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Leading the Starbucks Way is a penetrating look at the inner workings of one of today's most successful brands. The company gave Michelli one-on-one access to a variety of employees (called partners) to write this book—from baristas to senior leaders, including Howard Schultz, chairman, president, and chief executive officer.

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5. What does Starbucks do to customize offerings to address local desires around the globe?

"Leading the Starbucks Way" is an excellent tool for any leader's continuing education process. I highly recommend adding it to your collection - and begin reading and implementing its principles immediately.

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Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products, and Your People. In this follow-up to The Starbucks Experience, organizational consultant Michelli returns to the ubiquitous chain for a side order of business lessons.

Leading the Starbucks Way

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Leading the Starbucks Way: 5 Principles for Connecting with Your Customers, Your Products, and Your People Joseph A. Michelli. McGraw-Hill, \$25 (304p) ISBN 978-0-07-180125-6

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