Admired Service Organizations*

Bogle, John C. - *Enough. True Measures of Money, Business, and Life*

Bossidy, Larry, and Ram Charan - *Execution: The Discipline of Getting Things Done*

Korda, Michael - *Ulysses S. Grant: The Unlikely Hero*

### SECTION II: EXCELLENCE

#### Chapter 2. Excellence Is the Next Five Minutes

Crainer, Stuart - *The 75 Greatest Management Decisions Ever Made*

Csikszentmihalyi, Mihaly - *Flow: The Psychology of Optimal Experience*

- *Good Business: Leadership, Flow, and the Making of Meaning*

Frankl, Viktor E. - *Man's Search for Meaning*

Greenleaf, Robert - *Servant Leadership: A Journey into the Nature of Legitimate Power and Greatness*

McDonald, Duff - *The Golden Passport: Harvard Business School, the Limits of Capitalism, and the Moral Failure of the MBA Elite*

Mintzberg, Henry - *Managers Not MBAs: A Hard Look at the Soft Practice of Managing and Management Development*

Sheridan, Richard - *Joy, Inc.: How We Built a Workplace People Love*

Stout, Lynn - *The Shareholder Value Myth: How Putting Shareholders First Harms Investors, Corporations, and the Public*

#### Chapter 3. Culture, the Sine Qua Non

Gerstner, Louis V. - *Who Says Elephants Can't Dance? Leading a Great Enterprise through Dramatic Change*

Karlgaard, Rich - *The Soft Edge: Where Great Companies Find Lasting Success*

Lencioni, Patrick M. - *The Advantage: Why Organizational Health Trumps Everything Else in Business*

## Chapter 4. The Trailblazers, Small- and Medium-Size Enterprises

Ahmed, Mumtaz, and Michael E. Raynor - *The Three Rules: How Exceptional Companies Think*

Brynjolfsson, Erik, and Andrew McAfee - *Race Against the Machine: How the Digital Revolution is Accelerating Innovation, Driving Productivity, and Irreversibly Transforming Employment and the Economy*

Burlingham, Bo - *Small Giants: Companies That Choose to Be Great Instead of Big*

Janesky, Larry - *Dry Basement Science: What to Have Done and Why*

Ormerod, Paul - *Why Most Things Fail: Evolution, Extinction and Economics*

Penman, Jim - *Every Customer a Raving Fan: The Story of Jim's Group*

Sirower, Mark L. - *The Synergy Trap*

Taylor, William C. - *Simply Brilliant: How Great Organizations Do Ordinary Things in Extraordinary Ways*

Turner, Denys - *What Will They Franchise Next? The Story of Jim's Group*

Whalin, George - *Retail Superstars: Inside the 25 Best Independent Stores in America*

Williams, Gervais - *The Future is Small: Why AIM Will Be the World's Best Market Beyond the Credit Boom*

### SECTION III: PEOPLE

## Chapter 5. One More (Damn) Time: Putting People First

Abrashoff, D. Michael - *It's Your Ship: Management Techniques from the Best Damn Ship in the Navy*

Bakke, Dennis W. - *Joy at Work: A Revolutionary Approach to Fun on The Job*

Berrett, Britt, and Paul Spiegelman - *Patients Come Second: Leading Change by Changing the Way You Lead*

Branson, Richard - *Like a Virgin: Secrets They Won't Teach You at Business School*

Burgess, Cheryl, and John Burgess - *The Social Employee: How Great Companies Make Social Media Work*

Burkus, David - *Under New Management: How Leading Organizations Are Upending Business as Usual*

Cain, Susan - *Quiet: The Power of Introverts in a World That Can't Stop Talking*

Company publication - *Camellia: A Very Different Company*

DiJulius, John - *The Customer Service Revolution: Overthrow Conventional Business, Inspire Employees, and Change the World*

Drucker, Peter F. - *The Practice of Management*

Gunnarsson, Jan, and Olle Blohm - *Hostmanship: The Art of Making People Feel Welcome*

Harkins, Phil, and Keith Hollihan - *Everybody Wins: The Story and Lessons Behind RE/MAX*

Hsieh, Tony - *Delivering Happiness: A Path to Profits, Passion, and Purpose*

Kegan, Robert, and Lisa Laskow Lahey - *An Everyone Culture: Becoming a Deliberately Developmental Organization*

Kelly, Matthew - *The Dream Manager*

Mackey, John, and Raj Sisodia - *Conscious Capitalism: Liberating the Heroic Spirit of Business*

