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something that will
guide you to
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Vineet argues that how it got to be one of the world's largest IT firms is by putting employees first and customers second. Sounds radical, but when he explains, it makes sense,

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Nayar's philosophies in
case studies.

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What I missed was that
if we are a company in
2005 that has 50,000
employee problems, it
must be a real shit
place." - Vineet Nayar
is CEO of HCL
Technologies Ltd.,
leading global IT
Services Company. His

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Second (June, Harvard
Business Press).

**HCL's CEO puts
Employees First,
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Nayar narrated the story of his company's success in the book Employees First, Customers Second: Turning Conventional Management Upside Down (Harvard Business Review Press,

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Second, 2010), and also
outlined the
intellectual basis for
transformation and
lessons learned.

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**Vineet Nayar -
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Vineet Nayar is chief executive officer of HCL Technologies, the India-based global information technology services company, and author of Employees First, Customers Second: Turning

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**Why I Put My
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employees first and customers second--sparked a revolution at HCL Technologies, the IT services giant. In this candid and personal account, Vineet Nayar--HCLT's celebrated CEO--recounts how he defied the conventional wisdom that companies must put customers first, then turned the hierarchical pyramid upside down

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by making
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**Management,
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Baton Rouge's best workplaces share at least one common trait: Their employees feel valued, empowered and heard, which, in turn, makes them feel engaged with their companies.

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