

Be a relentless talent scout.	1
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Glue the good people to your organization.	5
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Create a learning environment.	9
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Aim your efforts toward value creation.	13
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Weave a web of connectivity and collaboration.	17
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Push the organization toward e-literacy and Net readiness.	21
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Set the stage for innovation.	25
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Rev up the organization's operating velocity.	29
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Cut through the blur of complexity and change.	33
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Free the body, capture the heart.	37