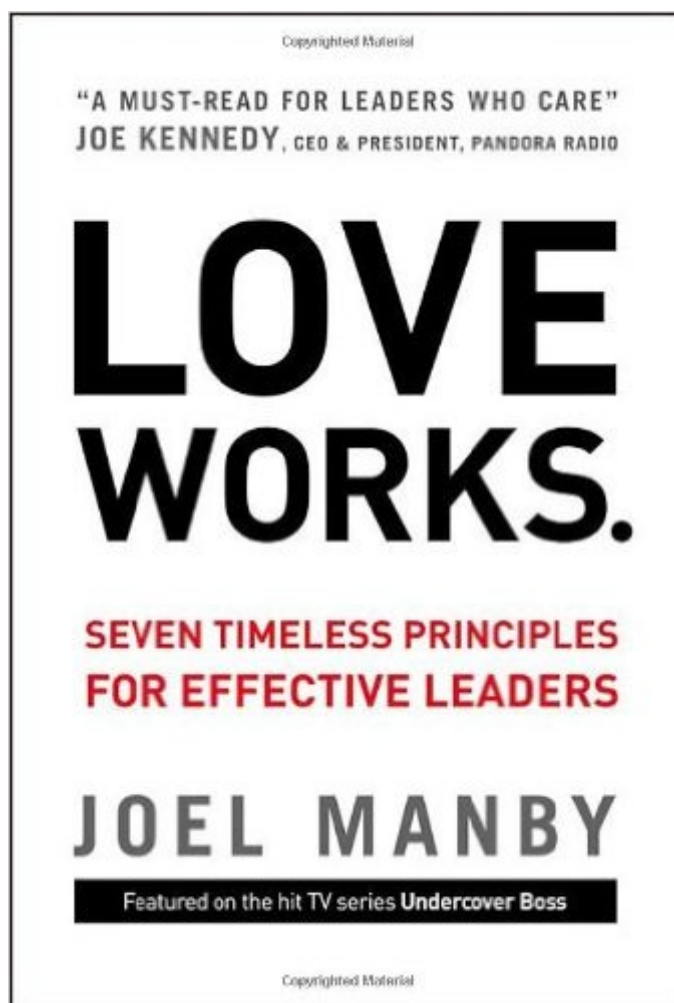


The book was found

# Love Works: Seven Timeless Principles For Effective Leaders



## Synopsis

Before Joel Manby won the respect of America with his appearance on the CBS reality TV series *Undercover Boss*, he was a highly successful corporate executive. After the show aired, many of the 18 million viewers wrote to him about the profound impact of his servant leadership. In *Love Works*, Joel Manby introduces us to the power of agape love in the workplace. After years of leading thousands of men and women, Manby has proven that leading with love is effective, even in a business environment. Manby challenges leaders to allow integrity and faith to guide leadership decisions, outlining seven time-proven principles that break down the natural walls within corporate cultures, empowering managers and employees, disarming difficulties, and cultivating an atmosphere that builds long-term success. Manby also leverages the undeniable truth that love builds healthy relationships at home---why not use the same behavior to build healthy relationships at work?

## Book Information

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## Customer Reviews

Joel Manby really knows his subject. His first job out of college was as a plant foreman at a GM truck plant in Pontiac, Michigan, where he was exposed to the toxic and adversarial relationship that existed between the UAW membership and the management. Fortunately, he later had the opportunity to serve under the legendary Skip LeFauve during the birth of the revolutionary Saturn automotive experiment, where he witnessed first-hand the transforming power of 'agape' love, trust, kindness, and true respect in the workplace. Joel was able to obtain a unique perspective of Saturn

because he left Saturn "corporate" after the launch of the first car to run (and partially own) four Saturn retail outlets. He had already seen the effect of Skip LeFauve's strong belief in kindness and trust instilled in the corporate leaders, field organization, and UAW plant workers at Saturn's plant in Spring Hill, TN, who were enthused about their jobs. Such "soft" concepts were considered heresy in the hard-boiled world of automotive management. But after he moved to the dealership level where "the rubber hit the road", literally, he witnessed the same kindness and enthusiasm. The dealership owners believed in the mission and were kind and respectful to their sales and service team members who in turn treated the final customer well. But did organization-wide love, trust, and kindness actually WORK? Well, judge for yourself. Within only short four years after launch, the Saturn brand: \* was number two in overall retail sales in America. \* was number one in dealer satisfaction according to the main arbiter, J.D. Power and Associates. \* had the highest resale value (percent of sticker price) of ANY car in ANY class.

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