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Aviation

HD9711.U638637 1991

LEGEND AND LEGACY: THE STORY OF BOEING AND ITS PEOPLE

This book will take you behind the statistics and the awe-inspiring aircraft to tell the inspiring true story of Boeing, a company whose willingness to take daring market risks has kept it at the top of its industry.

480 PP.

Robert J. Serling

HF5567.4.S10 1997

FLYING BLIND, FLYING SAFE

Written by a crusading former government official, "FLYING BLIND, FLYING SAFE", is the book that must be read by everyone who flies. In it is the vital airline safety information the public has a right and a need to know: the most dangerous planes and flying conditions; the least secure vs. the best equipped airports; which carriers to avoid and why; and ways to help yourself increase safety.

Mary Schiavo

TD4.F10 2003

GROUND STOP: AN INSIDE LOOK AT THE FEDERAL AVIATION ADMINISTRATION ON SEPTEMBER 11, 2001

On 9/11/01, long before anyone was aware of the impending attack, members of the US air traffic control system knew something was wrong. Ground Stop tells the story of the FAA's first responders on 9/11. Unsung heroic actions were taken that day, and now the story can be told. There were stories of lightning quick decisions that saved lives. Airplanes were grounded all over the nation, and when all was quiet - - the hard part began.

166 PP.

Pamela S. Freni

TK6553.ICAO11 2007

MANUAL OF RADIOTELEPHONY

International Civil Aviation Organization

TL515.B10 1997

STORY OF AVIATION, THE: A CONCISE HISTORY OF FLIGHT

The authors examine the airplane's diverse career, exploring how it has been used for military defense, emergency rescue, and freight delivery, as well as for sheer recreation (as evidenced by the growing number of amateur pilots). They also discuss such spin-off industries as building and maintenance, operations, and passenger service. Illustrated with black and white and color

144 PP.

Ray Bonds, Editor

TL515.S864 1995

PICTURE HISTORY OF EARLY AVIATION, 1903-1913

Excellent pictorial history lavishly chronicles exciting saga of first fliers and their machines. Carefully researched text and over 250 photographs introduce such early pioneers of flight as Otto Lilienthal, Samuel Langley, Octave Chanute, Louis Bleriot, the Wright Brothers, Glenn Curtiss and many others.

128 PP.

Joshua Stoff

TL540.CPS85 2002

UNLOCKING THE SKY: GLENN HAMMOND CURTISS AND THE RACE TO INVENT THE AIRPLANE

Catching the wave of current anti-Wright scholarship as exemplified by Herbert A. Johnson's Wingless Eagle: U.S. Army Aviation through World War I. This study reviews the remarkable public career of Glenn Hammond Curtiss and his bitter legal feud with Orville and Wilbur Wright. A contest (1909-17) that pitted the virtues of open, shared access to technological change against the powerful economic force of monopoly ownership.

258 PP.

Seth Shulman

TL553.26.V5 1998

HARPER'S AIRCRAFT BOOK: WHY AEROPLANES FLY, HOW TO MAKE MODELS, AND ALL ABOUT AIRCRAFT, LITTLE AND BIG

A. H. Verrill

TL553.5.D57 2007

LIMITS OF EXPERTISE, THE: RETHINKING PILOT ERROR AND THE CAUSES OF AIRLINE ACCIDENTS

The Limits of Expertise reports a study of the 19 major U.S. airline accidents from 1991-2000 in which the National Transportation Safety Board (NTSB) found crew error to be a causal factor. Each accident is reported in a separate chapter that examines events and crew actions and explores the cognitive processes in play at each step.

352 PP.

Key Dismukes

TL553.6.S43 1997

APPLIED COGNITIVE TASK ANALYSIS IN AVIATION

Focusing on cognitive psychology and artificial intelligence analyses of aviation tasks, the authors discuss how to identify and solve specific design and training problems, in the flight deck, air traffic control, and operations contexts.

338 PP.

Thomas L. Seamster, et al

TL725.ATNSP 1998

AIR TRAFFIC SELECTION PROCESS PARTICIPANT DEVELOPMENT GUIDE [ATNSP]

Office of Air Traffic Resource
Management

Biography

BL2785.F10 2000

RECOLLECTIONS: VICTOR E. FRANKL AN AUTOBIOGRAPHY

In these stirring recollections, Frankl describes how as a young doctor of neurology in prewar Vienna has disagreements with Freud and Adler. This led to the development of "the third Viennese School of Psychotherapy," known as logotherapy. It recounts his harrowing trials in four concentration camps during the War; and reflects on the celebrity brought by the publication of Man's Search for Meaning in 1945.

144 PP.

Joseph Fabry and
Judith Fabry

HC102.5.A2A95 1997

HIGHWAYMEN, THE: WARRIORS OF THE INFORMATION SUPERHIGHWAY

The Highwaymen is a riveting and compelling look behind the scenes at the vanities and visions of such chief players as Rupert Murdoch, Ted Turner, Time Warner, Disney, Viacom, and Microsoft. It is an account of the explosive landscape of telecommunications, and as such provides an indispensable guide to today's world.

358 PP.

Ken Auletta

HD69.C6H374 1995

CONSULTANT'S JOURNEY: THE DANCE OF WORK AND SPIRIT

This is the autobiography of a consultant, detailing the development of his consultancy work and his research into organizational issues. The author is well known for his development of material on culture, team work, cross cultural issues, learning, role negotiation and empowerment.

208 PP.

Roger Harrison

TA140.F9B35 1996

BUCKY WORKS: BUCKMINSTER FULLER'S IDEAS FOR TODAY

The author encourages readers from all walks of life to share Fuller's unique vision of science and technology and to find new ways of applying Fuller's concepts and designs for solving today's problems and building a better future for all mankind.

243 PP.

J. Baldwin

Change

BD431.M169 1990

EVEN EAGLES NEED A PUSH: LEARNING TO SOAR IN A CHANGING WORLD

In the tradition of, "The Power of Positive Thinking" and "The Seven Habits of Highly Effective People", this motivational masterpiece uses anecdotes, quotations, and exercises to teach readers how to find meaning and purpose in both their professional and personal lives.

192 PP.

David McNally

HD58.8.C65672 2008

APPRECIATIVE INQUIRY HANDBOOK: FOR LEADERS OF CHANGE (Second Edition)

One of today's most popular change methods, Appreciative Inquiry (AI) has been used to undertake transformational initiatives in dozens of organizations, ranging from McDonald's to the U.S. Navy to Save the Children. The assumption of AI is simple. Every organization has something that works right -- things that give it life when it is vital, effective, and successful. AI begins by identifying this positive core and connecting organizational visions, plans, and structures to it in ways that heighten energy and inspire action for change.

454 PP.

David L. Cooperrider, et. Al.

HD58.8.L86 2003

FISH! STICKS: A REMARKABLE WAY TO ADAPT TO CHANGING TIMES AND KEEP YOUR WORK FRESH

The authors examine change as a necessary, ongoing process that should never stop--at least not if one wants to keep the workplace vital and fully alive. Using a fictitious sushi restaurant as an example, this fable examines the three principles that the authors believe are necessary for continuing success: Find It ("it" being each employee's personal vision of the business), Live It, and Coach It.

121 PP.

Stephen C. Lundin, et al

BF441.H10 1998

ESSENTIAL MANAGERS: MANAGING CHANGE

This book will provide practical techniques to show you how to initiate, anticipate and respond positively to change in order to become an efficient and flexible manager.

72 PP.

Robert Heller

BF471.S56 1989

GETTING UNSTUCK: BREAKING THROUGH THE BARRIERS TO CHANGE

Psychologist and educator Dr. Sidney Simon presents a system to help the average person change. Readers first discover why they resist change. Then, when a specific roadblock is identified, the book outlines exercises that offer solutions to specific problems.

304 PP.

Sidney Simon

BF637.B10 1999

MANAGER'S SURVIVAL GUIDE TO ORGANIZATIONAL CHANGE, THE

76 PP.

Kenneth A. Burger and
Alvin E. Ray

BF637.B37 1988

DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS

The author and host of the best-selling corporate video of all time "Discovering the Future": The Business of Paradigms, leads businesses into the 21st century. This critically acclaimed book is filled with tools for maintaining an edge on the competition.

240 PP.

Joel Barker

BF637.C4H67 1993

TRANSITIONS: POSITIVE CHANGE IN YOUR LIFE AND WORK

80 PP.

Mike Scally and
Barrie Hopson

BF637.C4J64 1998

WHO MOVED MY CHEESE? AN AMAZING WAY TO DEAL WITH CHANGE IN YOUR WORK AND IN YOUR LIFE

This book presents a simple parable that reveals profound truths about change. It is an amusing and enlightening story of four characters, who react differently in the face of unexpected change. This tale teaches employees how to accept and even seek possibilities that inevitable change brings.

94 PP.

Spencer Johnson

BF637.C4K44 2000

HOW THE WAY WE TALK CAN CHANGE THE WAY WE WORK

In this intensely practical book, the authors help each of us arrive at our own particular answers that can solve the puzzling gap between what we intend and what we are able to accomplish.

