

Index

A

Accountability: Dunn's lessons in, 58–61; fiduciary responsibilities and, 49, 51–52
 Adams, John C., Jr., 203–204
 Alltel Corporation, 201, 212
 Amazon, 189
 American Bankers Association, 93
 American Express, 177–178, 179
 American Home Products, 165
 Andrew W. Mellon Foundation, 109
 Apple, 77
 Arthur Andersen, 100
 Arthur Young & Company, 26
 Artzt, Edwin, 160, 161
 Attracting supporters, 86
 Audit, The, 108
Australian, The, 152
 Authenticity, 31
 Authority: building from service to others, 11
 AutoZone, 203
 Azul, 16–20

B

Banc One, 190
 Bank One, 175, 189–192, 193
 Bank One Corporation, 149
 BankAmerica Corporation, 29
 Barclays Global Investors, 45, 46, 47–49, 50, 55
 Barger, Dave, 9, 14, 15
 Baxter International, Inc., 113, 115–117, 118–119, 120–123, 125, 130
 Bay Area Council, 57
 Bear Stearns, 193
 Bell & Howell Company, 117
 Bell Labs, 81
 Benedict, Jeff, 12
 Berkshire Hathaway, 95, 194

Bezos, Jeff, 189

BHP, 134

BHP Billington, 150–152

BlackRock, Inc., 49

Blair, Tony, 213

Blake, Norman, 103

Blank, Arthur, 189

Board members: Harvard

Management Company, 101–103;

holding company shares, 107;

inherent difficulties of, 105–106;

knowing all, 146–147; making

comeback as, 170; responsibility of

Enron's, 103–106; Winokur as

Enron, 89–91, 95–97, 99–101

Board of directors: organization of

Citigroup, 182; working

ineffectively with CEO, 166–167

Boeing, 48

Borden, 198, 199

Brands: defining market for, 171;

dismantling long-term, 170–171;

lessons learned about, 157;

P&G use of, 161–162

Bridge2Rwanda, 212

Brody, Charlotte, 118

Brogdon, Todd, 213

Buckeye Pipeline, 94, 95

Buffett, Warren, 95, 194

Buford, Bob, 207, 210, 211

Business Travel World, 40

BusinessWeek, 48, 52, 54, 116–117,

121, 160, 176–177, 180

C

Calvin, Dabbs, 213

Campbell, Joseph, 56

Campbell Soup, 168

Cannon Mills Inc., 94

Capacity, 211

Capricorn Holdings, 95, 97, 98

- Caputo, Bruce, 93
 Carpenter, Michael, 184
 CBS News, 60
 Center for Entrepreneurial Excellence, 214
 CEOs: advice for transitioning, 128–131; turnover rate for, 167–168
 Changing corporate operations, 143
 Charities. *See* Philanthropic service
 Charles Schwab & Company, 23, 29–30, 32, 33–37, 38, 42
 Chase Capital, 7
Chicago Tribune, 83, 125
Chief Executive magazine, 118
 Chiquita Brands, 170
Cincinnati Enquirer, 164
CIO Magazine, 34
 Citibank, 27, 94, 182
 Citicorp, 181, 183, 192
 Cities Service Company, 94
 Citigroup, 79, 175–176, 181–187, 191, 192
Clicks and Mortar (Pottruck and Pearce), 32–33
 Coca-Cola, 168
 Combustion Engineering Inc., 97
 Comebacks: acknowledging life's difficulty, 17, 123; character tests and, 107–108; deciding what not to do, 147–150; expanding influence in, 124–127; family's role in, 185–186, 188, 193, 195; help of support systems in, 38, 57, 59–60, 61–62, 63; importance of rebooting in, 82–83; learning life continues, 172–173; making as board member, 170; Pottruck's, 37–42; redefining personal mission, 19, 20; resilience in, 83–87; shifting life outlook, 155–156, 168–170; trying on opportunities for, 176, 187–189. *See also* Transitions
 Commercial Credit Company, 178–179, 181, 194
 Connally, John, 93
 Consensus, 172
 Context, 211
 Continental Airlines, 9
 Control Data Corp., 178
 Cooperative relationships, 31–32
 Core, 211
 Corporate culture: fostering new ideas in, 170; influence of servant leadership on, 11–13; people-centric, 7; revitalizing, 163
 Courage, 211
 Coutu, Diane, 83–84, 85, 86
 Crown, James, 190
Customer Centered Growth (Whitely and Hessian), 139–140
 Customers: providing bill of rights for, 15; responsibilities to, 195; taking care of, 1–2, 3, 4, 10, 13
- D**
Daily Pennsylvanian, 41–42
 Dawson, Dale: building businesses in Rwanda, 209–214; career of, 197–204; dealing with midlife reorientation, 204–208; death of father, 202; turnaround of TruckPro CEO, 202–204
 Dawson, Judi, 198, 201–202, 204, 208, 212, 215
 Dell, 50
 Delta Directions, 109–110
 Difficulties: inevitability of leadership's, 17; inherent as board member, 105–106; inherent in life, 123
 Dimon, Jamie: advice from, 79; chooses comeback career slowly, 176, 187–189; Citigroup deal for, 181–183; comeback by, 175–176; decision making in difficult situations, 183; distinguishes net vs. self worth, 176, 185–186, 187; early career experiences of, 176–180; effect of career changes on, 190–191, 193, 195; firing of,

