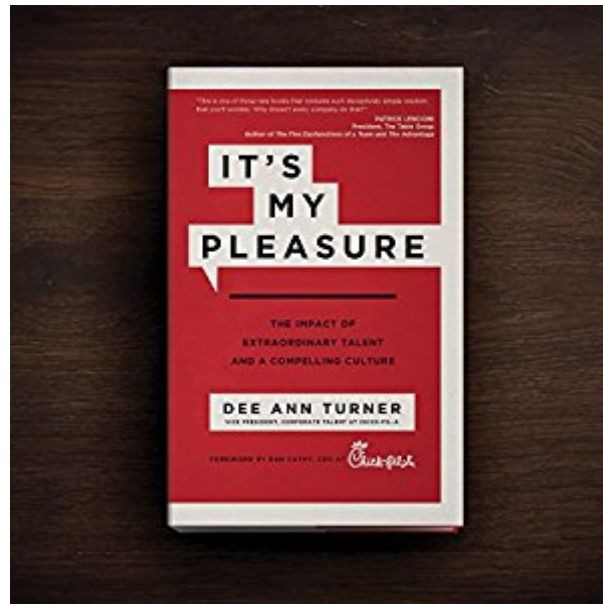


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# It's My Pleasure: The Impact Of Extraordinary Talent And A Compelling Culture



## Synopsis

Businesses are built by growing relationships with customers. Culture is created by the stories those relationships tell. Two of the most important differentiators of a business are its talent and its culture. Talent energized by a compelling culture will drive organizational success and provide innovative growth opportunities for both the business and the individual. Based on her more than 30 years at Chick-fil-A, most of which have been spent as vice president of corporate talent, Dee Ann Turner shares how Chick-fil-A has built a devoted talent and fan base that spans generations. It's My Pleasure tells powerful stories and provides practical applications on how to develop extraordinary talent able to build and/or stimulate a company's culture.

## Book Information

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## Customer Reviews

I have read dozens, if not hundreds of books on corporate culture, vision, mission, core values, company purpose. And this is absolutely one of the finest. I picked it up in an airport and read it on a one hour flight and almost used up an entire highlighting pen. This is one of the most concise, clear and understandable descriptions of how to build a strong organizational culture. Whether you run a large organization or a small business, this book will give you wonderful ideas about how to improve/strengthen your business. I have several clients that I'm going to send a copy of this book because it does such a superb job of sharing critical business ideas. Also, I was concerned that because the book was about Chick-fil-A it would have a significant amount of religious overtones. There is some discussion of religion in the book, but it is not overwhelming,

so people of any faith will be able to find value in reading it. I give this book a very strong recommendation.

"It's My Pleasure" provides the reader with a tried and true road map to successful talent selection practices. Dee Ann's 30 years of experience at Chick-fil-A provides examples of how to select the best talent while maintaining the corporate culture in an engaging style.

What a GIFT, and what a "pleasure" to read! "It's My Pleasure" is a gift you will give to yourself, your team and your organization! Dee Ann has done a wonderful job capturing the essence of a culture defined by servant leadership...one that has proven that sustainable results are achieved by how we treat one another (internally and externally) along the way. We should all "acknowledge that we, ourselves, and each person placed in our path, is a miracle of grace...in progress!" It's all about progress...and Chick-Fil-A, living by the "Golden Rule", is leading the way as a role model to all of us! Thank you, Dee Ann, for sharing the GIFT of this insight with all of us!

Dee Ann motivates and inspires through this book. I believe that we can all learn from this gold standard of business and individual interpersonal relationships. A quick read but you'll need to read it the second time with a highlighter and page markers.

It's My Pleasure gives a fascinating account of the why behind the amazing culture at Chik-Fil-A and how leaders can take these lessons and wisdom and apply it to their organizations. The book is written with warmth and wisdom.

Dee Ann's book is full of insight behind the culture that has given Chick-fil-A a strong reputation and brand recognition within the market place. She goes deep into how Chick-fil-A has attracted, retained, and maximized talent in the home office and within individual restaurants. I found this book very practical with anecdotes to give real life examples of how each principle is put into practice. Dee Ann's discussion around creating a clear job description and selecting the right talent to fit that role was timely as I look forward to continued growth with my team.

Managing people is a difficult task and Dee Ann Turner doesn't avoid that fact. But what she does is lays out a clear path for managing people and building teams in such a way that the positive culture produces the desired result. The power of culture does the hard work instead of constantly tinkering

or managing the people. Creating this kind of culture is hard work and after 30 years of work at Chick-fil-A Dee Ann Turner seems to be a hardened veteran at it. The value of this book is in its simplicity, applicability and transferability to almost any team setting. People are complicated but this book simplifies the process in a very powerful way. A must read for anyone leading or on a team.

A fabulous behind-the-scenes look at Chick-fil-A and the principles that make the cow-saving company successful. It was a true delight to read. You will immediately see areas in your thinking, your organization's culture, and your heart that need improvement. This is a book I will be reading again soon, and I rarely read a book twice. It's a short read with no fluff; Turner gets to the point and gets out, which I appreciate. If you are a CEO or work in hiring/HR, or even simply a super fan of Chick-fil-A, this book is a must read.

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