



The X-Factor: Getting Extraordinary Results from Ordinary People

Ross R. Reck

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Ross Reck is a consultant who spent the last 15 years developing a four-step management process to help his global clients add millions to their bottom lines. His philosophy is built around what he terms as the "X-factor" -- the secret of getting ordinary people X-cited about going the X-tra mile to help their managers achieve X-traordinary results. The process he builds around it is comprehensive, easy to understand and use, and universal in its application. Presenting his techniques as a business parable, Reck shows how any manager can harness the "X-factor" to achieve extraordinary results from ordinary people.

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