256 PP.

Robert Kegan and
Lisa L. Lahey

BF637.D12 1995

MAKING CHANGE WORK FOR YOU! HOW TO HANDLE ORGANIZATIONAL CHANGE

Don't let change derail you or your employees! Use it to your advantage. This self-study book spells out ten strategies for coping with and benefiting from organizational change. You will learn how to evaluate change in your life and discover how to manage the stress that accompanies change.

93 PP.

Richard S. Deems

BF637.P12 1993

HIGH-VELOCITY CULTURE CHANGE: A HANDBOOK FOR MANAGERS

This handbook will prepare you and your management staff for the rigors of the agonizing process that is culture change.

44 PP.

Price Pritchett and
Ron Pound

BF774.I54 2007

INFLUENCER, THE: THE POWER TO CHANGE ANYTHING

Whether you're a CEO, a parent, or merely a person who wants to make a difference, you probably wish you had more influence with the people in your life. But most of us stop trying to make change happen because we believe it is too difficult, if not impossible. In this book you will be taught each and every step of the influence process-including robust strategies for making change inevitable in your personal life, your world.

230 PP.

Kerry Patterson, et al

HC79.I55D37 1993

PROCESS INNOVATION: REENGINEERING WORK THROUGH INFORMATION TECHNOLOGY

Process innovation is quickly becoming the byword for managers ready to lead their companies out of modest growth patterns and into highly effective competition in the global marketplace. This book should be read by general and functional managers, quality and information technology professionals, and industrial

337 PP.

Thomas H. Davenport

HD2731.C623 2000

MANAGING THE EVOLVING CORPORATION

Faced with an ever-changing marketplace and a business environment in constant flux, many managers are looking for ways not only to adapt to change, but also to profit from it. This book provides the tools with which to do both.

238 PP.

Langdon Morris

HD30.3.F65 2006

POWER OF FEEDBACK, THE: 35 PRINCIPLES FOR TURNING FEEDBACK FROM OTHERS INTO PERSONAL AND PROFESSIONAL CHANGE

For business leaders and their organizations, as well as professionals in any industry, listening to and acting on feedback is the best and most effective way to become more competent, capable, and effective. In *The Power of Feedback*, performance specialist Joseph Folkman presents thirty-five principles that help people and organizations turn feedback into real, effective, and long-term change.

202 PP.

Joseph R. Folkman

HD31.C514 2001

POWER OF SIX SIGMA, THE: AN INSPIRING TALE OF HOW SIX SIGMA IS TRANSFORMING THE WAY WE WORK

Six Sigma training is a revolutionary process that has been utilized by scores of corporations. To many, its exacting guidelines sound so daunting that they seem almost impossible to enact. They aren't. To show how Six Sigma can empower managers, Subir Chowdhury presents here a commute-sized fable that embodies the philosophy behind the system.

144 PP.

Subir Chowdhury

HD31.C72 1996

KEY MANAGEMENT IDEAS: THINKING THAT CHANGES THE MANAGEMENT WORLD

"Key Management Ideas" provides instant access to the most significant management ideas and places them in a perspective that can be understood.

252 PP.

Stuart Crainer

HD31.D77337 1995

MANAGING IN A TIME OF GREAT CHANGE

A wide-ranging guide for navigating the rapids-strewn course that will take the American economy into the 21st century, *Managing in a Time of Great Change* covers such issues as the U.S. economy's profound and rapid power shift, competition in the global economy, and ways to develop new international markets.

384 PP.

Peter F. Drucker

HD31.P10 2002

EMPLOYEE HANDBOOK FOR SHAPING CORPORATE CULTURE, THE: THE MISSION CRITICAL APPROACH TO CULTURE INTEGRATION AND CULTURE CHANGE

This book is a practical, thoughtful guide to understanding and facilitating culture change from the world's leading authority.

24 PP.

Price Pritchett

HD38.2.K39 1996

REAL CHANGE LEADERS: HOW YOU CAN CREATE GROWTH AND HIGH PERFORMANCE AT YOUR COMPANY

This paperback edition offers a real blueprint for how to deal with the dramatic change in today's marketplace. An added feature, "Real Change Leader's Handbook for Action," contains an assessment guide, ideas, checklists, and charts to help implement change.

416 PP.

Jon R. Katzenbach and theRCL Team

HD57.7.J649 2007

LEADERSHIP AGILITY: FIVE LEVELS OF MASTERY FOR ANTICIPATING AND INITIATING CHANGE

"Leadership Agility", is a unique and extraordinarily important contribution to our understanding of what it takes to lead in a world of rapid change and increasing complexity. The authors show us with vivid real-life examples how leaders grow, that this growth is essential to achieving higher levels of success, and that agility is the new master skill of leadership.

322 PP.

Bill Joiner and
Stephen Josephs

HD57.B10 1996

CHANGING WORK: A UNION GUIDE TO WORKPLACE CHANGE

AFL-CIO Human Resources Development Institute

HD58.5.K365 1990

WHEN GIANTS LEARN TO DANCE: MASTERING THE CHALLENGE OF STRATEGY, MANAGEMENT, AND CAREERS IN THE 1990'S

The new key to a fast-track career is a flexible package of skills and services that Professor Kanter details with authority and vision. Comprehensive and challenging, her blueprint for success is must reading for anyone in business who wants to stay competitive.

415 PP.

Rosabeth Moss Kanter

HD58.8.A265 2004

CHANGE WITHOUT PAIN: HOW MANAGERS CAN OVERCOME INITIATIVE OVERLOAD, ORGANIZATIONAL CHAOS, AND EMPLOYEE BURNOUT

The author presents an approach to organizational improvement that mines people, processes, cultures, and social networks already existing within a company and recombines them to achieve new results. He proposes that companies re-deploy talent rather than downsize, leverage social networks rather than IT networks, and revive values rather than invent them.

218 PP.

Eric Abrahamson

HD58.8.A722 2009

MANAGING CHANGE, CREATIVITY AND INNOVATION

Managing Change, Creativity and Innovation brings together comprehensive aspects of change and innovation management, providing students with an accessible and wide-ranging resource for study, debate and inspiration. Balancing theory with practice, this book looks at the human side of managing change and creativity, treating them as interdependent aspects of management and organizations.

374 PP.

Constantine Andriopoulos and
Patrick Dawson

HD58.8.A744 1993

KNOWLEDGE FOR ACTION: A GUIDE TO OVERCOMING BARRIERS TO ORGANIZATIONAL CHANGE

Knowledge for Action presents a step-by-step description of how to diagnose an organization's capacity to learn, analyze the data, and design and implement effective interventions that help change the status quo and create a more dynamic and innovative organization.

309 PP.

Chris Argyris

HD58.8.B10 2003

STRATEGIC ORGANIZATIONAL CHANGE: A PRACTITIONER'S GUIDE FOR MANAGERS AND CONSULTANTS

In this book, Dr. Beitler begins by providing a systematic approach for diagnosing organizational problems. Then he offers his step-by-step approach for designing and implementing organizational change interventions. Everything is written in a practical, easy-to-follow style, with an abundance of checklists and practice tools!

233 PP.

Michael A. Beitler

HD58.8.B397 1991

CHANGING THE ESSENCE: THE ART OF CREATING AND LEADING FUNDAMENTAL CHANGE IN ORGANIZATIONS

This book helps us see that fundamental change is both intensely personal and relentlessly systemic, or it is nothing at all.
105 PP.

Wendy Pritchard and
Rich Beckhard

HD58.8.B455 1990

TEACHING THE ELEPHANT TO DANCE: EMPOWERING CHANGE IN YOUR ORGANIZATION

According to James Belasco, too many organizations are like elephants: the only way to move them is to light a fire in the tent. Teaching the Elephant to Dance lights that fire, showing step by step how to create organizational change by selling a vision, hiring the right people, creating heroes, dealing with doubters, setting examples, and rewarding the faithful. The book makes its case by citing examples of strategies successfully used in companies such as Levi Strauss, Sony, Apple, Wal-Mart, and IBM.

275 PP.

James A. Belasco

HD58.8.B4623 1995

21st CENTURY ORGANIZATION, THE: REINVENTING THROUGH REENGINEERING

The authors bring a clear, concise and unique perspective to reinventing existing corporations to make them more competitive and successful in the coming century. The book provides a mix of actual cases, examples, illustrations and text to explain the concepts, results, processes and common pitfalls of reinventing a corporation.

115 PP.

Warren Bennis and
Michael Mische

HD58.8.B75 1991

MANAGING TRANSITIONS: MAKING THE MOST OF CHANGE

Managing Transitions provides practical, step-by-step strategies for reaching this goal and for minimizing the disruptions caused by workplace change. It is an invaluable managerial tool for navigating an inevitably tumultuous time.

144 PP.

William Bridges

HD58.8.B86 1997

LARGE GROUP INTERVENTIONS: ENGAGING THE WHOLE SYSTEM FOR

Large group intervention is a way of involving an entire organization in a process of workplace change. This volume presents and compares 12 different methods of large group intervention currently in use, covering the methods' origins, exploring their differences and similarities, and presenting examples and case studies.

246 PP.

Barbara B. Bunker and
Billie T. Alban

HD58.8.C10 1994

MASTERING CHANGE MANAGEMENT: A PRACTICAL GUIDE FOR TURNING OBSTACLES INTO OPPORTUNITIES

Change is no longer a choice. It is inevitable at all levels of an organization. Knowing how to anticipate and deal with change creates opportunities and helps produce the results you want.

