

Index

- ABBA, 10
Absenteeism, cost of, 58
Acknowledging others, 80–81
Ackroyd, Dan, 10
Activity versus productivity, 145–145
Adams, Pamela V., 92
Adapting to change, 20–22
Age of Aquarius, The, 10
Age of Conspicuous Consumption, The, 10
Allan, Paul, 128
Anderson, Mike, 132
Apple Computer, 42
Applegate, Christina, 95
Astaire, Fred, 126
Attendance, 58–59
Attitude, importance of, 50–52
- Baby Boomers, 9–11
Barnum, P. T., 125
Barrett, Colleen, 41, 51–52
Beals, Jennifer, 10
Becoming indispensable, 1–6
Bee Gees, 10
Belafonte, Harry, 101
Bennett, Bo, 31
Big Eighties, The, 10
Bittenbinder, J. J., 3–4
Bon Jovi, Jon, 10, 63–64
Boudreau, Jeannie, 53
Bradley Communications, 70
Brittain, Eddie, 103–104
Brown, Harold, 27
Buck, Bill, 60–61
Buckingham, Marcus, 108–109
Burghoff, Gary, 28
Burns, George, 86
Bush, George W., 69
- Caldwell, Tori, 30
Callighan, Cheryl, 99
Canfield, Jack, 70, 103
- Career killers, avoiding, 144–151
Carey, Jim, 108
Carney, Dan, 21
Carney, Frank, 21, 127
Casey, Jim, 150
Casserty, Todd, 51
Celebrating others' victories, 81
Chain of command, breaking,
147–148
Changes, making, 20–22
Cherry-picking tasks, 23–24
Chicosky, Jean, 43–44
Chopra, Deepak, 103
Circle of influence, 68
Civil rights movement, 11
Clancy, Dottie, 43
Clinton, Bill, 69
Code of conduct, 97–98
College degree, importance of, 111–113,
115–116
Collins, Jim, vi, 42
Compaq, 20–21
Computer skills, usefulness of, 114
Connally, James, 140
Contracts, elements of, 36–37
Coppola, Francis Ford, 125
Cosby, Bill, 14, 126
Courier Printing, 43–44
Covey, Stephen, 8, 27
Cowger, Gary, 22
- Dabney, Amy, 97
Danko, William, 40, 87
DeBiase, Keith, 140
Declining work ethic, reason for, 84–85
Dell, Michael, 21
Destiny, taking charge of your, 107–110
Disagree with others, ways to, 98
Discouraging people, 87–88
Disney, Walt, 40
Divorce, stigma of, 9, 11

- Domino's, 21
 Douglas, Michael, 11
 Dressing for the job, 99
 Drucker, Peter, 113
 Duty, failing to have a sense of, 147–148
- Earnings, average for government employees, 83
 Eastman, George, 40
 Echo Boomers, 13–15
 Economic realities of hiring people, 31–38
 Edison, Thomas, 129, 146
 Education, versus knowledge, 111–117
 Ego, checking your, 101–106
 Einstein, Albert, 136
 Employment at will, 34
 Eskew, Mike, 150
 Expectations, determining, 8
- Facial piercings, 17
 Failure, fear of, 124–126
 False sense of self, 13
 Fiorina, Carly, 42
 Flexibility, 20–22
 Flynn, Robyn, 64, 119–120
 Forbes, Barry C., 83
 Forbes, Malcom, 115
 Ford, Arielle, 103
 Ford, Bill, 2
 Ford, Henry, 40, 55
 Fordyce-Boyer, Renee, 30
 Forster, Sandy, 71
 Fox, Jeffrey, 28
 Fox, Michael J., 28
 Fox, William, 125
 Frankl, Victor, 118–119
 Franklin, Benjamin, 78, 107
 Frasier, Brian, 44
 Friendships and professional relationships, 74–75
 Funston, Todd, 141
- Gates, Bill, 5, 101, 128–129
 Generation Next (Nexters), 13–15
 Generation X (GenXers), 11–13
 Generation Y, 13–15
 Gere, Richard, 11
 Gersema, Rick, 41
 Gibson, Mel, 7
 Graham, Billy, 5
 Grant, Ulysses, 125
 Gratitude, power of, 102–106
- Gray, John, 72
 Great Depression, 9
 Greatest Generation, 9
 Griffith, Melanie, 11
 Grossman, Mahesh, 71–72
 Guiliani, Rudy, 2
- Hamelynck, Andy, 141
 Hanks, Tom, 9
 Hansen, Mark Victor, 70, 103
 Harrison, Bill, 70
 Harrison, Steve, 70
 Harvey, Paul, 86
 Hating your job, 52–55
 Health insurance, 34
 Heinz, Henry, 125
 Helicopter parents, 14
 Helplessness, avoiding, 118–131
 Hemingway, Ernest, 144
 Hershey, Milton, 125
 Hewlett-Packard, 42
 High standards, 65–66
 Highly valued employees, 35–36
 High-maintenance employees, 22–23, 25–26
 Hill, Napoleon, 125
 Holmes, Oliver Wendell, 56
 Houdini, Harry, 95
 Hubbard, Elbert, 36
 Hutcheson, Melissa, 133
 Hurston, Tonya, 122–124
- Iacocca, Lee, 3, 127, 143
 Implied warranty of fitness, 36–38
 Incompetence, 94
 Ingersoll, Robert Green, 111
 Intentions, making them known, 107–108
- Japanese workers, 85
- Job:
 - applications, lying on, 38
 - as a career, 47–56
 - longevity, 58–59
 - security, 3–4
 - seniority, 33–35
 - skills and a college degree, 113–115
- Johnson, Don, 10
 Johnson, Nat, 17, 59, 63
 Jones, Quincy, 101
- Karoshi, 85
 KC and the Sunshine Band, 10
 Keegan, Brendan, 74, 114–115

