



Switch (Spanish Edition)

Chip Heath, Dan Heath

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¿Por qué es tan difícil lograr cambios duraderos en nuestros trabajos, nuestras comunidades y nuestras propias vidas?

El obstáculo principal es un conflicto intrínseco en el cerebro, nos dicen Chip y Dan Heath, dos reconocidos especialistas en comportamiento organizacional. Los psicólogos han descubierto que la mente está gobernada por dos sistemas diferentes —la mente racional y la mente emocional— que compiten por el control. La mente racional quiere un cuerpo perfecto; la mente emocional quiere comerse esa galleta. La mente racional quiere cambiar el trabajo; la mente emocional ama la comodidad y la rutina. Esta tensión puede causar que muchos esfuerzos por cambiar fracasen, pero si se superan, el cambio puede llegar rápidamente.

En *Switch*, los hermanos Heath muestran cómo personas normales y corrientes han unido estas dos mentes, logrando espectaculares resultados:

- La directora quien ayudó a Target, a pesar de ser una compañía minorista regional que facturaba tres billones de dólares, a convertirse en un gigante de más de 63 billones dólares.
- La directora de servicios clínicos que, junto con su equipo de enfermeras, logró reducir drásticamente los errores en la administración de medicamentos en su hospital.
- El director de atención al cliente que transformó a su compañía de una que ignoraba totalmente el servicio al cliente a ser una compañía definida por él.

En este convincente relato, los Heath reúnen décadas de investigación en los campos de psicología, sociología y negocios entre muchos otros, para explicar por qué cambiar es tan difícil y dar a conocer nuevas maneras de lograr cambios duraderos. *Switch* muestra que los cambios exitosos siguen un modelo, un modelo que puedes utilizar para lograr los cambios que tú quieras, tanto si tu interés se centra en cambiar el mundo como en cambiar tu cintura.

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