101 PP.

Richard Y. Chang

HD58.8.C10W08 2008

ESSENTIALS OF APPRECIATIVE INQUIRY

Consisting of the first seven chapters of the Appreciative Inquiry Handbook, 2nd. Edition, this shortened version is aimed at academicians, students and workshop leaders. The book covers the theoretical background and core elements of the AI process. In addition, it offers six mini-lectures, which succinctly introduce adherents to the process of AI.

280 PP.

HD58.8.C13 2009

CHANGE BY CHOICE: THE ART OF MANAGING CHANGE

CHANGE BY CHOICE ...or how to get people to do stuff differently, as though they thought of it first! 'Change' and 'choice' are words that evoke a range of responses, many of them negative! Via a conversational style, Philip uses a mix of analogies, real life stories and change management case histories, to examine our psychology towards change and choice, as well as the practicalities of achieving sustained change in our lives, be it within our families or workplace.

215 PP.

Philip Cox-Hynd

HD58.8.C453 1993

CHANGE AT WORK: A COMPREHENSIVE MANAGEMENT PROCESS FOR TRANSFORMING ORGANIZATIONS

Offering a human systems approach to organizational change, this book shows how organizations can respond to change with intelligence and compassion.

261 PP.

Oscar G. Mink

HD58.8.C646 1996

COMPETING IN THE INFORMATION AGE: STRATEGIC ALIGNMENT IN PRACTICE

Competing in the Information Age shows managers how to avoid being blindsided by information technology. It outlines how to match information systems with business strategy to forge a strong competitive edge and bring powerful solutions to bear on real-world

414 PP.

Jerry N Luftman

HD58.8.C652 1993

MANAGING AT THE SPEED OF CHANGE: HOW RESILIENT MANAGERS SUCCEED AND PROSPER

Daryl Conner runs the world's premier consulting firm devoted exclusively to change. Here, he coaches middle- and top-level executives in implementing business innovations on time and under budget.

282 PP.

Daryl R. Conner

HD58.8.C67 1994

MANAGING CHANGE IN THE WORKPLACE

In the competitive market, consistent and competent work performance is not enough: today's supervisors and employees must be flexible enough to adapt to a work environment refined by change, continuous improvement, and reengineering. This book introduces you to change management skills that will become increasingly valuable in the years ahead.

Sheila J. Costello

HD58.8.D56 1993

INTERVENTION AND COLLABORATION: HELPING ORGANIZATIONS TO CHANGE

132 PP.

Hedley G. Dimock

HD58.8.D833 2001

CHANGE MONSTER, THE: THE HUMAN FORCES THAT FUEL OR FOIL CORPORATE TRANSFORMATION AND CHANGE

This is a brilliant look at corporate change, mergers, reorganization, transformations, and why they succeed or fail.

304 PP.

Jeanie D. Duck

HD58.8.E275 2001

MAKING SIX SIGMA LAST: MANAGING THE BALANCE BETWEEN CULTURAL AND TECHNICAL CHANGE

This offers tools for making Six Sigma more effective in any modern organization, showing how to drive forward toward a dramatic improvement in Sigma performance as well. Concentrates on balancing the cultural work component with the technical aspects to create a systematic method that takes into account the need for Six sigma and resistance to it.

256 PP.

George Eckes

HD58.8.F687 2001

CREATIVE DESTRUCTION: WHY COMPANIES THAT ARE BUILT TO LAST UNDERPERFORM THE MARKET - AND HOW TO SUCCESSFULLY TRANSFORM THEM

In a book that is sure to shake the business world to its foundations, Creative Destruction, like Re-Engineering the Corporation before it, offers a new paradigm that will change the way we think about business.

384 PP.

Richard N. Foster and
Sarah Kaplan

HD58.8.F84 2008

SIX SECRETS OF CHANGE, THE: WHAT THE BEST LEADERS DO TO HELP THEIR ORGANIZATIONS SURVIVE AND THRIVE

The author argues that the world is too complex for any theory to possess unassailable certainty, and leaders should shy away from relying on a single blueprint for success. Instead, good leaders should use theories of action to guide their decisions, but remain open to new data that may direct further action. Fullan advocates adopting theories that travel practical insights that travel across sectors, geography and culturally diverse situations and point to actions likely to be effective given the circumstances.

176 PP.

Michael Fullan

HD58.8.G627 1994

UNSHACKLED ORGANIZATION, THE: FACING THE CHALLENGE OF UNPREDICTABILITY THROUGH SPONTANEOUS REORGANIZATION

Examines how change happens in organizations, using scientific and social theories about change including non-linear, far-from-equilibrium, chaos theory, and system dynamics.

189 PP.

Jefferey Goldstein

HD58.8.G68 1995

TRANSFORMING THE ORGANIZATION: REFRAMING CORPORATE DIRECTION RESTRUCTURING THE COMPANY REVITALIZING THE ENTERPRISE RENEWING PEOPLE

In order to successfully compete in today's marketplace, companies must learn how to continuously transform. Here, for the first time, these influential authors reveal their revolutionary holistic prescription for corporate metamorphosis.

336 PP.

Frances J. Gouillart and
James N. Kelly

HD58.8.G765 1996

ONLY THE PARANOID SURVIVE: HOW TO EXPLOIT THE CRISIS POINTS THAT CHALLENGE EVERY COMPANY AND CAREER

Under Andy Grove's leadership, Intel has become the world's largest chipmaker, the fifth-most-admired company in America, and the seventh-most-profitable company among the Fortune 500.

210 PP.

Andrew S. Grove

HD58.8.H353 1993

INTERNAL MARKETS: BRINGING THE POWER OF FREE ENTERPRISE INSIDE YOUR ORGANIZATION

In this major work, many of our most astute intellectuals and leaders contend that radical changes are needed that goes beyond TQM, flat structures, networks, reengineering, and other current innovations. They demonstrate why business and government must adopt a new management paradigm - Internal Markets - that brings the power of free enterprise inside

301 PP.

William E. Halal, et al

HD58.8.H356 1993

REENGINEERING THE CORPORATION: A MANIFESTO FOR BUSINESS REVOLUTION

Examining the firsthand experiences of companies that have reinvented themselves for success, Hammer and Champy present their revolutionary blueprint for creating a new kind of company for the brave new world of business.

223 PP.

Michael Hammer and
James Champy

HD58.8.H3618 1994

AGE OF PARADOX, THE

In an age of numbingly rapid change, one of the most brilliant and engaging thinkers of our day extends a guiding hand in the search for order.

320 PP.

Charles Handy

HD58.8.H84 1979

PATH OF LEAST RESISTANCE, THE: PREPARING EMPLOYEES FOR CHANGE

Written particularly for supervisors and managers, this book is for anyone who believes that they have a responsibility to initiate change that has a positive impact on all those affected by it. Unlike so many other books, the author outlines in this book, one detailed approach for overcoming resistance to change.
resistance to change.

Ken Hultman

HD58.8.H865 1995

CRISIS AND RENEWAL: MEETING THE CHALLENGE OF ORGANIZATIONAL

This radical view of how all successful

organizations evolve and renew themselves--and what managers need to do to lead the revival--argues that there are times when managers must deliberately create crises in acts of "ethical anarchy" in order to break the constraints of success and renew their organizations.

228 PP.

David K Hurst

HD58.8.J436 2007

MANAGING THE DYNAMICS OF CHANGE: THE FASTEST PATH TO CREATING AN ENGAGED PRODUCTIVE WORKFORCE

This action-oriented book presents the revolutionary J Curve model, which tracks people's performance, thoughts, and emotions at each of the five stages of the change process, from resistance through positive acceptance--key knowledge you need to lead your team and speed implementation. Used by leading companies such as IBM, Chevron, Toyota-Lexus, and 3M, the J Curve gives you proven tactics and tools for quickly getting employees to a positive stage on the curve.

222 PP.

Jerald M. Jellison

HD58.8.K52 1985

HOW TO MANAGE CHANGE EFFECTIVELY: APPROACHES, METHODS AND CASE EXAMPLES

This highly-praised book shows how to manage changes--while gaining acceptance and commitment from employees--in such areas as incentive plans, personnel policies, production systems, job designs, and organizational goals.

280 PP.

Donald L. Kirkpatrick

HD58.8.K55 1991

CHANGE RIDERS, THE: MANAGING THE POWER OF CHANGE

The author serves up a multitude of usable ideas in witty, bite-sized portions. The unusual annotated footnotes add yet another dimension of value.

313 PP.

Gary D. Kissler

HD58.8.K58 1993

TEN STEPS TO A LEARNING ORGANIZATION

Explains the benefits of the learning organization and provides practical steps on how to achieve it. The text shows how to apply the technique of integrative learning to the learning organization.

239 PP.

Peter Kline and
Bernard Saunders

HD58.8.K645 2002

HEART OF CHANGE, THE: REAL-LIFE STORIES OF HOW PEOPLE CHANGE THEIR ORGANIZATIONS

This book struck a powerful chord with legions of managers everywhere. It acknowledged the cynicism, pain, and fears they faced in implementing large-scale change-but also armed them with an eight-step plan of action for leaping boldly forward in a turbulent world.

