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Harvard Business Review - Ideas and Advice for Leaders

aspect of your business (â€œHigh switching costs prevent our customers from defect - ingâ€•) and ask a diverse group if they hold true. encourage debate by holding â€œsafe zoneâ€• meetings where open dialogue and conflict are expected and welcomed. Create a rotating position for the express purpose of questioning the status quo.

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business. Listening well. Leaders who take organizational conversation seriously know when to stop talking and start listening. Few behaviors enhance conversational intimacy as much as attending to what people say. True attentiveness signals respect for people of all ranks and roles, a sense of curiosity, and even a degree of humility.

Spotlight on leadership Leadership Is A Conversation

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Harvard Business Review

74 harvard business review Harnessing the Science of Persuasion Robert B. Cialdini is the Regentsâ€™ Professor of Psychology at Arizona State University and the author of Influence: Science and Practice (Allyn & Bacon, 2001), now in its fourth edition. Further regularly updated information about the in-

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meeting (2015), Alliance for Research on Corporate Sustainability conference (2015), Goethe University, Harvard Business School I&I (2014), NBER Summer Institute (2015), Northwestern Law School, Queens University, and University of Cologne. This research was conducted in collaboration with the Workforce Science Project of the Searle

Toxic Workers - Harvard Business School

harvard business review • january 2007 ganizations in the increasingly competitive business environment of the coming decade. The most general lesson to be learned from the more successful cases is that the change process goes through a series of phases that, in total, usually require a considerable length of time.

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as a business machine for recording and replaying dictation), but he invariably gave great consideration to users' needs and preferences. Edison's approach was an early example of what is now called "design thinking" – a methodology that imbues the full spectrum of innovation activities with a human-centered design ethos.

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