



wynne business
grow. delight. profit.

Spa Leaders Recommended Reading List

The One-Minute Manager, *Ken Blanchard & Spencer Johnson*

The Seven Habits of Highly Effective People, *Stephen Covey*

Emotional Intelligence, *Daniel Goleman*

The Handbook of Coaching: A Comprehensive Resource Guide, *Frederic M. Hudson*

Who Moved My Cheese?, *Ken Blanchard & Spencer Johnson*

Good to Great, *Jim Collins*

Built to Last, *Jim Collins & Jerry Porras*

The Tipping Point, *Malcolm Gladwell*

Why We Buy, *Paco Underhill*

The Experience Economy, *James H. Gilmore, B. Joseph Pine*

The Starbucks Experience, *Joseph Michelli*

Setting the Table, *Danny Meyer*

Predictably Irrational, *Dan Ariely*

The Ultimate Question, *Fred Reicheld*

The Power of Habit, *Charles Duhigg*

The Buddha Walks Into the Office, *Lodro Rinzler*



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Spa Leaders Recommended Reading List Continued

Leaders Eat Last, *Simon Sinek*

The Black Swan, Nassim, *Nicholas Taleb*

Experimental Marketing, *Bernd Schmitt*

The Motivation Myth, *Jeff Haden*

The Big Book of Customer Service Training Games, *Carlaw & Deming*

Mastering the Rockefeller Habits, *Verne Harnish*

Topgrading, *Bradford Smart*