

Bill Capodagli Quotes

*Organization, Long, Dream, Attitude, Culture, Skills, Media, Two, Careers, Right
Thing, Communication, Creativity, Focus, Keys, Habit, Years, People, Dust,
World, Understanding*

Innovate, don't imitate. Set out to create a culture that is right for your organization, then work at making it happen.

~Bill Capodagli

Habits grow from obtaining knowledge, attitude and skills.

~Bill Capodagli

My mother's work ethic, her attitude, and the way she treated each and every customer as if they were her best friend were better lessons than could be found in all the text books in the world.

~Bill Capodagli

Companies whose marketing and sales departments are not using the Internet and social media for communication may have the same fate that the dime stores had when Wal-Mart came onto the scene.

~Bill Capodagli

This is great if you know all those "not to do" strategies. Sometimes you learn the "not to do's" by doing. The key is to fail forward fast. Try, fail, learn, and quickly try again.

~Bill Capodagli

I would advise any startup to take the time to define their unique culture and work at making it a reality.

~Bill Capodagli

Often we will learn more from our failures than we do from our successes.

~Bill Capodagli

An idea becomes great when it becomes tangible.

~Bill Capodagli

Vision without execution is like a plane without wings, or Dumbo without

ears, it just won't fly.

~Bill Capodagli

Values must be demonstrated through behaviors, but they are truly significant when they represent the beliefs of an entire organization.

~Bill Capodagli

Productivity starts with doing the right things.

~Bill Capodagli

In the long run, it costs more to provide poor rather than good service.

~Bill Capodagli

The key is to make sure you are doing the "right things" before you worry about doing things "right".

~Bill Capodagli

If your values are not used as the constitution of your organization, or if they are compromised, they become just words on paper.

~Bill Capodagli

People are over 20 times more likely to remember a story than a series of facts and figures. A good story touches our hearts.

~Bill Capodagli

Always look for ways to improve even the "good show."

~Bill Capodagli

Organizational culture begins in HR. This means to hire for attitude and train for skill.

~Bill Capodagli

The role of any exceptional facilitator or consultant is to work themselves out of a job.

~Bill Capodagli

When you focus on results, you will very seldom see a change in your culture. But, if you focus on a customer-centric culture, you will realize long-term results.

~Bill Capodagli

The results of "engaged" companies vs "disengaged" companies are staggering. Getting workers to be more engaging with their coworkers and customers can produce huge results.

~Bill Capodagli

The two greatest role models in my professional career were Walt Disney and Dr. Deming. Dr. Deming was the Father of Total Quality Management and the person who redefined quality for the entire world.

~Bill Capodagli

In the best organizations, love is the real "pixie dust."

~Bill Capodagli

When values are deeply embedded within an organization, they seldom change.

~Bill Capodagli

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