- 183–187; joins Bank One, 189–192; leadership of, 149; peacemaking by, 188
- Dimon, Judy, 176, 177, 184, 185, 187, 188, 189, 190–191, 193
- Dimon, Julia, 186
- Dimon, Kara, 186
- Dimon, Laura, 186
- Dimon, Peter, 177
- Dimon, Ted, 176–177
- Directorship*, 106
- Dissatisfaction in midlife, 198, 204–208
- Dreyfus Health Foundation, 110
- Driving Miss Daisy*, 109
- Duncan, John, 96, 103
- Dunes, 46
- Dunn, Patricia: career before HP, 45–49; dual challenges of, 55–58; joins HP board, 50–54; self-knowledge gained by, 61–64; support system for, 57, 59–60, 61–62, 63; work at Barclays Global Investors, 47–49
- E**
- Economist*, 18
- Electric Power Research Institute, 81
- Elkind, Peter, 99, 100
- Elkun, Leonard, 168–169
- Employees: CEO's responsibility to, 122, 167; creating relationships between CEOs and, 126; honoring relationships with, 119–120; relating to with humility, 114–115; relationships to, 5, 9, 10, 12
- Enron, 93, 98–99, 101–102, 108; aftermath of bankruptcy, 103–106; implosion of, 90–91, 99–101; media coverage of, 107; rise of company, 89–90, 96–97
- Entrepreneurs: advantages of, 135; motivation for, 6; opportunities for, 4; servant leadership principles for, 2, 10–13
- Eos, 39–41
- Ernst & Young, 26
- e.Schwab, 33
- Ethics, 107–108, 128
- Exchange-traded funds (ETFs), 48
- Executives: compensation for, 11–12; deferring bonuses, 119
- F**
- Fairbanks, Michael, 214
- Family: effect of relocating, 190–191; handling job in context of, 193, 195; making priority, 114, 116; need to find passion, 188; support from, 62
- Fast Company*, 118–119
- Fastow, Andrew, 97, 99, 100, 103, 104
- Federal Reserve, 193
- Ferry, Richard, 94
- Financial Times*, 194
- Fiorina, Carly, 49, 50–51, 52
- Firestone, 134, 143, 144
- Firestone, Harvey, 143
- Firing Back* (Neeleman and Ward), 19
- First Chicago Bank NBD, 190
- Ford, Henry, 143
- Ford Motor Company, 133, 134–147, 148, 150
- Ford, Scott, 212
- Ford, William Clay Jr., 140–141, 143, 144, 145
- Fortune*, 34, 35, 49, 60–61, 63, 105, 167–168, 192
- Freeman, Morgan, 109
- G**
- Galvin, Bob, 69, 73, 75, 76–77, 79–80, 87
- Galvin, Chris: hiatus for, 78–80; importance of resilience, 83–86; as lame duck CEO, 76–78; lessons learned by, 86–87; rebooting by, 82–83; starting over, 80–83; as third-generation CEO, 67–71; turning around Motorola, 71–76, 77, 78, 82–83