Marquet, L. David - *Turn the Ship Around! A True Story of Turning Followers into Leaders*

Michaels, Ed, and Helen Handfield-Jones - *The War for Talent*

Nayar, Vineet - *Employees First, Customers Second: Turning Conventional Management Upside Down*

O'Neil, Cathy - *Weapons of Math Destruction: How Big Data Increases Inequality and Threatens Democracy*

Orwell, George - *1984*

Peters, Tom - *The Brand You 50: Or: Fifty Ways to Transform Yourself from an "Employee" into a Brand That Shouts Distinction, Commitment, and Passion!*

Rosenbluth, Hal, and Diane McFerrin Peters - *The Customer Comes Second: Put Your People First and Watch 'Em Kick Butt*

Rothfeder, Jeffrey - *Driving Honda: Inside the World's Most Innovative Car Company*

Segal, Leerom, Aaron Goldstein, Jay Goldman, and Rahaf Harfoush - *The Decoded Company: Know Your Talent Better Than You Know Your Customers*

Shankman, Peter - *Nice Companies Finish First: Why Cutthroat Management Is Over—and Collaboration Is In*

Siegel, Eric - *Predictive Analytics: The Power to Predict Who Will Click, Buy, Lie, or Die*

Simon, Hermann - *Hidden Champions of the Twenty-First Century*

Sisodia, Raj, Jag Sheth, and David Wolfe - *Firms of Endearment: How World-Class Companies Profit from Passion and Purpose*

Smart, Geoff, and Randy Street - *Who: The A Method for Hiring*

Tindell, Kip - *Uncontainable: How Passion, Commitment, and Conscious Capitalism Built a Business Where Everyone Thrives*

Ton, Zeynep - *The Good Jobs Strategy: How the Smartest Companies Invest in Employees to Lower Costs and Boost Profits*

## Chapter 6. A Mania for Training

## Chapter 7. Tech Tsunami, White-Collar Apocalypse, The New Moral Imperative

Barrat, James - *Our Final Invention: Artificial Intelligence and the End of the Human Era*

Bostrom, Nick - *Superintelligence: Paths, Dangers, Strategies*

Brenner, Joel - *Glass Houses: Privacy, Secrecy, and Cyber Insecurity in a Transparent World*

Brynjolfsson, Erik, and Andrew McAfee - *The Second Machine Age: Work, Progress, and Prosperity in a Time of Brilliant Technologies*

Carr, Nicholas - *The Glass Cage: How Our Computers Are Changing Us*

Cukier, Kenneth, and Viktor Mayer-Schönberger - *Big Data: A Revolution That Will Transform How We Live, Work, and Think*

Dezenhall, Eric - *Glass Jaw: A Manifesto for Defending Fragile Reputations in an Age of Instant Scandal*

Ford, Martin - *Rise of the Robots: Technology and the Threat of a Jobless Future*

Lohr, Steve - *Data-ism: The Revolution Transforming Decision Making, Consumer Behavior, and Almost Everything Else*

Nourbakhsh, Illah Reza - *Robot Futures*

Ross, Alec - *The Industries of the Future*

Schüll, Natasha Dow - *Addiction by Design: Machine Gambling in Las Vegas*

Steiner, Christopher - *Automate This: How Algorithms Took Over Our Markets, Our Jobs, and the World*

Susskind, Richard, and Daniel Susskind - *The Future of the Professions: How Technology Will Transform the Work of Human Experts*

## Chapter 8. Job Security in an Insecure World

Davidson, James Dale, and William Rees-Mogg - *The Sovereign Individual: Mastering the Transition to the Information Age*

Godin, Seth, and Jay Levinson- *Get What You Deserve! How to Guerrilla Market Yourself*

Helgesen, Sally - *The Female Advantage: Women's Ways of Leadership*

Peters, Tom - *The Tom Peters Seminar: Crazy Times Call for Crazy Organizations*

Prestowitz, Clyde - *Three Billion New Capitalists: The Great Shift of Wealth and Power to the East*

### SECTION IV: INNOVATION

## Chapter 9. Whoever Tries the Most Stuff Wins, Whoever Screws the Most Stuff Up Wins

Bloomberg, Michael R. - *Bloomberg by Bloomberg*

Branson, Richard - *Screw It, Let's Do It*

Farson, Richard, and Ralph Keyes - *Whoever Makes the Most Mistakes Wins*

Schrage, Michael - *Serious Play: How the World's Best Companies Simulate to Innovate*

