Railroader
The Unfiltered Genius and Controversy of Four-Time CEO
Hunter Harrison
by Howard Green

Hunter Harrison, the revolutionary railroader from Memphis, dramatically
turned four publicly traded companies into cash machines. Starting as a
laborer when he was a wayward teenager, Harrison spent a half century in the
rail business and nearly two decades running Illinois Central, Canadian
National, Canadian Pacific, and CSX.

Never accepting the status quo, Harrison not only renovated established
railroads, he forced an industry to shape up. As the pre-eminent proponent of
Precision Scheduled Railroading, Harrison created approximately $50 billion
in shareholder value. Charming, profane, and not afraid to make enemies, the
no-bullshit CEO let nothing get in his way. At the same time, he was a talent
scout and coach to thousands, and a devoted father and husband for more
than fifty years.

Railroader offers insights into running all businesses. Howard Green's
unauthorized, highly personal biography is deeply researched, based on
conversations with Harrison over several years. It also includes candid stories
from Harrison's family and colleagues - those who admired him and those who
criticized him. Green's access and decades of experience give him the
unparalleled ability to tell the story of this uncompromising leader who both
inspired and infuriated.

Author Bio
Howard Green was a broadcast journalist for thirty-three years, best known as
founding anchor at Canada's Business News Network where he hosted the
flagship interview program, Headline with Howard Green. During his almost
fifteen years at BNN, he conducted more than 14,000 interviews, many with
leading CEOs and the biggest names in business and politics, including Sir
Richard Branson, Federal Reserve Chairman Alan Greenspan and former
British Prime Minister Tony Blair. Prior to that, Green spent eighteen years as
a correspondent, producer and director making programs for a variety of
networks including the Canadian Broadcasting Corporation and PBS. A two-
time Emmy Nominee and winner of Canada's top television prize for his
documentary work, his films have been broadcast worldwide. In 2013, Green
became a bestselling author with the release of his first book, Banking on
America: How TD Bank Rose to the Top and Took on the USA (HarperCollins)
His second book, Distilled: A Memoir of Family, Seagram, Baseball and
Philanthropy (HarperCollins, 2016), co-authored with Charles Bronfman, was
also an instant Globe and Mail and Toronto Star bestseller and finalist for the
Ara the Star Engineer
by Komal Singh

An inspiring young girl uses her smarts and grit to solve a big problem. Ara loves numbers—BIG numbers. She wants to program her droid DeeDee ("Beep!") to count all the stars in the sky, but she’s not sure how. In this whimsical adventure, Ara visits Innovation Plex to enlist the help of four tech trailblazers—inspiring real-life engineers at Google who are today’s equivalents of Ada Lovelace and Katherine Johnson. With her new friends, she explores the algorithm of success: coding, courage, creativity, and collaboration. In the end, Ara discovers that the superpower of science and friendship can solve any problem, and be lots of fun. ("Beeeeep!")

Author Bio

Komal Singh works at Google as a Program Manager in Engineering. As a techie, a mother, and an immigrant, she’s passionate about using technology as an enabler and an equalizer for all. She takes part in kids’ coding clubs, sits on hackathon judge panels, and volunteers with nonprofits on technology development. Before joining Google, she worked as a Software Engineer and Technology Delivery Manager at a top consulting firm. Komal grew up in India and studied Computer Science at Delhi University and later moved to Canada to complete post-graduate studies from Simon Fraser University. She now lives in Waterloo, Canada, with her family.
Seven Seasons on Stowel Lake Farm
Stories and Recipes that Nourish Community
by Lisa Lloyd, Jennifer Lloyd, Elizabeth Young and Haidee Hart, foreword by Michael Ableman

Told through the voices of four women at the heart of the project, Seven Seasons on Stowel Lake Farm is a multi-layered, evocative exploration of life on a sustainable organic farm that has been on the forefront of Canada’s slow living and local eating movements. Stunning photographs and transporting descriptions of nature feature alongside mouthwatering yet uncomplicated recipes and crafting tips.

Through a bounty of personal stories of Early Spring, Late Spring, Summer, High Summer, Autumn, December and Deep Winter, the rich life of Stowel Lake Farm comes alive. From harvest dinners to Thursday work parties, looking after free-range children to handling the summer hay bailing, planting early seeds to celebrating the New Year, each experience offers a meaningful celebration of people working and living together on the land.

Readers are transported to life on the farm while learning some of the tips, tricks, secrets and recipes grown from years of work. Local harvest, slow food recipes include Squash and Sage Risotto, Wild Spring Nettle Soup, Herb-Encrusted Leg of Lamb, Pavlova with Roasted Rhubarb Compote, and Fresh Chevre Cheesecake, nestled alongside key seasonal activities such as maximizing spring vegetables, saving seeds, making nature tables and dying eggs. Suggestions go deeper than simply the practical, however: Seven Seasons shares emotional lessons from community living and prioritizing family, including the importance of sharing gratitude, the importance of walks and celebrating together.

Seven Seasons on Stowel Lake Farm is more than a book, it’s a place: one that readers can immerse themselves in time and again, through recipes, storytelling and lessons. Steeped in insights (…)

Author Bio

Lisa Lloyd is the founder of Stowel Lake Farm. She moved to the farm in 1979 with her three children, Rachel, Hamish, and Jennifer, and has lived there ever since. Along with helping to oversee the life of the farm, she is an avid gardener, a student of permaculture, and a lover of swallows.