- Galvin, Lillian, 87
 Galvin Manufacturing Corporation, 67–68, 87
 Galvin, Michael, 80
 Galvin, Paul, 67–69, 81, 84, 87
 Galvin Projects, The, 81, 82
 Gamble, James, 162
 General Electric, 48, 74, 194
 General Motors, 137
 George, Bill, 92
 Gillette Company, 165
 Glass-Steagall Act, 181
 Global economy: Asia Pacific in 1970s, 136–137; Australia’s role in Asia Pacific markets, 139; Europe in 1970s, 135–136; Ford’s role in, 145–146; marketing products locally, 158–159; restructuring businesses for, 164–165; South American markets in 1980s, 137–138; working foreign assignments, 157–158
 Goals: evaluating personal, 129; finding positive and alternative, 124
 Goldman Sachs, 79, 92, 177, 178
 Gore Creek Asset Management, LLC, 81
 Gowney, Bob, 72
 Grauer, Fred, 47
 Greenleaf Center for Servant Leadership, The, 11
 Greenleaf, Robert K., 11
 Grove, Andy, 38
 Gulf & Western Corporation, 96
- H**
 Halftime Institute, 207, 210
Halftime (Buford), 207
 Hammer, Armand, 94
 Harrison Street Capital, LLC, 80, 83, 87
 Harrison Street Real Estate Capital, LLC, 80–81
 Harrison, William “Bill”, 193
Harvard Business Review, 83
 Harvard Corporation, 98, 101–103, 106, 110–111
Harvard Crimson, 102–103
 Harvard Management Company, 97–98
 Harvard University, 7, 97–99, 146, 165
 HarvardWatch, 102
 Haygood Truck & Trailer Parts, 202
 Healthcare Without Harm, 118
 Hessian, Diane, 139–140
 Hewlett-Packard, 45, 46, 49–63, 77
 HighTower, 41
 HNG Internorth, 96
 Home Depot, 189, 201
 HOPE International, 212
House of Dimon, The, 179, 190
 Houston Natural Gas, 89, 96
 Humility, 114–115, 117–118, 119–120
 Hunter, James C., 11
 Hurd, Mark, 52, 59
- I**
 IBM, 50, 77
 I.C.H. Corporation, 201
 ICT Inc., 93
 Immuno AG, 116
Inc. magazine, 12
Information Week, 35
 Inner City Fund, 93
 Innovation: finding new avenues for, 80–83; fostering, 170; Galvin’s commitment to, 68; investments in new technology for, 69–70; undermining with short-term focus, 85
 Inspiration: finding from other leaders, 194; leadership as, 11
 Integrity, 49, 51–52
 Intel Corp., 38
 Internorth, 96
 Investing in success, 157
 Iowa Beef, 94
 Iridium project, 68, 72–73
 iShares, 48
 Ithaka, 109

J

Jacobs, Donald P., 119
 Jaedicke, Bob., 103
 Jager, Durk: career at P&G, 156–166; departs P&G, 166–168; learns life continues, 172–173; lesson learned, 170–173; as P&G CEO, 162–167; questioning status quo, 159–160; shifts in outlook, 155–156, 168–170; viewing P&G career, 168–170
 Jahnke, Bill, 61
 Japan, 158–159
 J.D. Hunter Associates, 11
 JetBlue Airways Corp., 1, 7–10, 11–17, 18, 20
 JPMorgan, 152, 175
 JPMorgan Chase, 149, 192, 193

K

Kagame, Paul, 212, 213, 214
 Katsaros, Athena, 56
 Kelleher, Herb, 5, 6
 Kellogg School of Management, 124–125, 128
 Kelly, Tom, 7, 9
 Keyworth, Jay, 53
 King, Laura, 164
 Kodak, 170
 Korn/Ferry, 94
 KPMG, 197, 200, 204
 Kraemer, Harry M. Jansen, Jr.: acknowledging life's difficulty, 123; departure from Baxter, 120–123; humility, 114–115, 119–120; importance of self-reflection to, 113–114, 123; lessons learned by, 123–124; philosophy of leadership for, 113–115; sharing life lessons, 127–128; starting over, 124–127; using transitions wisely, 128–129; values-based leadership by, 113–115, 118–120, 125; work/life balance for, 114, 115–118
 Kraemer, Julie, 117–118
 Kroger Co., 164

