

LEADERS

“Your most unhappy customers are your greatest source of learning.”
— Bill Gates



On the Cover

Once again, we are pleased to recognize the EY World Entrepreneur of the Year, the world's most prestigious business award for entrepreneurs. For 2014, the recipient is Uday Kotak, an Indian businessman who is Vice-Chairman and Managing Director of Kotak Mahindra Bank. He

is a solid reflection of the individuals who grace this issue's cover in terms that inspire others with his vision, leadership, and achievement.

Serving as Group President-North America at Procter & Gamble Co., Melanie Healey is an ideal role model for her employees. Discussing leadership, she says, “The ability to develop other leaders, recognize their potential, build their self-confidence, and celebrate their successes is pivotal...”

Jay Schottenstein, Chairman of Schottenstein Stores Corporation, stresses the importance of optimism, particularly in the retail sector. In clear and emphatic terms, he discusses how “great team leaders have to be unselfish. They have to be able to put their own inclinations on the sideline and do what is best for the company.”

Building and maintaining a culture of excellence is no easy feat, but Louis Shapiro, President and Chief Executive Officer at Hospital for Special Surgery, seems to do it with ease. Shapiro credits the success of his institution first and foremost to the people he leads: “We've also made our culture of excellence a foundational strategy that is not just something we talk about, but something that we actively manage as an institutional priority. This culture allows people to be excited about being a part of something special, and it enables all staff to support the organization's mission, regardless of the role they play.”

Finally, we are excited about the jazz given to our cover design by Romero Britto of Britto Central. His work consistently impresses and inspires his devotees and has created a culture of followers who he believes “...all have an appreciation for a positive message – happiness and doing good.” ●

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