Jennifer Lloyd-Karr has lived on Stowel Lake Farm (with a few breaks in-between for university and other distractions) since she was five years old. She loves dancing, kayaking, and surfing. She facilitates community and co-manages business operations on the farm, where she lives with her husband,
Make It Happen!
The Creative Entrepreneur's Guide to Transforming Your Dreams Into Reality
by Jenna Herbut

From the brains behind Make It, one of Canada’s largest and most successful craft shows, comes this book to help handmade entrepreneurs turn their great ideas into reality.

Make It Happen! is the how-to book to help entrepreneurs sharpen their creative vision, figure out—and overcome—what’s holding them back from turning their great ideas into reality, and get started making it happen.

Jenna Herbut is the brains behind Make It, one of Canada’s largest and most successful craft shows, and Make It Happen! is packed with her hard-won insight and inspiration. The book contains lessons learned over Jenna’s entrepreneurial journey; case studies and tips from creative, courageous entrepreneurs who realized their dreams by overcoming fear and resistance; and invaluable “Make It Real” exercises to get you practicing and applying new techniques, skills and ideas.

In Make It Happen! you’ll discover how to:

- Tap into your unique passion and let it shine
- Think and act to make it happen
- Figure out what to do when it’s just not happening

By the end of Make It Happen! you’ll be well on your way to becoming one of a beautiful breed of risk takers who are willing to put it all on the line to make their vision a reality.

Author Bio

Jenna Herbut is the creator of the Booty Belt, which sold into 120 boutiques all over Canada, the United States, and Japan and was featured in Flare, Elle Canada, LouLou, and on CityLine, CTV, and Global news. After touring as a vendor in craft shows and festivals across the country, Herbut founded and promoted her own fair, Make It, which quickly expanded to a bi-annual, three-city event. Make It has become a well-known community for both new and established makers, and boasts 100,000+ shoppers yearly. Since the inception of the Make It fair, Herbut has expanded her business to include MakeItTV and Make It University, which distribute online learning resources to new entrepreneurs and makers.
Becoming #1
How to use the Science of Service to Drive Customer Loyalty
by Mark Colgate

Distilling more than twenty years’ experience teaching service excellence courses and improving customer satisfaction at major corporations, Mark Colgate debunks the dated notion that “customer is king,” and digs deep into the science, systems, and discipline of high-quality customer service.

When it comes to customer satisfaction, consistency is king—not the customer.

While it’s been proven that customer satisfaction can greatly impact many financial aspects of a business—from cash flow to profitability and share price—most companies have not considered the science behind customer service or built a system for it. With Mark Colgate’s FAME model—standing for Framework, Accountability, Moments, and Endurance—companies and organizations will be able to differentiate themselves, and create a unique approach that will communicate their service brand to their customers in a compelling, clear, and memorable manner.

Colgate’s model demands effort, innovation, practice, and endurance, but it will also empower readers to distinguish their businesses among competitors, win over customers even when they’re proving difficult, and help companies achieve service fame. Backed by case studies and scientific research, this book will help readers to understand the science, tools, and frameworks needed to create their own consistently high-calibre customer service for their organizations, boosting annual returns as a result.

Author Bio

Mark Colgate’s primary research is in customer service excellence and coaching. He is currently the associate dean at the Peter B. Gustavson School of Business at the University of Victoria, where he has taught for the past eight years. Over the course of the past two decades, Colgate has taught business courses at different undergraduate, postgraduate, and executive levels all over the world including the U.K., Ireland, China, and New Zealand. Colgate’s teaching has earned him two university-wide teaching excellence awards, one from the University of Auckland, New Zealand, and another from the University of Victoria, Canada. As an expert in customer service excellence, Colgate has consulted for many service organizations including TELUS, Sony, Toyota, the Bank of Ireland, the B.C. Provincial Government, Whistler Blackcomb, and Four Seasons. He is also the author of 8 Moments of Power in Coaching: How to Design and Deliver High-Performance Feedback to All Employees.
How to Wash a Chicken
Master the Business Presentation and Build Your Career
by Tim Calkins

How to Wash a Chicken is not a book about public speaking (or chickens), it’s a comprehensive playbook for business leaders and people on their way up to give the best presentations of their lives, and embark on a circle of presentation success.

More often than not, the best intentions and most innovative ideas get lost in a poorly executed presentation. Author Tim Calkins understands the power of a compelling presentation and the difficulty in accomplishing one. The brand strategist, professor, and author has been giving presentations since he was eight, when he delivered his first official presentation with an uncooperative chicken at a 4-H competition. From presenting business updates to project recommendations to marketing plans, Calkins has given more than five thousand presentations to date. With concrete suggestions, helpful tricks, and step-by-step guidance that’s applicable to all industries, Calkins sets out to propel his readers to create and deliver effective business presentations and pitches. When all lessons from How to Wash a Chicken are applied, readers will be empowered throughout the preparation and presentation process, and be able to present with more confidence and conviction than they ever had before, setting readers on a path of professional growth.

Author Bio

Tim Calkins is a business writer, a marketing consultant, a clinical professor at Northwestern University’s Kellogg School Management, and the co-academic director of the Kellogg on Branding executive education program. The marketing and advertising expert founded and leads the Kellogg Super Bowl Advertising Review (which has received more than 5 billion media impressions to date), and he also manages the popular online business publication, Building Strong Brand. Prior to How to Wash a Chicken, Calkins authored Breakthrough Marketing Plans and Defending Your Brand, which Expert Market Magazine picked as the Marketing Book of the Year in 2013. As the managing director at a marketing firm, Calkins consults on strategy and branding issues for major corporations around the world such as Roche, PepsiCo, Pfizer, and Hewlett-Packard. In addition to his work as a writer and consultant, Calkins teaches business and marketing at Northwestern University. His teaching has earned him numerous awards—including the top teaching award at Kellogg School, twice.