

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

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### **Employees First Customers Second Turning**

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Employees First, Customers Second: Turning Conventional Management Upside Down. By doing so, all levels of the company could see the success and failures of the industry by evaluating the financial status. By allowing transparency between management and employee, employee-initiated action began to bloom.

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In the book, Employees First, Customers Second: Turning Conventional Management Upside Down, he describes how HCLT successfully left behind out-dated 20th century management practices and embraced the management of the future, and how other companies can too.

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In "Employees First, Customers Second," HR leaders find a systematic process to identify challenges, increase trust and streamline the organization to deliver maximum support to employees "in the value zone" of your firm's products or services.

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However, 5 years ago the Delhi-based IT Service provider HCL Technologies started on a change journey that identified exactly where their strengths and weaknesses lay and culminated in an entirely ...

### **Employees First, Customers Second: Turning Conventional Management Upside Down**

Vineet Nayar is chief executive officer of HCL Technologies, the India-based global information technology services company, and author of Employees First, Customers Second: Turning Conventional ...

### **Why I Put My Employees Ahead Of My Customers - forbes.com**

Karl Moore: Your bestselling book Employees First, Customers Second seems to turn one of the central ideas that we teach at our MBA program on its head. What is the central idea of your book? What ...

### **Employees First, Customers Second: Why It Really Works in ...**

It took just one small idea to ignite a revolution that would change an entire organization, its

people, the industry and the world of business. Born in 2005, the Employees First, Customers Second ...

### **The Employees First, Customers Second Transformation Journey**

Author Vineet Nayar outlines a similar premise in his book, "Employees First, Customers Second: Turning Conventional Management Upside Down." In the latest in a series on must-read books for HR Leaders, we take a deep dive into Nayar's book. Here are four key lessons on the employee hierarchy. 1.

### **"Employees First, Customers Second" — Your Team as Your ...**

Read "Employees First, Customers Second Turning Conventional Management Upside Down" by Vineet Nayar available from Rakuten Kobo. Sign up today and get £3 off your first purchase. One small idea can ignite a revolution just as a single matchstick can start a fire. One such idea—putting employees fir

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### **Employees First, Customers Second: Turning Conventional ...**

Vineet Nayar's Employees First, Customers Second (EFCS) is a first person CEO account of the transformation of their enterprise. The book is a refreshing and frank look at the challenges facing leaders looking to transform their company, culture and employees.

### **Employees First, Customers Second:... book by Vineet Nayar**

One small idea can ignite a revolution just as a single matchstick can start a fire. One such idea—putting employees first and customers second—sparked a revolution at HCL Technologies, the IT services giant. In this candid and personal account, Vineet Nayar—HCLT's celebrated CEO—recounts how he defied the conventional wisdom that companies must put customers first, then turned the ...

### **Employees First, Customers Second: Turning Conventional ...**

Employees First, Customers Second Quotes Showing 1-1 of 1 "The role of the CEO is to enable people to excel, help them discover their own wisdom, engage themselves entirely in their work, and accept responsibility for making change.

### **Employees First, Customers Second Quotes by Vineet Nayar**

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