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### From The Harvard Business Review

In workplaces where acts of kindness become the norm, the spillover effects can multiply fast. When people receive an act of kindness, they pay it back, research shows — and not just to the same ...

### Don't Underestimate the Power of Kindness at Work

The catastrophe in India highlights the need for governments and international organizations to coordinate more effectively.

### 4 Strategies to Boost the Global Supply of Covid-19 Vaccines

To move fast during disruption, organizations must embed agility into strategy execution processes, creating the adaptability to deal with uncertainty as it occurs. Instead of reacting each time ...

### Embedding Speed and Agility into Strategy Execution

In the past few years, a number of companies have marketed wearable devices and mobile apps that can track our personal health data. These “mHealth” devices and apps have led to the birth of what is ...

### Do Health Apps Really Make Us Healthier?

There are too many ways to communicate at work. Let's set some ground rules.

### Did You Get My Slack/Email/Text?

They expect companies to play a more prominent role in tackling systemic issues like climate change and social inequality, and they expect leaders to be effective, authentic, and compassionate.

### 4 Actions Transformational Leaders Take

GAAP is a fancy term for accounting rules and regulations. Non-GAAP, as the name suggests, is a profit number based on calculations that don't follow accounting rules. Over 95% of S&P 500 companies ...

### Mind the GAAP

Research shows that consumers are more likely to trust and engage with formally dressed employees. What does this mean for masks and social distancing?

### What Retail Workers' Attire Communicates to Customers

All too often advances in digital health tools don't benefit disadvantaged populations. One reason is new ventures and their backers make assumptions about this market that aren't true. By partnering ...

### How to Narrow the Digital Divide in U.S. Health Care

The Kraft Heinz Company is best known for iconic global brands like Heinz Ketchup and Kraft Macaroni & Cheese. It's also a leader in digital technology, having built an advanced cloud data platform ...

### How Data-Sharing Is Helping to Power a Global CPG Company

Many companies intend to give us the best of both worlds by allowing employees to split their time between home and the workplace. But it will only give you the best of both worlds if you figure out ...

### What Mix of WFH and Office Time Is Right for You?

When it comes to attracting, developing, and retaining talent, corporate board members have long been an underutilized asset, largely relegated to traditional board compensation committees. Some ...

### Your Board Needs a People Committee

One resource in particular, coaching, can change the process of crisis management into constructive crisis leadership, an approach that is both proactive and powerful. Sooner or later all ...

### How Coaching Can Help You Move from Crisis Management to Crisis Leadership

Bitcoin consumes as much energy as a small country. This certainly sounds alarming — but the reality is a little more complicated. The author discusses several common misconceptions surrounding the ...

### How Much Energy Does Bitcoin Actually Consume?

And as a growing number of companies have come to view customer experience (CX) as a key competitive differentiator, the CFO is now taking a hand in CX improvement initiatives as well.

### The CFO: A Key Player on the Customer Experience Team

While many company leaders may not see it, their Black employees are living in existential fear. The January 6 attack on the Capitol, the ongoing police shootings of Black people, the senseless pepper ...

### The Fear Black Employees Carry

In this research, we found that a persistent set of small, orchestrated changes is the best approach to drive large and lasting change at an organization. These small changes, when made continuously ...

### Break Down Change Management into Small Steps

Even if they provide a positive score, customers often reveal their true thoughts and feelings in the open-ended comment boxes typically provided at the end of surveys, and AI can help companies make ...

### Using AI to Track How Customers Feel — In Real Time

When the Covid-19 pandemic removed the safety net of school and day care, the impact on working parents was cataclysmic.

### Childcare Is a Business Issue

Various metrics, like Net Promoter Score, can measure whether a customer would recommend a brand but can't measure the impact of different aspects of CX. However, this is changing as companies are ...