

# BUSINESS PLANNER 2010

## PEOPLE POWER

- 56** With a little help from my friends
- 64** Reach customers with low-tech, too
- 68** Nail the sale
- 74** Realize your goals in the Working Smarter Cycle
- 78** Take 9 steps to teach managers to think like owners

## STRATEGIC SOLUTIONS

- 82** Apples to oranges
- 87** Position your company for success
- 90** Outlook for 2010
- 92** When the going gets tough
- 94** How to conduct a successful walk-through

## TOOLS & TECHNIQUES

- 95** Lease or buy?
- 99** It's a wide, wide World Wide Web
- 102** Products