## Chapter 10. We Are Who We Hang Out With

Burkan, Wayne C. - *Wide-Angle Vision: Beat Your Competition by Focusing on Fringe Competitors, Lost Customers, and Rogue Employees*

Chatwin, Bruce - *The Songlines*

Dhawan, Erica, and Saj-nicole A. Joni - *Get Big Things Done: The Power of Connectional Intelligence*

Page, Scott E. - *The Difference: How the Power of Diversity Creates Better Groups, Firms, Schools, and Societies*

### SECTION V: ADDING VALUE, A "TOP LINE" OBSESSION

## Chapter 11. A Passion for Design, Differentiator #1

Brown, Daniel James - *The Boys in the Boat: Nine Americans and Their Epic Quest for Gold at the 1936 Berlin Olympics*

Farson, Richard - *The Power of Design: A Force for Transforming Everything*

Kawasaki, Guy - *Enchantment: The Art of Changing Hearts, Minds, and Actions*

Leberecht, Tim - *The Business Romantic: Give Everything, Quantify Nothing, and Create Something Greater Than Yourself*

Norman, Donald A. - *Emotional Design: Why We Love (or Hate) Everyday Things*

Okakura, Kakuzo - *The Book of Tea*

Postrel, Virginia - *The Substance of Style: How the Rise of Aesthetic Value Is Remaking Commerce, Culture, and Consciousness*

Roberts, Kevin - *Lovemarks: The Future Beyond Brands*

Vienne, Veronique - *The Art of Imperfection: Simple Ways to Make Peace with Yourself*

## Chapter 12. The Relentless Pursuit of TGRs/Things Gone Right (and Eight Other Value-Added Strategies)

Aceto, Peter - *Weology: How Everybody Wins When We Comes Before Me*

Coiné, Ted, and Mark Babbitt - *A World Gone Social: How Companies Must Adapt to Survive*

Baer, Jay - *Youtility: Why Smart Marketing Is about Help Not Hype*

Barletta, Marti - *Marketing to Women: How to Increase Your Share of the World's Largest Market*

- *PrimeTime Women: How to Win the Hearts, Minds, and Business of Boomer Big Spenders*

Brennan, Bridget - *Why She Buys: The New Strategy for Reaching the World's Most Powerful Consumers*

Brizendine, Louann - *The Female Brain*

Dychtwald, Ken - *Age Power: How the 21st Century Will Be Ruled by the New Old*

Dychtwald, Maddy, and Christine Larson - *Influence: How Women's Soaring Economic Power Will Transform Our World for the Better*

Gawande, Atul - *The Checklist Manifesto: How to Get Things Right*

Pine, Joseph, and James Gilmore - *The Experience Economy: Work Is Theater & Every Business a Stage*

Halter, Jeffery Tobias - *Selling to Men, Selling to Women*

Havens, John - *Hacking Happiness: Why Your Personal Data Counts and How Tracking It Can Change the World*

Hinchcliffe, Dion, and Peter Kim - *Social Business By Design: Transformative Social Media Strategies for the Connected Company*

Lanier, Jaron - *You Are Not a Gadget*

Merchant, Nilofer - *11 Rules for Creating Value in the Social Era*

Miller, Michele, and Holly Buchanan - *The Soccer Mom Myth*

Novelli, Bill - *50+: Igniting a Revolution to Reinvent America*

Rosener, Judy B. - *America's Competitive Secret: Women Managers*

Rudder, Christian - *Dataclysm: Love, Sex, Race, and Identity--What Our Online Lives Tell Us about Our Offline Selves*

Schaefer, Mark - *Return On Influence: The Revolutionary Power of Klout, Social Scoring, and Influence Marketing*

Scoble, Robert, and Shel Israel - *Age of Context: Mobile, Sensors, Data and the Future of Privacy*

Spiekermann, Sarah - *Ethical IT Innovation: A Value-Based System Design Approach*

Tanner, Adam - *What Stays in Vegas: The World of Personal Data—Lifeblood of Big Business—and the End of Privacy as We Know It*

Underhill, Paco - *What Women Want: The Science of Female Shopping*

Warner, Fara - *The Power of the Purse: How Smart Businesses Are Adapting to the World's Most Important Consumers—Women*

Wolfe, David B., and Robert Snyder - *Ageless Marketing: Strategies for Reaching the Hearts and Minds of the New Customer Majority*

