

Humanity at Work

Encouraging Spirit, Achievement & Truth to Flourish in the Workplace

by Santo J. Costa, ESQ.

Review by Gary Tomlinson

“With the numerous books and programs on leadership we have to choose from today, I often feel that the simple lessons have given me the most insight as to how I can better serve both my colleagues and my company. All too often, we see people who have the privilege of leadership focusing on the wrong foundation, what I call ‘the three F’s’ – Fortune, Fame, and Fans. Sandy Costa has helped me appreciate that ‘the true three F’s’ are and should be one’s Faith, Family and Friends. Faith is individual and yet so critical to having a foundation of values.” These words come from Robert A. Ingram (Vice Chairman Pharmaceuticals, GlaxoSmithKline), a long-time friend and colleague of Sandy Costa, who wrote the introduction for *Humanity at Work*.

Sandy Costa’s professional experience includes over 40 years in executive and senior operating management positions within the pharmaceutical, health care and life sciences industries. As President and Chief Operating Officer of Quintiles Transnational Corporation, Sandy had responsibility for all operating divisions as well as worldwide business development. During his nearly six years in this role, the corporation’s annual revenues rose from \$90 million to \$1.60 billion and their employee base increased from 1,000 to 20,000. As impressive as these numbers are, what’s even more impressive is his leadership style based on his deep humanity, affection for his people and his unwavering belief that an organization must be built on trust.

Humanity at Work teaches us “how humble service and caring truthfully for employees, peers, customers and clients will result in prospering fully in every way you can imagine.” Contained within these pages are the heart-felt letters Sandy wrote to his employees filled with quotes, references, stories and principles that apply to all of us. Sandy Costa is truly an inspiring leader. Reading *Humanity at Work* will draw out the goodness in all of us and help us become better people.

Gary Tomlinson (reviewer) recently had the opportunity to interview the author, Sandy Costa.

Reviewer: Was there a tipping point for you writing *Humanity at Work*?

Sandy Costa: Yes, there was. I had wanted to do more public speaking and as I started to market myself people kept asking me if I had written a book. It happened so often that it seemed to me that writing a book was a prerequisite for speaking. I decided to write a book around the letters I

had been writing to my employees both while I was at Quintiles and after I left. I used the letters to tell a story.

Reviewer: What are some key messages you'd like the reader to take away from *Humanities at Work*?

Sandy Costa: What I hope people get out of this book is to remember that we are intensely social beings and nothing is more important than relationships. If you think about it, humanity is the manifestation of the natural laws. It's really how we tick. Another thing I want people to remember is that to the largest extent, most people want to do the right thing as often as they can. People are generous and charitable and have a significant amount of empathy. I wrote the stories in my book to remind us of that.

Reviewer: What is your leadership style and what are a few leadership nuggets you can share with us?

Sandy Costa: My version of leadership is that of a servant leader. I learned that from my father. I genuinely believe we were put here on earth to help one another. It's kind of counter intuitive to some people because as they move up the corporate ladder they think it's more and more the duties of their employees to help them succeed. When in fact, it's just the opposite. When we move up in organizations it's more and more our responsibility, as leaders, to make sure the people around us succeed. And the more we do that, the more we will succeed. If you treat people with respect and dignity and affirm that their life has meaning there's hardly anything they won't do for you.

To learn more about Sandy Costa and/or to purchase a copy of *Humanity at Work* visit his website at www.sandycosta.com.

Gary Tomlinson is a business consultant and motivational speaker. As a business consultant he specializes in strategy execution management. He works with senior executives to help them clarify, deploy and achieve their organizational initiatives down to an individual level. Gary uses a unique and dynamic methodology that is part process, part software and part roadmap that enables his clients to close the gap between planning and implementation. As a motivational speaker, Gary's favorite topics are the "Art of Telling," "Making Change when Change is Hard" and "The Age of Execution is Upon Us!" You can engage Gary at gary@gary-tomlinson.com. To see his other book reviews, book reports and educational videos visit his website at www.gary-tomlinson.com.