190 PP.

John P. Kotter

HD58.8.K672 2006

OUR ICEBERG IS MELTING: CHANGING AND SUCCEEDING UNDER ANY CONDITIONS

Kotter presents his framework for an effective corporate change initiative through the tale of a colony of Antarctic penguins facing danger-inspired, perhaps, by today's real-life global warming crisis. This light, quick read should fulfill its intended purpose: to serve as a springboard for group discussions about corporate culture, group dynamics and the challenges of change.

160 PP.

John Kotter

HD58.8.L375 1989

LARGE-SCALE ORGANIZATIONAL CHANGE

A team of renowned authors provides strategies for fostering the committed leadership, widespread participation, and effective communication necessary to bring about significant change throughout an entire organization." The experienced researcher, consultant, and practitioner engaged in change processes will appreciate the different perspectives and enrich their own change philosophy and practices for having read this well-written and researched book."--The HRD Review

314 PP.

Allan M. Mohrman, Jr., et al

HD58.8.L494 2007

APPRECIATIVE INQUIRY FOR CHANGE MANAGEMENT: USING AI TO FACILITATE ORGANIZATIONAL DEVELOPMENT

Appreciative Inquiry (AI) is one of the most exciting and increasingly recognized concepts being used to facilitate organizational change. This book studies AI in depth, illustrating the method of asking particular questions and envisioning the future, encouraging staff to consider both the positive and negative systems in place and to recognize the need to implement change. It demonstrates how AI can be practically applied by combining the skills, perspectives and approaches presented here into a practical conversational approach to organizational challenges.

247 PP.

Sarah Lewis, et al

HD58.8.M34 1992

CAUGHT IN THE MIDDLE: HOW TO SURVIVE AND THRIVE IN TODAY'S MANAGEMENT SQUEEZE

Caught in the Middle provides a wealth of practical guidance and 12 key strategies to help middle managers take charge of their careers, maximize their contributions to their organizations, and gain satisfaction from their work.

299 PP.

Lynda McDermott

HD58.8.M528 2002

CHANGE AGENT'S GUIDE TO RADICAL IMPROVEMENT, THE

Change agents are individuals with the knowledge, skills and tools to help organizations achieve radical improvement. Miller offers this guide for change agents to use in meetings as they facilitate teams through the change agent model. Each chapter presents the concepts and explains the step-by-step procedure for that phase of the change agent model.

312 PP.

Ken Miller

HD58.8.M55 1991

REBIRTH OF THE CORPORATION

Drawing on his wide-ranging experiences the author provides a provocative road map for executives looking to eliminate bureaucracy and shorten their lines of communication. Recommended for all managers interested in organizational theory and structure.

320 PP.

D. Quinn Mills

HD58.8.M655 1996

SECOND CURVE, THE: MANAGING THE VELOCITY OF CHANGE

The author creates a revolutionary new business model that can be used no matter what the market upheaval.

240 PP.

Ian Morrison

HD58.8.N10 2007

MANAGING CHANGE STEP BY STEP: ALL YOU NEED TO BUILD A PLAN AND MAKE IT HAPPEN

Change Management is not a single, coherent and agreed upon approach but rather an assortment of tools, techniques, methods and simple good intentions - all of which are simply and practically broken down by this book. The problems with change management is at all levels of management and many people have roles which require them to not only perform the traditional day-to-day tasks associated with being a manager, but also need to deliver ongoing change in their teams, departments or divisions. This book shows how change management can be constructively approached by a practical frame work.

243 PP.

Richard Newton

HD58.8.N297 1997

CHAMPIONS OF CHANGE: HOW CEO'S AND THEIR COMPANIES ARE MASTERING THE SKILLS OF RADICAL CHANGE

This highly readable guide offers leaders and managers at every level a coherent approach and compelling new repertoire of concepts, ideas, tools, and techniques for understanding the dynamics of change and managing it effectively.

352 PP.

David A. Nadler

HD58.8.O72842 2009

ORGANIZATION OF THE FUTURE 2, THE: VISIONS, STRATEGIES, AND INSIGHTS ON MANAGING IN A NEW ERA

The 49 contributors to this collection, an eclectic mix of executives, academics, management experts and consultants offer highly accessible, often conversationally written essays intended as thought-provoking goads to action or change in today's business environment. The emphasis is on creating flexible organizational structures that can respond effectively to global competition, information technology, innovation and customers' changing habits.

348 PP.

Frances Hellebein and
Marshall Goldsmith, Editors

HD58.8.O86 1994

LEADING CHANGE: OVERCOMING THE IDEOLOGY OF COMFORT AND THE TYRANNY OF CUSTOM

One of America's most esteemed management thinkers offers a book that transcends how-to management primers, offering an unorthodox approach to leadership based on the lessons of history, moral and political philosophy, and the practical experience of men and women across cultures and circumstances.

282 PP.

James O'Toole

HD58.8.P34 1996

DIARY OF A CHANGE AGENT

The diary was originally intended as a way of capturing and reflecting on his experience. It then became clear that by sharing his thoughts with others he could help them to understand the changing work environment and how to operate effectively

within it. At the same time the diary describes a unique personal journey and becomes a model for a process of transformation. In preparing the material for publication Tony has added further commentary, analysis and exercises both to increase its usefulness as a learning tool and to highlight the human component in managing change.
296 PP.

Tony Page

HD58.8.P478 1992

LIBERATION MANAGEMENT: NECESSARY DISORGANIZATION FOR THE NANOSECOND NINETIES

The author demonstrates that the key to success in business future is total engagement, dynamism, speed, and independence.

Thomas J. Peters

HD58.8.P483 1994

TOM PETERS SEMINAR, THE: CRAZY TIMES CALL FOR CRAZY ORGANIZATIONS

Peters shows how to understand and thrive in the face of the crazy demands the business world makes upon us.

336 PP.

Tom Peters

HD58.8.Q56 1996

DEEP CHANGE: DISCOVERING THE LEADER WITHIN

Through a series of stories, Quinn offers a new path that will help people in the trenches of today's modern organizations move beyond daily struggles into a position of peace, power, freedom and influence. Deep Change explores the process of internally driven leadership.

236 PP.

Robert E. Quinn

HD58.8.R62 1996

WHY CHANGE DOESN'T WORK: WHY INITIATIVES GO WRONG AND HOW TO TRY AGAIN - AND SUCCEED

In this book you'll discover how timing can make or break a change program, how best to communicate to the troops, how to identify and nurture change makers, and, most important, how to fire the organizational imagination so that even the most recalcitrant are amenable to change.

232 PP.

Harvey Robbins and
Michael Finley

HD58.8.S42 1994

UNWRITTEN RULES OF THE GAME, THE: MASTER THEM, SHATTER THEM, AND BREAK THROUGH BARRIERS TO ORGANIZATIONAL CHANGE

A book that introduces a unique new approach to mastering corporate change. An associate of one of the world's leading consulting firms has discovered that the silent engines are not official policies but unwritten rules. Here readers learn how to decipher those rules and to break free of the barriers to change. Illustrated.

56 PP.

Peter Scott-Morgan

HD58.8.S638 1997

7 LEVELS OF CHANGE, THE: CREATE, INNOVATE AND MOTIVATE WITH THE SECRETS OF THE WORLD'S LARGEST CORPORATIONS

Change can be used to your advantage if you manage it properly. By breaking down change into levels, you can develop a strategy for creativity, innovation, and continuous self-improvement that will propel you toward success.

262 PP.

Rolf Smith

HD58.8.T65 1993

RETHINKING THE CORPORATION: THE ARCHITECTURE OF CHANGE

Looks at companies through resizing & reshaping/provides mini-models & practical guidelines.

224 PP.

Robert M. Tomasko

HD58.8.T86 2000

MANAGING CHANGE: PRACTICAL STRATEGIES FOR COMPETITIVE ADVANTAGE

As business operations and competition become more global, companies have to rise to the challenges posed by changes in technology, products, and individual competencies. The author addresses these issues and provides sound strategies for incorporating change into any organization's management.

335 PP.

Kari Tuominen

HD58.8.T885 1997

WINNING THROUGH INNOVATION: A PRACTICAL GUIDE TO LEADING ORGANIZATIONAL CHANGE AND RENEWAL

Winning through Innovation reveals why short-term corporate success often increases the chances of long-term failure.

259 PP.

Michael Tushman and
Charles O'Rielly, III

HD58.8.W485 1993

PHOENIX AGENDA, THE: POWER TO TRANSFORM YOUR WORKPLACE

This book reveals a proven, 12 step approach for effectively renewing companies in the face of turbulent change. It shows managers how to: generate trust; uncover context; invent the future; articulate strategies; source action; exploit moments of truth; maintain awareness; realize results; create wisdom; transcend addictions; complete the past; and acknowledge freely.

318 PP.

John Whiteside, et al

HD58.8K65 1996

LEADING CHANGE

Geared toward managers and business students, this leadership guide identifies an eight-step process that companies must go through to achieve their goals. It also details change issues, the force behind successful change and future trends for organizations. To help illustrate principles, the author provides interesting stories and examples.

187PP.

John P. Kotter

HD58.9.H10 1998

THIN BOOK OF APPRECIATIVE INQUIRY, THE [2nd Ed.]

This is an easy to read introduction to Appreciative Inquiry.

