



Equipped to Lead: Managing People, Partners, Processes, and Performance

Dan J. Sanders, Galen Walters

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Unless you manage a hook-and-ladder company, your workday shouldn't be spent putting out fires. Yet leaders often spend most of their time running from crisis to crisis.

In his groundbreaking *New York Times* bestseller *Built to Serve*, United Supermarkets CEO Dan Sanders showed how putting profits before people encourages organizational chaos, saps motivation, stifles innovation, and undercuts competitiveness. He also unveiled a revolutionary people-centered business model championed by United and challenged other business leaders to put the human factor first.

In this follow-up to that inspirational bestseller, Dan and coauthor Galen Walters provide the tools needed to put the people-first model to work in your company. You'll master the 4Ps critical to long-term success: People, Process, Partners, and Performance. And you will create an organization that puts front-line people before bottom-line profits, allowing you and your organization to profit more than you ever thought possible.

Equipped to Lead gives you tools to create an organization where

- ROIH (return on investment in humanity) drives the bottom line
- The Employee Satisfaction Ratio is a key component of every P&L statement
- Workplace chaos is transformed into a creative corporate culture
- Employees are equipped for higher levels of success

Whether you lead a sprawling international conglomerate or a staff of thirty, using the proven tools and techniques in *Equipped to Lead* will help you and your organization realize maximum potential?in your people, in your performance, and in your profits.

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