## **SECTION VI: LEADERSHIP EXCELLENCE**

### **Chapter 13. Listening, the Bedrock of Leadership Excellence**

Groopman, Jerome - *How Doctors Think*

Lawrence-Lightfoot, Sara - *Respect*

Scott, Susan - *Fierce Conversations: Achieving Success at Work and in Life One Conversation at a Time*

### **Chapter 14. Frontline Leadership Excellence, the Most Undervalued Asset**

Buckingham, Marcus, and Curt Coffman - *First, Break All the Rules: What the World's Greatest Managers Do Differently*

### **Chapter 15. Twenty-Six Tactics to Spur Leadership Excellence, Guaranteed to Work**

Ariely, Dan - *Predictably Irrational: The Hidden Forces That Shape Our Decisions*

Blanchard, Ken, and Spencer Johnson - *The One Minute Manager*

Bryant, Adam - *Quick and Nimble: Lessons from Leading CEOs on How to Create a Culture of Innovation—Insights from The Corner Office*

Carnegie, Dale - *How to Win Friends & Influence People*

Chabris, Christopher, and Daniel Simons - *The Invisible Gorilla: And Other Ways Our Intuitions Deceive Us*

Crile, George - *Charlie Wilson's War: The Extraordinary Story of How the Wildest Man in Congress and a Rogue CIA Agent Changed the History of Our Times*

D'Alessandro, David - *Career Warfare: 10 Rules for Building a Successful Personal Brand and Fighting to Keep It*

Earp, Jo Anne L., Elizabeth A. French, and Melissa B Gilkey - *Patient Advocacy for Health Care Quality: Strategies for Achieving Patient-Centered Care*

Frampton, Susan B., Laura Gilpin, Patrick A. Charmel, and Philip Charmel - *Putting Patients First: Designing and Practicing Patient-Centered Care*

Frohman, Dov, and Robert Howard - *Leadership the Hard Way: Why Leadership Can't Be Taught and How You Can Learn It Anyway*

George, Bill - *Authentic Leadership: Rediscovering the Secrets to Creating Lasting Value*

Gilovich, Thomas - *How We Know What Isn't So: The Fallibility of Human Reason in Everyday Life*

Goldsmith, Marshall - *What Got You Here Won't Get You There: How Successful People Become Even More Successful!*

Goleman, Daniel - *The New Leaders : Transforming the Art of Leadership*

Hallinan, Joseph T. - *Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average*

Harrison, Steve - *The Manager's Book of Decencies: How Small Gestures Build Great Companies*

Heffernan, Margaret - *How She Does It: How Women Entrepreneurs Are Changing the Rules of Business Success*

Joy, Nicki, and Susan Kane-Benson - *Selling Is a Woman's Game: 15 Powerful Reasons Why Women Can Outsell Men*

Kador, John - *Effective Apology: Mending Fences, Building Bridges, and Restoring Trust*

Kahneman, Daniel - *Thinking, Fast and Slow*

Lofton, LouAnn - *Warren Buffett Invests Like a Girl: And Why You Should, Too*

McCullough, David - *1776*

Mlodinow, Leonard - *The Drunkard's Walk: How Randomness Rules Our Lives*

Myers, Betsy - *Take the Lead: Motivate, Inspire, and Bring Out the Best in Yourself and Everyone Around You*

Partnoy, Frank - *Wait: The Art and Science of Delay*

Peters, Tom, and Robert Waterman - *In Search of Excellence: Lessons from America's Best-Run Companies*

Schein, Edgar H. - *Helping: How to Offer, Give, and Receive Help*

Schulz, Kathryn - *Being Wrong: Adventures in the Margin of Error*

Taleb, Nassim Nicholas - *Fooled by Randomness: The Hidden Role of Chance in Life and in the Markets*

Tavris, Carol, and Elliot Aronson - *Mistakes Were Made (But Not by Me): Why We Justify Foolish Beliefs, Bad Decisions, and Hurtful Acts*

Thaler, Linda Kaplan, and Robin Koval - *The Power of Small: Why Little Things Make All the Difference*

- *The Power of Nice: How to Conquer the Business World with Kindness*

Watts, Duncan J. - *Everything Is Obvious: \*Once You Know the Answer*

Yunus, Mahammad - *Banker to The Poor: Micro-Lending and the Battle Against World Poverty*

## Epilogue

Shaw, George Bernard - *Man and Superman: A Comedy and a Philosophy*

- *The Revolutionist's Handbook and Pocket Companion: A Companion to Man and Superman*