63 PP.

Sue Annis Hammond

HD62.15.J65 1994

FOURTH GENERATION MANAGEMENT: THE NEW BUSINESS CONSCIOUSNESS

This is a clear, concise synthesis of the best of current management practice and a host of dynamic prescriptions for the future.

289 PP.

Brian L. Joiner

HD70.U5P426 1987

THRIVING ON CHAOS: HANDBOOK FOR A MANAGEMENT REVOLUTION

Addressing American industry's continuing decline in foreign and domestic markets the author offers a detailed plan for unstructured business activity in which some readers will see not only chaos but also anarchy.

Tom Peters

HD8072.5.U5 1997

UNIONS AND WORKPLACE REORGANIZATION

The very fate of unions in this country may depend on their ability to deal effectively with the challenge of workplace restructuring. UNIONS AND WORKPLACE REORGANIZATION addresses many of the most important issues currently facing the U.S. labor movement.

240 PP.

HD9680.B74S67 2004

SEVEN-DAY WEEKEND, THE: CHANGING THE WAY WORK WORKS

Mr. Semler's premise is remarkably simple: If work can spill over into our weekends, thanks to cell phones, faxes and pagers, why can't our weekends- read free time-be integrated into the traditional workweek? 'To put it another way,' Mr. Semler writes in this chatty, engaging book, 'people who have learned to answer e-mails on Sunday evenings also need to learn how to go to the movies on Monday afternoons.

246 PP.

Ricardo Semler

HD9696.A3U655 1997

CHANGING BY DESIGN: ORGANIZATIONAL INNOVATION AT HEWLETT-PACKARD

Zell (vice chancellor's office, UCLA), who based this work on her 1994 doctoral thesis, offers a detailed ethnographic case study of two sociotechnical systems (STS) redesigns at Hewlett-Packard.

180 PP.

Deone Zell

HD9708.U64E274 1993

TEAM ZEBRA: HOW 1500 PARTNERS REVITALIZED EASTMAN KODAK'S BLACK AND WHITE FILM-MAKING FLOW

The first insider's account of how an American company turned to its people to save a vital, but failing, business unit. Told as a personal narrative from the perspective of Steve Frangos, the manager of Eastman Kodak's Black and White Film Division, Team Zebra is a powerful account of a billion dollar 100-year-old business and the 1500 partners who pulled off "the turnaround of the of the decade."

223 PP.

Stephen J. Frangos and
Steven J. Bennett

HF5.549.5.S8R63 2003

IDEAS ARE FREE: HOW THE IDEA REVOLUTION IS LIBERATING PEOPLE AND TRANSFORMING ORGANIZATIONS

The author's have teamed up for an energetic examination of the "idea revolution" framework. They show how organizations can move away from the scientific management model that expects workers to do instead of think and accept a culture that values the experience, creativity, and ideas of the ordinary people. They address the fundamentals of idea programs and rewards schemes-how to implement and nourish them and then keep them from running amok.

232 PP.

Alan G. Robinson and
Dean M. Schroeder

HF5386.K855 1991

IF IT AIN'T BROKE... BREAK IT! AND OTHER UNCONVENTIONAL WISDOM FOR A CHANGING BUSINESS WORLD

Preordained goals, conventional behavior and consensus decisions are sensibly challenged in this call for innovative rule-breaking in '90s business.

304 PP.

Robert Kriegel and
Louis Patler

HF5386.W456 1993

WORKING SCARED: ACHIEVING SUCCESS IN TRYING TIMES

Ohio-based consultants in human resources, bring an informed view to their analysis of the workplace in today's troubled business environment. They discuss the changes: mergers, corporate downsizing, decreased supervision, the increased use of work teams or task forces, management driven by quality goals, new pay methods, employee ethnic diversity, a frequency of foreign assignments. While ably assisting employees at all levels in understanding how to accommodate such changes, the book should prove particularly instructive to managers introducing new practices to their subordinates.

Kenneth Wexley and

Stan Silverman

HF5548.32.C58X 2000

CLUETRAIN MANIFESTO, THE: THE END OF BUSINESS AS USUAL

The Cluetrain Manifesto presents a stunning tapestry of anecdotes, object lessons, parodies, war stories, and suggestions, all aimed at illustrating what it will take to survive and prosper in the fast-forward world on the wire.

190 PP.

Rick Levine, et al

HF5548.32.H367 2007

BUSINESS PROCESS CHANGE: A GUIDE FOR BUSINESS MANAGERS AND BPM AND SIX SIGMA PROFESSIONALS, Second Edition

In this balanced treatment of the field of business process change, Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition are coverage of business process management systems, business rules, enterprise architectures and frameworks (SCOR), and more content on Six Sigma and Lean—in addition to new coverage of performance

549 PP.

HF5549.5.C6T15 1994

COMMUNICATING CHANGE: HOW TO WIN EMPLOYEE SUPPORT FOR NEW BUSINESS DIRECTIONS

Now, here's a book that reveals to all managers how to implement important changes and make them work. This is not a theoretical book. It is advice from the trenches. Packed with checklists, sample communications, diagrams, surveys, step-by-step guidance.

252 PP.

T. J. Larkin and
Sandar Larkin

HF5549.5.J10 1997

MULTIPOINT FEEDBACK: A 360-DEGREE CATALYST FOR CHANGE

Multipoint Feedback provides one of the most effective ways of getting the information necessary for successful personal and organizational transformation. Ideal for team building and leadership improvement, this innovative guide shows how to use multipoint feedback as a powerful catalyst for change, including how to recognize behavior.

96 PP.

Deborah Jude-York and
Susan Wise

HF5549.U39 1997

HUMAN RESOURCE CHAMPIONS: THE NEXT AGENDA FOR ADDING VALUE AND DELIVERING RESULTS

The author helps us understand prior failures and the necessary steps for future successes in human resource management.

281 PP.

Dave Ulrich

HM131.N63 1993

HEALING THE WOUNDS: OVERCOMING THE TRAUMA OF LAYOFFS AND REVITALIZING DOWNSIZED

Provides executives, human resource professionals, managers, and consultants with an original model and clear guidelines for revitalizing a downsized organization.

288 PP.

David M. Noer

HN17.5.T636 1995

CREATING A NEW CIVILIZATION: THE POLITICS OF THE THIRD WORLD

In this book, the author, as well as in his other books, has given way to the second wave industrial age, which in turn has yielded to the third knowledge revolution. He outlines the differences and prescribes the need for change.

Alvin Tofler and
Heidi Tofler

LC5225.T4V45 1995

TRAINING THROUGH DIALOGUE: PROMOTING EFFECTIVE LEARNING AND CHANGE WITH ADULTS

A lively, step-by-step approach to training the trainers of adults. Using numerous examples from a variety of settings, author Jane Vella compels instructors to critically examine their old teaching model and discover a new experience in education. 224 PP.

Jane Vella

RC969.P10 1995

SURVIVAL GUIDE TO THE STRESS OF ORGANIZATIONAL CHANGE, A

Make sure your people know how to manage their own stress! Teach your employees and managers to cope successfully with today's accelerating rate of change, and assume personal responsibility for their own emotional well-being. 30 PP.

Price Pritchett and
Ron Pound

Communication

BC177.G54 2008

HOW TO WIN AN ARGUMENT: SUREFIRE STRATEGIES FOR GETTING YOUR POINT ACROSS

An introduction to critical thinking, including the various fallacies, arguing techniques, and defenses. Learn how to argue effectively and sway others to your line of thought. With real-life examples illustrating the use of the principles. 208 PP.

Michael Gilbert

HM132.B7426 1994

DEALING WITH PEOPLE YOU CAN'T STAND: HOW TO BRING OUT THE BEST IN PEOPLE AT THEIR WORST

The following video is a compliment to this book: MV-1685 Workplace Communication: The Gaps and Traps.

Rick Brinkman and
Rick Kirschner

BF323.L5.B10 1988

BUSINESS OF LISTENING, THE: A PRACTICAL GUIDE TO EFFECTIVE LISTENING

Studies prove that people listen at about one third their ability! Learn how to improve your listening skills with this book. 88 PP.

Diane Bone

BF323.L5B87 1982

LISTENING: THE FORGOTTEN SKILL

A winning program for mastering this essential aspect of communication. Offers excellent techniques for overcoming language barriers, interpreting body language, asking constructive non-threatening questions, and more. Features a wealth of worksheets, charts and graphs to make learning this skill easy. Each chapter concludes with a self-test to check progress. 153 PP.

Madelyn Burley-Allen

BF323.L5D10 1991

LISTEN UP: HEAR WHAT'S REALLY BEING SAID

Communication fails without someone to listen. Moreover, even though communication is a two-way street, little attention is given to learning how to listen effectively. You'll also learn how to interpret nonverbal communication and respond with non-judgmental phrases. 70 PP.

Jim Dugger

BF323.L5D66 2006

ARE YOU REALLY LISTENING? KEYS TO SUCCESSFUL COMMUNICATION

Listening is an essential skill worth every effort to learn and to master. Listening takes us out of our tendency toward self-absorption and self-protection. It opens us to the world around us and to the persons who matter most to us. Filled with vivid examples that clearly demonstrate easy to learn listening techniques, this book is a guide to the secrets and joys of listening

and being listened to.
221 PP.