L

Langone, Kenneth, 189
Last Man Standing (McDonald), 182
 Lauer, Matt, 14
 Lawrence University, 126–127
 Lay, Ken, 92–93, 96, 99, 100
 Lazarus, Michael, 7
 Leaders: American view of, 83–84; finding inspiration from other, 194; privilege and responsibility of, 195; redefining personal mission, 19. *See also* CEOs
 Leadership: exhibiting authenticity in, 119; humility as principle of, 114–115, 119–120; importance of self-reflection in, 114; inevitability of difficulties in, 17; influencing and inspiring with, 11; Kraemer's philosophy of, 113–115; principle of balance in, 114; providing second chance for, 15–16; servant, 2, 10–15; values-based, 113–115, 118–120, 125
 Lehman Brothers, 177, 194
 LeMaistre, Charles, 103
 Lessons learned: about brands, 157; accepting reality, 17; accountability, 58–61; business ethics, 107–108; Dawson expresses, 215–216; decision making in difficult situations, 183; defining brand markets, 171; dismantling long-term brands, 171; distinguishing net vs. self worth, 176, 185–186, 187; fostering new ideas in corporations, 170; by Galvin, 86–87; investing in success, 157; knowing all board members well, 146–147; by Kraemer, 123–124; life continues after upsets, 172–173; never overestimate abilities, 61; providing second chance for leadership, 15–16; questioning status quo, 159–160; sharing life lessons, 41, 127–128;

Lessons learned (*continued*)
 times for changing corporate
 operations, 143
 Lester, Clarence, 93
 Lincoln, Abraham, 84, 194
 Lindner, Carl, 95
 Lipp, Robert "Bob", 179, 194
 Living in present, 123
 LJM/LJM2 partnerships, 99, 100
 Loucks, Vernon, Jr., 115
 Luckett, Bill, 109

M

Madison Dearborn Partners,
 123–124, 126
 Mandela, Nelson, 194
 Marcus, Bernard, 189
 Marine Drilling, 97–98
Marketing Week, 163
 Marshall, Paul W., 191
 Martinelli, Al, 95
 Mastery, 85–86
 Mattel, 168
 Maughan, Deryck, 180, 181,
 182–183, 184
 McArthur, John, 94, 146
 McDonald, Duff, 182
 McKinsey & Company, 79
 McLean, Bethany, 99, 100, 105,
 108–109
 Media coverage: of Enron, 107;
 JetBlue's flight cancellations, 14;
 reviews of business, 108–109
 Medtronic, 92
 Menezes, Victor, 183
 Merrill, Christopher, 80–81
 Merrill Lynch, 180
 Microsoft, 142
 Mississippi State University, 110
 Morgan Stanley, 177
Mormon Way of Doing Business, The
 (Benedict), 12
 Morningstar, Inc., 35
 Morris Air, 4–6, 7, 8
 Morris, June, 4
 Morris Travel, 4

Motorola, Inc., 67, 68–78, 79, 80,
 82–83, 84, 85, 87
 Munger, Charlie, 95, 194
 Murdock, David, 94

N

Nasser, Abdo, 135, 151–152
 Nasser, Jacques "Jac": deciding what
 not to do, 147–150; goes to work
 for Ford, 134–140; heads global
 automotive business at Ford,
 140–145; kidnapping of, 137–138;
 moves to U. S., 136; new role at
 BHP Billington, 150–152;
 optimism of, 151–152; pride in
 successes, 145–147; resigns from
 Ford, 144–145; surprising life
 change for, 133–134
 NAVTEQ, 84–85
 NCR Corp., 52
 Neeleman, David: enters travel
 business, 4–8; founds JetBlue,
 7–10; growing up in Brazil, 2–4;
 leaves JetBlue, 15–16; newest
 ventures in Brazil, 17–20; puts
 employees first, 5, 9, 10, 12;
 responding to ice storm, 13–16;
 responses to upsets, 1–2; servant
 leadership of, 2, 10–13
 Neeleman, Vicki, 4
 Net worth vs. self worth, 176,
 185–186, 187
New York Times, The, 5, 13, 36, 54,
 77, 78, 83, 101, 121, 141, 144, 161,
 167, 179, 181, 183, 186
New Yorker, The, 60
Newsweek, 90
 Nokia, 83, 85
 Non-compete agreements, 187
 NorthShore University Health
 System, 127
 Northwest Industries, 115

