Contents

Acknowledgments	xi
Introduction	xv
1. LOVE AT WORK	
Jessie's Glove Rick Phillips	2
Climbing the Stairway to Heaven Joanna Slan	
"Whatever You Need" Martin Rutte	
All in a Day's Work Naomi Rhode	9
I Heard a Little Voice Anne Walton	
The Christmas Man Rachel Dyer Montross	13
His Life's Work Wyverne Flatt	
For the Love of My Father Rick Halvorsen	
2. ON CARING	
A Lesson from My Father LaVonn Steiner	22
Bringing Your Heart to Work Sharon Drew Morgen	
A Pebble in the Water Sally K. O'Brien	
I Just Can't Believe It Mary Ann Dockins	31
Angel on a Doorstep Shirley Bachelder	
Santa Comes to Joan Angela Barnett	
The Arc Angels Jonathan Wygant	
The Break I Got from Prison Charles A. Ward	
Putting People First Robert Levering, Milton Moskowitz and	
Michael Katz	46
True Stewardship Claud H. Foster	

"Thank You for Believing Me Well" Judy Tatelbaum	50
An Act of Kindness Mike Teeley	52
The Power of Being Human Robert R. Ball	54
A Kind Word Scott Adams	57
The Youngest Cop in Arizona Michael Cody	61
3. THE POWER OF ACKNOWLEDGMENT	
The Whale Story Charles A. Coonradt	65
Rich Beyond Measure Christine Barnes	69
Managing from the Heart Hyler Bracey, Jack Rosenblum, Aubrey	
Sanford and Roy Trueblood	<i>7</i> 1
Trucks and Trust Tom Peters	72
A Lady Named Lill James M. Kennedy and James C. Kennedy	
"Your Work Is Recognized!" Gary Hruska	78
Two Ripe Bananas Maida Rogerson	81
The Scrapbook Gina Maria Jerome	83
A Coach with Soul Darrell J. Burnett, Ph.D.	86
4. SERVICE: SETTING NEW STANDARDS	
Banking at Its Best Sharon Borjesson	90
A Passionate Flight Attendant Glenn Van Ekeren	93
The Massage Is the Message Maida Rogerson	96
Not on the Menu Barbara Glanz	98
"Let's Start Over" Richard Porter	101
"Ah, Bambini!" Editors of Conari Press	104
Beyond Order-Taking Art Turock	106
"Welcome to Venetia" Michael E. Gerber	109
Customer Service Is Not a Mickey Mouse Affair Valerie Oberle	113
Pass It On Kenneth G. Davis, M.D.	115
Wednesday Mornings with Elvis Joy Curci	118
Holy Cow Dennis J. McCauley	121
A Million-Dollar Lesson Petey Parker	123
Speak the Customer's Language Lou Pritchett	125
How to Keep Clients Even When It Hurts Jeff Slutsky	127
Have You Received Our Letter Yet? Tom Peters	130
Someone Was Listening Tom Chappell	133
Beyond Expectations Milt Garrett	136
DEVOID EXDECIATIONS WILL QUITCH	

5. FOLLOW YOUR HEART

To Have Succeeded Ralph Waldo Emerson	144
Making Bright Memories for Tomorrow Joyce Ayer Brown	145
I Found Myself Saying Yes Margaret J. Giannini, M.D	149
The Shadowland of Dreams Alex Haley	151
I Never Write Right Linda Stafford	156
When Dreams Won't Die Marilyn Johnson Kondwani	161
Debbie Fields Gets "Oriented" Celeste Fremon	165
A Walk in the "Woulds" Jeff Hoye	168
A Sign for Our Times Joan Wester Anderson	171
Sacred Stalls Marty Raphael	174
A Hug from a Teenage Boy Nancy Noel Marra	
6. CREATIVITY AT WORK	
The Adjustment G. Stillwagon, D.C., Ph.C.	182
Doing Good and Doing Well Hanoch McCarty, Ed.D	185
Managing the Space Program Rushworth M. Kidder	
Attention to Detail Bryan W. Mattimore	192
"Move Over!" Jeffrey Patnaude	194
Search for a Smile and Share It John Murphy	197
Getting the Garbage Out Paul Hawken	200
Time Out Martin Rutte	202
Poetic Vision John Lumsden	204
7. OVERCOMING OBSTACLES	
How to Get Their Attention Dr. Ann E. Weeks	209
Attitude Is Everything Francie Baltazar-Schwartz	
Leading the Charge! Mike Wickett	
The Phantom John Scherer	
Staying Motivated Mike Stewart	
We Will Survive Beverly Sills	
Credit, Not Charity Mohammad Yunus	
The Question Bob Moore	
Tony Trivisonno's American Dream Frederick C. Crawford	
The Great Dill Deal The Reverend Aaron Zerah	
A Journey of Friendship Steven B. Wiley	
• •	

8. ON COURAGE

Billy Jeff McMullen	242
"If I Were Really Important" Susan Jeffers, Ph.D	246
That One Moment Chris Cavert	248
A Little Courage Goes a Long Way Sandra Crowe	251
It Takes Chutzpah! Jeff Hoye	255
A Captive Audience Neil Balter	257
A True Leader Martin L. Johnson	261
The Scoutmaster and the Gunslinger John Scherer	263
Showdown at Pebble Beach Mark H. McCormack	268
Take a Stand Denis Waitley	271
9. LESSONS & INSIGHTS	
The Blind Man Helice Bridges	275
How to Add by Subtracting Dave Thomas	
The Uncommon Professional Kenneth L. Shipley	
Stressbusters Tim Clauss	286
A Lesson in Leadership Michael Shandler, Ed.D.	291
Mother Knows Best Nicholas Economou	294
Why Coaches Really Coach William T. Brooks	297
Let Your Light Shine Nido Qubein	300
Spiritual Unfoldment at the World Bank Richard Barrett	303
It Is Later Than You Think Frederic Loomis	306
How Much Is Enough? Anthony DeMello	310
•	
More Chicken Soup?	311
Who Is Jack Canfield?	312
Who Is Mark Victor Hansen?	313
Who Is Maida Rogerson?	314
Who Is Martin Rutte?	315
Who Is Tim Clauss?	316
Contributors	317
Permissions (continued)	326