Paul J. Donohue and
Mary E. Siegel

BF633.E52 1987

MAKING THE MESSAGE CLEAR: COMMUNICATING FOR BUSINESS

123 PP.

James P. Eicher

BF633.S3 1990

SHARED MINDS: THE NEW TECHNOLOGIES OF COLLABORATION

The author has written a trailblazing guide to help people in diverse fields move from mere communication to true collaboration. Snippets on such duos as Picasso/Braque, F. Scott Fitzgerald/Maxwell Perkins and Francis Crick/James Watson (co-discoverers of DNA's double helix) throw light on the collaborative process.

227 PP.

Michael Schrage

BF637.C10H13 2003

MANAGER'S COMMUNICATION HANDBOOK, THE

This handbook will help leaders at all levels---learn the characteristics of effective communication, build understanding, support and acceptance for organizational change, use proven communication techniques, and help your organization focus on common goals.

43 PP.

David Cotrell and
Eric Harvey

BF637.C45.C78 2004

CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN STAKES ARE HIGH

"Crucial Conversations" are interpersonal exchanges at work, or at home, that we dread having but know we cannot avoid. It offers readers a proven seven-point strategy for achieving their goals in all those emotionally, psychologically, or legally charged situations that can arise in their professional and personal lives. Also available at this item number, CompactD-000-14.

256 PP.

Kerry Patterson, et al

BF637.C45H66 1993

COMMUNICATION: SKILLS TO INSPIRE CONFIDENCE

84 PP.

Barrie Hopson and
Mike Scally

BF637.C45N48 1993

HOW TO READ A PERSON LIKE A BOOK: THE LANGUAGE EVERYBODY USES BUT NOBODY SPEAKS--BODY TALK!

This illustrated guide teaches us how to spot the hidden messages that we send to each other with our bodies. Learning how to decipher the meaning of this unspoken vocabulary and controlling your response can radically influence the outcome of almost any situation.

180 PP.

Gerard I. Nierenberg and
Henry H. Calero

BF637.C45S78 1999

DIFFICULT CONVERSATIONS: HOW TO DISCUSS WHAT MATTERS MOST

This is a step-by-step guide to weathering conversational storms. It breaks down a conversation into three parts, illuminating the moments where misunderstandings arise. The techniques in this book won't surprise you.

272 PP.

BF637.C74H371 1990

GIVING AND RECEIVING CRITICISM: YOUR KEY TO INTERPERSONAL SUCCESS

This book explores the factors that hinder giving criticism and presents a step-by-step process to learn and apply this important skill.

69 PP.

Patti Hathaway

BF637.K10M10 1998

ONGOING FEEDBACK: HOW TO GET IT, HOW TO USE IT

If you are a manager who has just completed a leadership development experience, such as attending a program or receiving feedback from a 360-degree instrument, or have just experienced a career transition, such as a promotion or a lateral move to a more challenging position, this guidebook can help.

22 PP.

Karen Kirkland and
Sam Manoogian

BF637.K10M8 1998

FOR THE PRACTICING MANAGER: ONGOING FEEDBACK: HOW TO GET IT,

Information on your performance from co-workers and colleagues is essential if you are to develop new managerial skills and improve current ones.

22 PP.

Karen Kirkland and
Sam Manoogian

BF637.P11 1997

ART OF GIVING AND RECEIVING FEEDBACK, THE

Feedback is an important person-to-person communication skill. Teach managers and supervisors to utilize it well. This applicable guide provides knowledge on how to assert goal-oriented, detailed feedback for improved reception, how to handle difficult feedback situations, and how to receive and accept good and bad feedback.

101 PP.

Shirley Poertner and
Karen M. Miller

BF637.V47E432 1986

LAST WORD ON THE GENTLE ART OF VERBAL SELF DEFENSE, THE

This is the third in a series of books, which presents the key tactics and skills for controlling language behaviour in one's personal and professional life. It explains the hidden meanings of silences, body language, expression and tone and it shows how to get on someone's wavelength and how to speak someone's language. --*This text refers to an out of print or unavailable edition of this title.*

256 PP.

Suzette Haden Elgin

BF637.W12 2000

FOR THE PRACTICING MANAGER: FEEDBACK THAT WORKS: HOW TO BUILD AND DELIVER YOUR MESSAGE

Providing feedback to others about their performance is a key developmental experience. This guidebook demonstrates the foundation for effective feedback practice, walking the reader through, systematically and in detail, the feedback method used at CCL. For anyone who wants to get better at giving feedback to anyone, whether they be a peer, direct report, or boss, this guidebook demonstrates how to create an effective message with real impact.

31 PP.

Sloan R. Weitzel

BF673.K10K08 2008

LISTEN TO ME LISTEN TO YOU: A PRACTICAL GUIDE TO SELF-AWARENESS, COMMUNICATION SKILLS AND

CONFLICT MANAGEMENT New Expanded Edition

This book is about people – about you and me and how we can become more understanding and appreciative of ourselves and one another. It's about how we can learn to tune in and listen, both to ourselves and to other people, in ways that maximize self-esteem, mutual respect and communication, and which minimise misunderstanding and conflict. The way people communicate is the largest single factor that determines the quality of their relationships, how they feel about themselves, and the effect they have on other people.

263 PP.

Anne Kotzman and
Mandy Kotzman

BJ1581.2.C523 1995

BOUNDARIES: WHEN TO SAY YES, WHEN TO SAY NO, TO TAKE CONTROL OF YOUR

This book presents a biblical treatment of boundaries, identifies how boundaries are developed, and how they become injured. It also shows Christian misconceptions of the function and purpose of boundaries, and provides a program for developing and maintaining healthy limits.

219 PP.

Henry Cloud and
John Townsend

HD30.26.N49 2007

BIG BOOK OF BUSINESS GAMES, THE: ICEBREAKERS, CREATIVITY EXERCISES, AND MEETING ENERGIZERS

Two of today's acknowledged games masters serve up a cookbook of activities that you can learn to use, guaranteed to generate a lively discussion. Each of the 75 group games and activities here is adapted and shortened to suit the needs of managers and team leaders to use with their departments, staff, or committees.

170 PP.

John Newstrom and
Edward Scannell

HD30.3.C33 2000

MANAGER'S POCKET GUIDE TO INFLUENCE WITH INTEGRITY, THE: POWER, PRINCIPLES AND PERSUASION

This book is written specifically for those supervisors, managers, and organizational leaders who recognize that position alone is not enough to influence others toward accomplishment. With this guide, you will learn more than how to make plans, schedules, or changes. You will learn how to make a difference.

185 PP.

Marlene Caroselli

HD30.3.D462 2004

SQUIRREL INC.: A FABLE OF LEADERSHIP THROUGH STORYTELLING

With wisdom and a healthy dose of wit, Denning introduces a cast of furry characters who together learn the fine art of change. Through the stories of Squirrel Inc., readers will learn that the ability to tell the right story at the right time can determine the outcome of any major change effort.

182 PP.

Stephen Denning

HD30.3.F33 2008

ART OF ASKING, THE: ASK BETTER QUESTIONS, GET BETTER ANSWERS

That means asking the right questions in the right ways. This book will teach you how to do precisely that. Terry J. Fadem shows how to choose the right questions and avoid questions that guarantee obvious, useless answers...how to help people give you the information you need...how to use body language to ask questions more effectively...how to ask the innovative or neglected questions that uncover real issues and solutions. You'll learn how to adopt the attributes of a good questioner...set a goal for every question...use your personal style more effectively...ask tough questions, elicit dissent, react to surprises, overcome evasions, and more. Becoming a better questioner may be the most powerful thing you can do right now to improve your managerial effectiveness--and this book gives you all the insights, tools, and techniques you'll need to get there.

205 PP.

Terry J. Fadem

HD30.3.G447 1995

COMMUNICATING, TRAINING, AND DEVELOPING: FOR QUALITY

Management is often considered a "neglected art". It is not possible to know how to manage before you are made a manager. It is our purpose to help you confront the difficult task of managing in these turbulent times.

47 PP.

Saul W. Gellerman

HD30.3.G7413 1991

VISUAL FACTORY, THE: BUILDING PARTICIPATION THROUGH SHARED INFORMATION

This book is a collection of dozens of specific examples of successful and unsuccessful use of visual techniques juxtaposed in such a way as to indicate what has to be done and undone to create the visual factory.

281 PP.

Michael Greif

HD30.3.N10 1989

INFLUENCING OTHERS: A HANDBOOK OF PERSUASIVE STRATEGIES

This concise book provides proven techniques to influence others using written and verbal communication and strategies that help to understand his or her audience and influence them.

74 PP.

William L. Nothstine

HD30.3.N66 1995

KNOWLEDGE-CREATING COMPANY, THE: HOW JAPANESE COMPANIES CREATE THE DYNAMICS OF INNOVATION

The authors contend that Japanese firms are successful because they are innovative--and not merely masters of imitation as some think--and because they create new knowledge and use it to produce successful products and technologies.