O

Occidental Petroleum, 94
 Ogilvie, Donald, 93

- One Equity Partners LLC, 149, 152
 Open Skies, 6, 7
 Opportunity International, 209–210, 212
 Optimism, 151–152
 Overestimating abilities, 61
 Owen, Tom, 9
- P**
 Pacific Holdings Corporation, 94
 Palmieri Company, 94
 Palmieri, Victor, 93, 94
 Passion: energy inherent in, 198;
 family's need to find, 188; finding
 life's, 204–205; following in
 philanthropic work, 188, 209–214;
 as gift, 205–208
 Paulson, Henry “Hank”, Jr., 79, 92
 Pausing between careers, 147–150,
 176, 187–189
 Pearce, Terry, 30–31, 32–33, 39
 Pearson, Andrall “Andy”, 194
 Peat, Marwick, Mitchell & Co., 197
 Penn Central Railroad, 94–95, 96
 People: building corporate cultures
 centered on, 7; as most important
 asset, 86–87; putting first, 5, 6
 Pepper, John, 160, 161, 162
 PepsiCo, 194
Perfect Power (Galvin and Galvin),
 81
 Perkins, Tom, 53
 Philanthropic service: Dunn's
 contributions to nonprofit
 organization, 63; following passion
 in, 209–214; offering service to
 others, 7; passionate engagement
 in, 188; Pottruck's support for,
 41–42; Winokur's, 109–111
 Platt, Lou, 50
 Plumeri, Joseph, 27, 28
 Porter, Michael, 213
 Pottruck, Craig, 38–39
 Pottruck, David: career of, 23–24; as
 co-CEO with Schwab, 33–35;
 comeback for, 37–42; facing
 disappointment, 24–26;
 importance of self-knowledge, 39,
 42; personal transformation for,
 30–32; reversals as Schwab CEO,
 35–37
 Primerica, 179, 181, 190
 Private sector philanthropy, 212–214
 Procter & Gamble, 155, 156–166,
 167, 169–171, 172
 Procter, William, 162
 Purpose: finding, 214–215
- Q**
 Quantum Fund, 7
 Questioning status quo, 159–160
- R**
 Rebooting, 82–83
 Reed, John, 175, 182, 184, 185, 186
 Relationships: creating between
 CEOs and team members, 126;
 developing cooperative, 31–32; to
 employees, 5, 9, 10, 12; honoring
 all equally, 119–120. *See also*
 Family
 Resilience: attracting supporters, 86;
 examples of Galvin family's,
 83–87; improvisation and, 85;
 mastering challenges and, 85–86;
 overcoming hardship and, 83–84
 Responsibilities: of CEO to
 employees, 122, 167; consensus vs.
 individual, 172; to customer
 service, 1–2; of Enron's board
 members, 103–106; fiduciary, 49,
 51–52; leadership, 195
 Rhoades, Ann, 9
 Richardson-Vicks, 159
 Roosevelt, Franklin, 83–84
 Roosevelt, Theodore, 84
 Royal KPN, 170
 Royal Wessanen, 170
 Rucyahana, Bishop John, 206–207,
 208, 209–210, 212, 214
 Rwanda Presidential Scholars
 Program, 214

S

- Salomon Brothers, 180, 181
 - Salomon Smith Barney, 180–181, 183, 184
 - Samsung Electronics, 83
 - Schwab, Charles, 29, 30, 33–35, 37, 39, 42
 - Schwab.com, 34
 - Scott, Emily, 33, 34
 - Second guessing, 169–170
 - Securities and Exchange Commission (SEC), 90–91, 105, 121
 - Self-confidence, 37–38, 114, 151
 - Self-esteem maintenance, 168–169
 - Self-knowledge: accepting trauma as not about you, 108; changing relationships with, 31; gained by Dunn, 61–64; importance of, 39, 42; moving beyond disappointment with, 155, 156
 - Self-reflection: allowing during transition, 128–130; importance of, 113–114, 123
 - Servant leadership, 2, 10–15
 - Setbacks, 42
 - SEVEN Fund, 214
 - Shearson, 27, 28, 177, 178, 179, 180
 - Shining Path, 137–138
 - Six Sigma quality improvement process, 68–69, 74, 81
 - 60 Minutes*, 54
 - Skilling, Jeffrey, 99–100, 103
 - Smale, John, 160
 - Smartest Guys, The* (McLean and Elkind), 99, 105
 - Smith Barney, 179, 180, 184, 186
 - Smith, Dr. Barry, 109–110
 - Sonnenfeld, Jeffrey, 19
 - SONY, 48
 - Soros, George, 7
 - SoundView Technology, 36–37
 - Southwest Airlines, 5–6, 7, 8, 9, 10
 - Squash Haven, 109
 - Stahl, Leslie, 54
 - Stephens, Inc., 197, 200, 201–202, 204, 205, 208, 209, 213
 - Stephens, Jack, 200
 - Stephens, Warren, 200, 201, 205
 - Stephens, Witt, 200
 - Strength in adversity, 63
 - Stupski, Larry, 30–32
 - Success: defining personally, 215–216; investing in, 157; pride in, 145–147
 - Sullivan, Tom, 126
 - Summers, Larry, 102
 - Sun Microsystems, 78
 - Support systems: attracting supporters, 86; developing own, 59–60; family's role in, 185; finding trusted associates, 84; importance of, 38, 57, 61–62, 63; maintaining balance with trusted advisers, 117
 - Surrendering: accepting reality, 17; allowing worst-case scenarios, 55–56; letting go of expectations, 56
- T**
- Teaching: opportunities within, 124–125; sharing life lessons by, 41, 127–128
 - Teams: consensus vs. individual responsibility, 172; individual innovation vs., 170
 - Technology: investing in innovative, 69–70; predicting sales for innovative, 72–73
 - Tenneco Inc., 201
 - Time*, 10, 192
 - Tony Jannus Award, 12–13
 - Transitions: accepting worst-case scenarios, 55–56; allowing

