THURSDAY 13, DECEMBER 2012

Wishing you the most special holidays ever and a successful and warm new year! At this joyous time of year, we are grateful for our work with you. In the New Year, we wish you abundance, happiness, and peace in a new year filled with hope. From our family to your family, we wish you the best holidays ever. And to whoever sent us cupcakes - thank you - keep them coming!

Bruce Hodes and the CMI Staff

The Strategist: Be the Leader Your Business Needs

By Cynthia Montgomery

Typically I do not like what I call “MBA” books. These are business tomes written by professors. They are theoretical and hardly relate to the business world. Typically the case studies are complicated and irrelevant. The Strategist is different. Though written by Cynthia Montgomery, a Harvard professor, the author's writing style is straight forward, almost conversational.

Read the rest of the review, click here.

Going To Ecuadorland: Snippets from a Trip

I went to Ecuador not for pleasure but for a client. Gosh that sounds romantic. CMI has a client in Ecuador; sweet. Finally I had outgrown the constraints of North America. Traveling there was like going to a new world. The transition, twelve hours of travel and the hour standing in line to get out of Ecuadorian Customs, solidified that I was no longer in Kansas. Not to mention, everyone spoke

Season's Greetings

from Bruce, Alona and Dorothy

Welcome Colleagues

CMI's Quarterly Newsletter

Welcome to CMI's Quarterly Newsletter, a newsletter for businesses that want to create profitable, nurturing, and quality work cultures. Please feel free to pass on CMI's Quarterly Newsletter to people in your network. To forward, change your preferences, or unsubscribe click on the links below.

Forward to a friend

CMI on Facebook

This newsletter

Preference center * Unsubscribe

CMI Moved!

but we did not go far...

As of November 1, 2012, CMI’s new home is

1103 Westgate
Suite 305
Oak Park, IL 60301

Our phone numbers are all the same
Spanish.

Was that really a bullet proof vest on that security guard who took my suitcase out of the car? He also wore a pistol. What was that about? I assumed that the pistol was for protecting me in my hotel room. Oh dear; what had I gotten myself into?

To continue reading, click here.

back to top

Raving Fan Customers

What is a Customer Focused Team? The word “team” is overused in business; it gets applied to any group of humans in a work setting. However, when you define a team as everything, you end up with nothing. Tough challenges and high performance standards, such as those associated with customer service, quality and profitability are essential for teams to come together and coalesce. Having customers consistently be raving fans of the company’s service is certainly a challenging and lofty goal.

To learn more about creating Customer Focused Teams that produce Raving Fan Customers click here.

back to top

Achieve Sustainable Business Growth

Can you grow a powerful, profitable organization in these challenging times? Yes, but it takes courage, determination, and actionable techniques that work,” says Bruce, who has 30 years' experience working with privately held companies from five to 100 million dollars in size. As a business consultant, author, and former psychotherapist, Bruce brings a diverse blend of skills and education to his work with teams, business leaders and executives, and as President and Founder of CMI, he's dedicated to helping companies grow.

The author of Front Line Heroes: Battling the Business Tsunami by Developing Performance Oriented Cultures, his entertaining talks are powerful experiences as Bruce illustrates his strategies with real-life stories and provides step-Enter your description.

Please update your records accordingly.

CMI Open House

CMI is hosting an open house on

Friday, December 21

12pm - 2pm

Lunch will be provided. Please stop by and see our new office!

CMI donates $500 to the Race That's Good For Life in honor of our clients

The Race That's Good For Life is one of the most prestigious 5K race events in the Chicago area. The Race That's Good For Life is a family friendly event that draws from the Oak Park area and beyond. Race proceeds benefit local charities such as the United Way (formerly Community Chest) of Oak Park, River Forest, & Forest Park, the West Suburban Health Care Foundation, and Friends of the Oak Park Public Library.

Visit the race website.

CMI Videos

CMI has some great new videos on it's YouTube Channel.

Watch Bruce present at the TRSA conference. Click Here.

Watch Bruce play team building games with Servicat in Ecuador. Click here.

CMI's YouTube Channel

CMI Recommended Readings

CMI's recommended list of books and articles will help you produce a high performance work culture.

3 Strategies for Middle Management: by coordinating efforts between top execs and front-line staff, midelevel managers can play a key role in growth

Interested in having Bruce speak for your organization? email us!

Holiday Team Building Party

The holidays are generally a time filled with festivities, good cheer and delicious food. Unfortunately today's rough economic climate brings less fun in the workplace. Don't let your end of year celebrations and holiday parties “make the cut.” Instead, save money with CMI's Holiday Team Building Party. This is the perfect time to let your guards down, bond with your co-workers, celebrate 2012 accomplishments and toast to 2013.

For more information click here.

Mission and Vision: motivate staff by reviewing why your company exists and what it does best - then focus & execute

Facebook

CMI is on facebook. Find us on facebook by clicking here and joining our group for the latest updates. Help support CMI by clicking the Like buttons on our newsletter.
I use the word strategist, or leader strategist, for the head of a business; someone who bears overall responsibility for what a firm is and what a firm does. But people throughout a business need to understand and embrace strategy. No one can do a job well, or make the choices and trade-offs any position requires, without understanding the big picture, without knowing what a firm aspires to be, and how it intends to get there. If a firm’s strategy is not clear, people throughout the organizations have a right and a duty to press for clarity. If the answers aren’t forthcoming or satisfying, The Strategist exposes all business leaders—whether they run a global enterprise or a small business—to the invaluable insights Montgomery shares with these privileged executives. By distilling the experiences and insights gleaned in the classroom, Montgomery helps leaders develop the skills and sensibilities they need to become strategists themselves. It is a difficult role, but little else one does as a leader is likely to matter more. Categories The file will be sent to your Kindle account. It may take up to 1-5 minutes before you receive it. Please note you need to add our email km@bookmail.org to approved email addresses.