304 PP.

Ikujiro Nonaka and
Hirotaka Takeuchi

HD30.3.W49 1993

DEVELOPING MANAGEMENT SKILLS: APPLIED COMMUNICATION SKILLS

102 PP.

David Whetten

HD30.3.W492 1993

DEVELOPING MANAGEMENT SKILLS: COMMUNICATING SUPPORTIVELY

146 PP.

David Whetten

HD38.2.F10 1995

TELEPHONE SKILLS FROM A TO Z: THE TELEPHONE "DOCTOR" PHONE BOOK

106 PP.

Nancy J. Friedman

HD38.2.M947 2010

EXECUTIVE PRESENCE: THE ART OF COMMANDING RESPECT LIKE A CEO

An expert in coaching high-level players in the art of perception management, Harrison Monarth reveals the critical difference between CEOs and those of us who wish to be CEOs. It's not a matter of intelligence, connections, or luck. It can be summed up in two words: executive presence.

256 PP.

Harrison Monarth

HD50.3.B38 2005

SPEAK LIKE A CEO: SECRETS FOR COMMANDING ATTENTION AND GETTING RESULTS

"In Speak Like a CEO", the author reveals the secrets for communicating in any situation. She describes simple techniques for

acing speeches, presentations, media interviews, Q&A sessions, business meetings, and more. The author outlines self-improvement plans that can easily be customized to your needs. Then, she shares secrets from top leaders, including Mario Cuomo's technique for overcoming stage fright and Colin Powell's secret for projecting authenticity.
221 PP.

Suzanne Bates

HD57.5.S10 1998

BUILDING TRUST: A MANAGER'S GUIDE FOR BUSINESS SUCCESS

Through looking at the Foundations of Trust (Instinct, Past Experience, Current Observation/Experience) the author shows the reader familiar concepts and demonstrates them through exercises. The consequences resulting from a lack of trust are examined and pursued through another set of exercises.

96 PP.

Mary Galbreath Shurtleff

HD57.7.E10P8 2006

MINIATURE GUIDE TO THE ART OF ASKING ESSENTIAL QUESTIONS, THE

This guide introduces the art of asking essential questions. Some of the contents include, Asking complex questions, Questioning as we read, Questioning as we write, Questioning concepts, Questioning data, information and experience, plus other forms of questioning.

48 PP.

Linda Eller and
Richard Paul

HD69.S8M25 1997

DIG YOUR WELL BEFORE YOU'RE THIRSTY: THE ONLY NETWORKING BOOK YOU'LL EVER NEED

Syndicated columnist and business speaker, Harvey Mackay proves "it's not what you know, it's who you know." In this provocative networking book, he contends that talent alone will not save you in the current economy. Genius, guts, and hard work can also be counted out as life preservers. In fact, according to Mackay, there's only one thing you can depend on -- your network.

336 PP.

Harvey Mackay

HF1106.T73 2006

POWER OF CHARM, THE: HOW TO WIN ANYONE OVER IN ANY SITUATION

This book gives readers proven ways to become more captivating--and persuasive--in any situation. With his trademark directness, Tracy shows readers what charm can do, and how they can use simple methods to immediately become more approachable and dramatically improve their business and social relationships.

145 PP.

Brian Tracy and
Ron Arden

HF5381.B143 2007

MAKE YOUR CONTACTS COUNT: NETWORKING KNOW-HOW FOR BUSINESS AND CAREER SUCCESS

Every executive who is really committed to being proactive, in managing his or her career, should start with this networking book.

255 PP.

Anne Barber and
Lynne Waymon

HF5549.12.K38 2007

30 REASONS EMPLOYEES HATE THEIR MANAGERS: WHAT YOUR PEOPLE MAY BE THINKING AND WHAT YOU CAN DO ABOUT IT

Quietly seething...secretly resenting...and ultimately affecting performance, employees' negative feelings toward their anagers can lurk beneath the surface of even the most pleasant-seeming work relationships. These issues, if gone unchecked, can result in organizational catastrophe. To find out what's really going on, the authors surveyed more than 50,000 employees in 65 organizations of all types and sizes, and discovered the 30 main causes of ill will.

224 PP.

HF5549.5.C6B235 2006

WHAT PEOPLE WANT: A MANAGER'S GUIDE TO BUILDING RELATIONSHIPS THAT

This book addresses the changing demographics and differences in the workplace to highlight what matters most in employee-manager relationships. Based on first-of-its-kind research that assessed the needs of hundreds of professionals across a variety of industries, Terry Bacon explores in-depth the seven most important needs-for trust, challenge, self-worth, competence, appreciation, excitement, and an ability to develop and sustain an identity of merit.

242 PP.

Terry R. Bacon

HF5549.5.C6G58 2006

GIVING FEEDBACK: EXPERT SOLUTIONS FOR EVERYDAY CHALLENGES

How can you help employees learn, develop, and change in ways that benefit your organization? Give them the right feedback--in the right way. Here you will find a wealth of tools enabling you take on the task.

73 PP.

Harvard Business School Press

HF5549.5.C6M29 1994

FEEDBACK TOOLKIT: 16 TOOLS FOR BETTER COMMUNICATION IN THE

In the book the author has combined guidelines with instructional and anecdotal insights that make this a practical guide on this subject.

93 PP.

Rick Maurer

HF5549.5.E10 2009

WE NEED TO TALK: TOUGH CONVERSATIONS WITH YOUR EMPLOYEES

When it comes to talking to an employee about a touchy topic, managers often find themselves at a loss for the right words. Before "the talk", they are stuck wondering "Where do I begin?" "What do I say?", and "How will he/she react?". Answering employers' most pressing questions, this go-to guide shows people what to say and how to say it.

203 PP.

Lynne Eisaguirre

HF5549.B10M8 1999

FOR THE PRACTICING MANAGER: GIVING FEEDBACK TO SUBORDINATES

Providing specific information about performance is key to developing the people who report to you. This guidebook tells you how to give your subordinates effective feedback so they can work more effectively, develop new skills, and grow professionally.

48 PP.

Raoul J. Buron and
Dana McDonald-Mann

HF5718.B654 1994

COMMUNICATE WITH CONFIDENCE: HOW TO SAY IT RIGHT THE FIRST TIME AND EVERY TIME

In a book designed to be read by professionals on the go, communications dynamo Booher covers speaking, listening, and all the dynamics of verbal communication on the job. Each savvy tip is based on real-life problems raised by participants in Booher Consultants workshops. 10 illustrations.

400 PP.

Dianna Booher

HF5718.G38 1996

101 WAYS TO CAPTIVATE A BUSINESS AUDIENCE

This handy book is a smorgasbord of over one hundred audience-tested quotes, anecdotes, experiences, and insights that will add creative sizzle to your presentations and speeches.

144 PP.

Sue Gaulk

HF5718.G65 2008

YES! 50 SCIENTIFICALLY PROVEN WAYS TO BE PERSUASIVE

Goldstein, Martin and Cialdini meld social psychology, pop culture and field research to demonstrate how the subtle addition, subtraction or substitution of a word, phrase, symbol or gesture can significantly influence consumer behavior. While written primarily for a marketing audience, this amusing book has equal value and appeal for executives, salespeople even parents trying to persuade their kids to do homework.

homework.

258 PP.

Noah J. Goldstein, et al

HF5718.G68 2010

JUST LISTEN: DISCOVER THE SECRET TO GETTING THROUGH TO ABSOLUTELY ANYONE

The author returns with a primer on dealing with hard-to-reach people in virtually every scenario efiant executives, angry employees, families in turmoil, warring couples through use of well-honed psychological techniques. Negotiating intractable situations is like driving up a steep hill, he posits, but most of us make the mistake of creating more resistance by shifting up; downshift, and you get control, he writes.

234 PP.

Mark Goulston

HF5718.H284 1989

HOW TO TALK SO PEOPLE LISTEN

Author of What Makes Juries Listen, Emmy winner for her Boston TV talk show, Hamlin here presents a variety of techniques and approaches to promote job success. In a breezy, informal discourse, she begins with a differentiation of three basic work personalities"achievers, affiliators and influencers." Suggesting ways that each of these types may conduct a conference, ask for a raise, lobby a client, solicit a would-be employer, Hamlin provides guidelines, insights and advice that are patently useful. There are many innovative strategies for the neophyte public speaker, for example, and for making presentations both verbal and visual. This is a compendium of tested techniques that can help readers to improve communication on the job and elsewhere.

288 PP.

Sonya Hamlin

HF5718.L633 2009

BUSINESS COMMUNICATION: BUILDING CRITICAL SKILLS (Fourth Edition)

A unique approach to a hands-on course, written by the same author of Business and Administrative Communication, this completely new approach is devised and created with the assistance of a community college colleague. The innovative module structure allows instructors to focus on specific skills and provides greater flexibility for short courses and different teaching approaches. While grounded in solid business communication fundamentals, this paperback takes a strong workplace activity orientation which helps students connect what they learn to what they do or will do on the job.

576 PP.

Kitty O. Locker and
Stephen Kyo Kaczmarek

HF5718.M552 2001

HOW TO SAY IT FOR WOMEN: COMMUNICATING WITH CONFIDENCE AND POWER USING THE LANGUAGE OF SUCCESS

As part of Prentice Hall Press's highly successful How to Say It tm series, How to Say It tm for Women is packed with practical tips, techniques, and examples that arm women to grapple with every communication issue, from choosing the right word or sentence to speaking, reading, writing, leading, dressing, and interviewing effectively. Readers will learn how to: shun words that weaken messages and make women invisible; sail through interviews; assess and develop leadership skills; say NO, kindly but firmly; respond appropriately to slurs, insults, and harassment; say the one winning word that gets people to follow directions.

