

JUDGMENT ON THE FRONT LINE TICHY NOEL M DEROSE CHRIS%0A

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Front-line employees who deal directly with customers are the face of any organization. Not only do they have the most impact on how a brand is perceived, but they are also the most valuable source of insight into what customers want and how to give it to them. Unfortunately, as management experts

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Noel M. Tichy is the author of Judgment, Control Your Destiny or Someone Else Will and many other business bestsellers. He is a professor at the Ross School of Business at the University of Michigan and advises CEOs around the world.

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Unfortunately, as management experts Chris DeRose and Noel M. Tichy explain, most organizations don't know how to evaluate the risk of giving employees more autonomy. Many of those who are willing to try haven't even invested resources in ensuring that - once the shackles are off - front-line employees make good judgments.

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