Zappos: Structure, Culture and Change

1. Discuss the role of culture in Zappo’s competitive advantage

2. What are some advantages and disadvantages of hierarchy? of removing hierarchy?

3. How does the departure of those employees resistant to the change help or hurt the company?

4. Detail why you think the move to holocracy is or is not in line with Zappos’ culture.

5. Is Hsieh displaying an empathetic leadership style? Should he be, or not? And why?