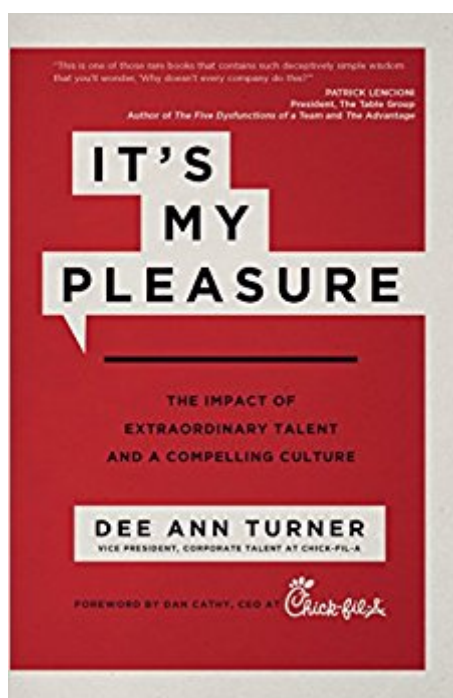


The book was found

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 thirty years at Chick-fil-A, most of which have been spent as Vice President, 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

Turner provides specific, actionable advice on hiring and mentoring new personnel... She offers her counsel in a breezy, anecdotal style that avoids business jargon or didactic proselytizing. Overall, this is a clearly written, sensible response to human resource issues that every company inevitably faces. An excellent resource for anyone tasked with the professional management of others. Kirkus Reviews

"This is one of those rare books that contains such deceptively simple wisdom that you'll wonder, 'Why doesn't every company do this?'" Patrick Lencioni, President, The Table Group, Author of *The Five Dysfunctions of a Team* and *The Advantage* "Many people love and admire Chick-fil-A. This is a closer look at 'why.' Enjoy and be enriched!" Dr. Henry Cloud, Author of *Boundaries*:

When to Say Yes, How to Say No to Take Control of Your Life

“Chick-fil-A is an extraordinary organization with one of the most distinctive and most powerful cultures I have ever studied. Dee Ann Turner has done a masterful job of allowing us to see into this culture and understand what makes it so vibrant and so strong.”

•Marcus Buckingham Bestselling Author

“The culture modeled at Chick-fil-A is one to be emulated. Read Dee Ann Turner’s *It’s My Pleasure* and get your organization headed in the right direction.”

•Ken Blanchard Chief Spiritual Officer, The Ken Blanchard Companies Co-Author of *The One Minute Manager* and *Leading at a Higher Level* “Every business owner, every leader, and every future leader who wants to lead well and create a thriving culture must read this book. *It’s My Pleasure* is a thoughtful blueprint of how to build and sustain a healthy culture. Filled with timeless principles, engaging stories and wise counsel, Dee Ann Turner has created the must have book for leaders.”

Alli Worthington COO, Propel Women Author of *Breaking Busy*

As an executive search consultant who recruits at the VP & CXO levels, few things warm my heart more than a company that sincerely, truly, really, really cares about the people that show up for work every day. Chick-fil-A is one of those companies. If I recruited executives for the food industry, (which I don’t), this is a company that I would love to have as a client. Great leaders want to work for great companies. Great companies care . . . they care about their team members, about the communities where they do business and about making a meaningful difference in the world. Ms. Turner does a great job capturing what makes Chick-fil-A a great place to work and what sets apart Chick-fil-A leaders from their peers in the industry. She teaches that strong cultures don’t just happen. They are carefully crafted, built and reinforced by leaders at all levels in the organization. And she teaches that if the espoused values of a company are to mean anything at all, company leaders must be willing to stand behind those values, even when it may negatively impact the company’s bottom line. One can tell from how Ms. Turner communicates her message, that she embodies the very character that Truett Cathy demonstrated throughout his life and nurtured among his team members. She writes from the heart and comes across as real, humble and inspiring. I recommend this book to leaders at all levels who want to build a culture of engagement and who are driven to lead a purposeful life.

“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.

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.

My family and I have been loyal (and very frequent) customers of Chick-fil-A because their food is consistently terrific and their customer service always exceeds expectations. Chick-fil-A has also been one of my favorite customers for over 15 years and I've had the opportunity to get a bit of an inside look into their incredible employee culture at their home office in Atlanta. I've just finished reading "It's My Pleasure" and this fabulous book will give you an inside look into just how they do it at Chick-fil-A! If you manage people in any capacity, I recommend that you order a copy because it is full of authentic and practical advice that will help you invest more intentionally in your team. #ItsMyPleasure

"Excellence in small things leads to excellence in big things." Just finished this excellent book, "It's My Pleasure" by Dee Ann Turner. Mack and I had the privilege of meeting Dee Ann recently and I thoroughly enjoyed the wisdom in her book on creating the extraordinary. Many of her points are also relevant on a personal level as well - excellence in our personal lives and servant leadership in our relationships. Awesome read! This would be a great book and tool to use in improving culture in any organization, with easy to understand concepts, concise bullet points and heart-warming stories from Dee Ann's years of experience.

This is one of the best books on workplace culture that I have ever read. Dee Ann clearly communicates her passion for talent, which is foundational for a great culture. She shares stories from one of the best corporate culture successes, Chick-fil-A. Even though I have read the book twice, I continue to use it as a reference and talent management resource. It is a must read!

This was exactly what I expected - and more! Dee Ann Turner turns her many years with Chick-fil-A into a compelling story of suffering, success, relationships and the will to never give up the formula

for success. Prior to this book, I was only a fan of their food and service, now I know why both are so popular and in demand. Culture and relationship are so hard to build and even harder to maintain. Chick-fil-A committed from the beginning and it shows in their every growing popularity. Great read with sound principals.

MUST READ FOR ANYONE IN LIFE>>>I would not call myself a reader for it does not happen much. However this book was one of the best books I have ever read. It was to me the best combination of Business and Faith. It is something that I research and talk about all the time. It is like roots of a tree are strong and run very deep. It is clear that the foundation of what the Culture is at Chick-Fil-A will recommend this book to anyone that wants to make a difference in life and not just money.

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