- self-reflection during, 128–130; helping during leadership, 122–123; mid-life, 198, 204–208; pausing between careers, 147–150, 176, 187–189; rebooting in, 82–83; self-knowledge during, 39, 42, 61–64. *See also* Resilience; Work/life balance
- Travelers, 179, 180, 181, 190
- Travelers Group, 192
- Tropicana Hotels, 46
- Trotman, Alex, 140, 141
- TruckPro, 197–198, 202–204, 209
- Trust: developing trustworthiness, 31; fiduciary responsibilities and, 49, 51–52; relying on trusted advisers, 117
- Tufts University, 177
- Turnarounds: Bank One, 191–192; challenging plans for, 144–145, 156, 165–166; characteristics of leaders in, 191; Dawson’s TruckPro, 202–204; Galvin’s Motorola, 71–76, 77, 78, 82–83; turnover rate for CEOs, 167–168
- Tyson Foods, 201
- U**
- U. S. Department of Defense, 92
- U. S. Department of Labor, 91
- U. S. Department of Transportation, 9
- U. S. Justice Department, 91
- U. S. Leasing, 96
- U. S. Treasury Department, 193–194
- United Automobile Workers, 150
- United Press International, 2–3
- Urwego Opportunity Bank of Rwanda, 212, 213
- V**
- Values-based leadership, 113–115, 118–120, 125
- Verizon, 201
- Vetter, Martha, 206
- Virgin Atlantic, 9
- Volcker, Paul, 130
- Volkswagen, 138
- W**
- Wal-Mart, 200, 201
- Wall Street Journal*, 50–51
- Ward, Andrew, 19
- Warner-Lambert, 165
- Warren, Rick, 213
- Wayman, Robert P., 51
- Weill, Sanford “Sandy”, 79, 175, 177–178, 179, 180, 182, 183, 184, 185, 186, 188, 192, 194
- Welch, Jack, 147, 194
- Wells Fargo Investment Advisors, 46–47, 49
- WestJet, 6, 7, 8
- Weston Presidio, 7
- Wharton School, 41
- White, William J., 117
- Whitely, Richard, 139–140
- Williams Companies, The, 96
- Williams, John, 96
- Winokur, Andra, 107
- Winokur, Annick, 107, 109
- Winokur, Dee, 107, 109
- Winokur, Herbert “Pug”, 89–111; career of, 91–95; comeback from difficult situations, 106–111; connections to Harvard, 97–99, 101; as Enron board member, 89–91, 95–97, 99–101; postmortem of Enron by, 103–106; resigns from Harvard board, 101–103; testifies in Congress, 100–101, 104–105
- Winokur, Marjorie “Marge”, 109
- Work/life balance: getting help from trusted advisers, 117; grounding and balancing life, 187; importance of personal, 114, 115–118; teaching, 127–128

242 INDEX

World Economic Forum, 130
World Equity Benchmark Shares
(WEBS), 48
World Relief, 212
World Relief Canada, 212

X

Xerox, 77, 168

Y

Yahoo!, 142
Yale University, 19
Yum! Brands, 194

Z

Zafirovski, Mike, 73, 76, 77
Zander, Ed, 78, 83