- Kelleher, Herb, 41
 Keller, Helen, 47
 Kelly, Bonnie, 150
 Kelly, Gary, 41
 Kennedy, Dan, 70, 72
 Kennedy, John F., 20, 148
 Kennedy, Joseph, 20
 King, Larry, interviews, 5
 Knowledge, versus education, 111–117
 Kremer, John, 72
- Labels, using, 17
 Labor force in the U.S., 2
 Lanier, 61–62
 Law, Alvin, 120–122
 Lewis, Pam, 50
 Little Man Syndrome, 126–128
 Live now, pay later, 10
 Long, John, 72
 Lost generation, 11
 Loving your job, 49–50
 Lowly valued employees, 35
 Low-maintenance employees, 19–26
- MacArthur, Douglas, 148–149
 Maintenance, being low, 19–26
 Mallen, Betty, 150
 Malloy, John T., 10
 Mandino, Og, 1
 Marrs, T. J., 72
 Martin, Steve, 10
 Maslow, Abraham, 17
 Maxwell, John C., v, 66, 124
 May, Michelle, 145–146
 McC Carson, Karen, 39
 McColl, Peggy, 71
 McGraw, Tim, 52
 McJobs, 12
 Millennials, 13–15
 Mistakes, making, 63–67
 Monaghan, Nick, 21
 Monaghan, Tom, 21
 Money, problems relating to, 4–5
 Monroe, Marilyn, 126
 Morisette, Alanis, 12
 Morris, Carla, 145
 Motley Crue, 10
 Muilenburg, Greg, 7
 Murphy, Edward, 20
 Murphy's Law, origins of, 20, 75
- Nester, Diana, 46
 Networking, 69
- Nexters, 13–15
 Nightingale, Earl, 4
 Nirvana, 12
 Nunag, Jonathan, 141
- Odom, Carol, 29
 Opportunity, recognizing, 128–131
 Otto, Susan, 33
 Outback Steakhouse, 51
 Overwork, death by, 85
 Owning your own business, reasons for, 39–40
- Papa John's, 21, 127
 Paycheck, earning your, 32–33
 Payroll, 3
 Peale, Norman Vincent, 50
 Perfectionism, 65–66
 Perot, Ross, 84
 Personal:
 - growth, 89–90
 - habits, 95–96
- Persson, Nancy, 43
 Petersen, Susan, 58
 Piercings, facial, 17
 Pizza Hut, 21–22, 127
 Powerlessness, 12
 Problems:
 - creating, 132–133
 - examples of, 136–143
 - solving, 132–143
 - solving skills, 133–135
- Problem solver, becoming a, 136–143
 Productivity and maintenance level, 25–26
 - versus activity, 145–146
- Professional relationships and friendships, 74–75
 Professionalism, 92–100
- Question to ask your boss, 29–30
- Racasa, Jose, 141
 Raises, earning, 109–110
 Ramsey, Dave, 114
 Rand, Ayn, 6
 Reagan, Ronald, 11
 Reda, Michelle, 49
 Rejection, people who suffered, 125–126
 Relationships, building, 75–76
 Reliability, 57–62
 Rivers, Diane, 142
 Robinson, Lynn, 72, 73

- Roosevelt, Theodore, 75
 Rose, Pete, 57–58
 Rosie the Riveter, 9
 Run-of-the-mill employee, 35
- Salary creep, 34–35
 Schnatter, John, 21, 127
 Scholz, Tom, 64
 Schwarzenegger, Arnold, 91, 118
 Self-imposed limits, removing, 88–91
 Self-restraint, importance of, 77–78
 Sensat, Dennis, 19
 Serpas, Ron, 42
 Serving others, 68
 Silent Generation, 8–9
 Simpson, Jessica, 13
 Smith, Emmitt, 34
 Smith, Fred, 125
 Sod's Law, 20
 Somers, Suzanne, 35
 Soupata, Lea, 79
 Southwest Airlines, 41–42
 Spade, David, 28
 Spears, Brittany, 13
 Spencer, Janice, 55
 Spielberg, Steven, 9
 Spillers, Kay, 20
 Spotlight, sharing, 78–79
 Stanley, Tom, 40, 87
 Staples, 43
 Staying young, 86–87
 Stenberg, Tom, 43
 Stewart, Mike, 73
 Stone, W. Clement, 8, 100
 Stout, Merrill, 138
 "Suits," 13
 Sykes, Charles, 13–14
- Tardiness, cost of, 59–60
 Technical skills versus problem-solving skills, 133–135
- Thinking things through, 22–23
 Tigner, Brian, 138
 Timing, importance of, 78–79
 Toddie, Laura, 95
 Trophy Generation, 13
 Trump, Donald, 40
 Trust, earning, 92–94
 Twain, Mark, 125
- Ultimatums, giving, 146–147
- Values:
 learning your supervisor's, 17–18
 respecting others', 97–98
- Vaughn, Sandra, 135
 Voice Over Internet Protocol (VOIP), 33
- Wagoner, Rae, 49
 Walton, Sam, 42
 Warren, Rick, 5, 68
 Washington, George, salary, 5
 Watson, Tom, 66–67
 Welch, Jack, 2, 4, 29
 Whiteman, Greg, 138
 WIFM (What's in It for Me?), 32
 Wilde, Oscar, 125
 Work ethic, 83–91
 Workaholism, 85–86
- Working:
 for a Baby Boomer boss, 16
 with different generations, 15
 for a Generation X boss, 16–17
 hard, 86–87
 for a Silent Generation boss 15–16
- Wozniak, Steve, 42
 Wright, Thom, 98
- Young, Robert R., 61, 150
- Ziegler, Jim, 68
 Ziglar, Zig, 81