298 PP.

Phyllis Mindell

HF5718.M553 1995

WOMAN'S GUIDE TO THE LANGUAGE OF SUCCESS, A: COMMUNICATING WITH CONFIDENCE AND POWER

Packed with powerful techniques and real-world tips, this practical, candid guide shows women how to shed the language of

weakness and gain the language of power.
256 PP.

Phyllis Mindell

HF5718.M569 2005

HOW TO SAY IT FOR EXECUTIVES: THE COMPLETE GUIDE TO COMMUNICATION FOR LEADERS

The complete guide to every aspect of leadership communications, "How to Say It(r) for Executives", offers everything current and future leaders need to know to get their ideas across powerfully, efficiently, and humanely. Full of practical tips, words, outlines, and models. Learn how to: 1) Prepare and deliver effective speeches and talk to large and small audiences, 2) Reinforce a message with effective use of nonverbal language, 3) Avoid words and phrases that undermine authority, 4) Foster participation during meetings, 5) Handle difficult or hostile people with grace, and 6) Write briefly and clearly .
190 PP.

Phyllis Mindell

HF5718.P475 2008

ART AND SCIENCE OF COMMUNICATION, THE: TOOLS FOR EFFECTIVE COMMUNICATION IN THE WORKPLACE

The Art and Science of Communication shows you a new way to understand and use communication in the workplace. Revealing the seven types of communication we all use every day, the book shows you how to increase your communication effectiveness in any setting with practical techniques, analogies, and models that clearly explain the formulas for successful communication. Combining the science and art of communication into one effective formula, this book offers a straightforward and easy to understand plan for a more successful career.
198 PP.

P. S. Perkins

HF5718.S52 1994

BREAKING THE ICE: HOW TO IMPROVE YOUR ON-THE-SPOT COMMUNICATIONS SKILLS

Deborah Shouse

HF5718.S568 1994

WORKING WOMAN'S COMMUNICATIONS SURVIVAL GUIDE: HOW TO PRESENT YOUR IDEAS WITH IMPACT, CLARITY AND POWER AND GET THE RECOGNITION YOU

In this book you'll discover dozens of business-tested techniques and strategies that show you how to build your self-esteem and make it work for you: practical advice for enhancing your self-esteem and projecting your most powerful image.
250 PP.

Ruth Hermann Siress

HF5718.T11 2000

COMMUNICATION ICEBREAKERS AND TRAINING ACTIVITIES

Louis E. Tagliaferri

HF5718.T36 1994

TALKING 9 TO 5: WOMEN AND MEN IN THE WORKPLACE: LANGUAGE, SEX AND

The author presents information that will have a dramatic impact on those who are struggling with co-workers, jobs, & companies, and will help individuals as well as companies thrive in a working world made up of increasingly diverse work forces and markets that are ever more
368 PP.

Deborah Tannen

HF5718.T66 1995

ARTICULATE EXECUTIVE, THE: LEARN TO LOOK, ACT, AND SOUND LIKE A LEADER

The author works with a long list of blue-chip clients, served as a consultant to 38 of the Fortune 50 CEOs, senior-level executives, elected officials, and diplomats throughout the world. This book is based on his acclaimed corporate workshops in executive communications.
204 PP.

Granville N. Toogood

HM1121.C78 2005

CRUCIAL CONFRONTATIONS: TOOLS FOR RESOLVING BROKEN PROMISES, VIOLATED EXPECTATIONS, AND BAD BEHAVIOR

Crucial Confrontations teaches skills drawn from 10,000 hours of real-life observations to increase confidence in facing issues. It teaches you how to deal with violated expectations in a way that solves the problem at hand, and doesn't harm the relationship--and in fact, even strengthens it. Also available in audiobook through this item number, #CompactD-000-13. 284 PP.

Kerry Patterson, et al

HM132.B10 1996

EFFECTIVE PEOPLE SKILLS [MBTI]

Terry R. Bacon

HM132.C10 1992

THINKING ON YOUR FEET: TOOLS TO COMMUNICATE CLEARLY AND CONVINCINGLY

Marlene Caroselli

HV8142.T46 2004

VERBAL JUDO: THE GENTLE ART OF PERSUASION

How often do you find yourself on the losing end of an argument? What percentage of your success in life depends on your success in conversation? Believe it or not, if you are like most people, your answer would be 98 percent or more.

222 PP.

George J. Thompson and
Jerry B. Jenkins

JC330.3.N94 2008

POWERS TO LEAD, THE

Nye, a distinguished academic, explores leadership as it relates to hard power (coercion) and soft power (influence and persuasion), and he calls the mixture of these powers smart power. He urges soft power whenever possible and defines power as the ability to obtain outcomes through others, noting the difference between wanting to dominate followers and sharing influence with them.

226 PP.

Joseph S. Nye

LB1035.5.H10M8 2004

THIN BOOK OF NAMING ELEPHANTS, THE: HOW TO SURFACE UNDISCUSSABLES FOR GREATER ORGANIZATIONAL SUCCESS

As consultants, we believe our client organizations have vast quantities of untapped brilliance in the form of small statements or questions. This book will show you how to identify them and explain why it is important. We begin with a cautionary tale of how the untapped brilliance at NASA created the environment which resulted in the tragedy of the "Columbia".

110 PP.

Sue Anis Hammond and
Andrea B. Mayfield

LB1043.5.W10 1992

DEALING EFFECTIVELY WITH THE MEDIA: WHAT YOU NEED TO KNOW ABOUT PRINT, RADIO AND TELEVISION INTERVIEWS

"Dealing Effectively With The Media" is for virtually every person in business, regardless of profession, industry or the size of the organization. It provides a reader with the basic skills to be comfortable, confident and effective when dealing with any sector of the media at any level.

90 PP.

John Wade

LB1050.S10W8 2009

SPEED READING FOR DUMMIES: MAKING EVERYTHING EASIER

This practical, hands-on guide gives you the techniques you need to increase your reading speed and retention, whether you're reading books, e-mails, magazines, or even technical journals! You'll find reading aids and plenty of exercises to help you read and better comprehend the text.

274 PP.

Richard Sutz with
Peter Weverka

LB2804.T10 1998

FAST FEEDBACK

The 39 internationally-authored chapters address perceptual, physiological, scientific, and engineering issues that affect successful pictorial communication. Topics presented reflect work in the broad range of disciplines which contribute to the field: visual and spatial perception, human factors and ergonomics, telerobotics, manual and supervisory control, cartography, scientific visualization, and medical illustration.

615 PP.

Bruce Tulgan

P310.5.P47T36 1998

ARGUMENT CULTURE, THE: STOPPING AMERICA'S WAR OF WORDS

The author widens her lens to examine the way we communicate in public in the media, in politics, in our courtrooms, and classrooms once again letting us see in a new way forces that have powerfully shaped our lives. "The Argument Culture", is a remarkable book that will change forever the way you perceive and communicate with the world.

348 PP.

Deborah Tannen

P90.H298 1990

GETTING YOUR MESSAGE ACROSS

Innovative ideas, practical examples, and exercises help readers identify and overcome communication problems.

135 PP.

Kurt Hanks

P90.J10 1994

COACHING THROUGH EFFECTIVE FEEDBACK: A PRACTICAL GUIDE TO SUCCESSFUL COMMUNICATION

Giving and receiving performance feedback successfully is one of the most critical and difficult interpersonal skills in the workplace. To increase performance, individuals at all levels need to master this critical coaching skill.

98 PP.

Paul J. Jerome

P90.M253 2009

MESSAGES: THE COMMUNICATION SKILLS BOOK

Messages is a best-selling classic that has already helped more than 100,000 readers develop communication skills in all areas of life. Now in its third edition, this comprehensive and endlessly practical guide includes a new chapter on couples communication and new information on using validation strategies during conflicts. Topics covered in this book include: active listening, reading body language, developing conflict resolution skills, talking to children, communicating with family members, public speaking, handling group interactions, being interviewed for jobs, and being the interviewer. This book is an invaluable resource that can help any reader develop one of the most important skill sets they have.

358 PP.

Matthew McKay, et al.

P90.W38 1990

WAYS OF COMMUNICATING: THE DARWIN COLLEGE LECTURES

Ways of Communicating is a stimulating exploration of the single most powerful force that gives humankind its control over the natural world--the communication among us.

117 PP.

D. H. Mellor, Editor

P93.P5 1993

PICTORIAL COMMUNICATION IN VIRTUAL AND REAL ENVIRONMENTS [2nd Edition]

The topics presented in this text reflect work in the broad range of disciplines which contribute to the field: visual and spatial perception, human factors and ergonomics, telerobotics, manual and supervisory control, cartography, scientific visualization, and medical illustration.

615 PP.

Stephen R. Ellis, Editor

P95.A35 1989

YOU ARE THE MESSAGE: GETTING WHAT YOU WANT BY BEING WHO YOU ARE

What does that mean, exactly? It means that when you communicate with someone, it's not just the words you choose to send to the other person that make up the message. You're also sending signals about what kind of person you are--by your eyes, your facial expression, your body movement, your vocal pitch, tone, volume, and intensity, your commitment to your message, your sense of humor, and many other factors.

240 PP.

Roger Ailes

P95.W87 1991

FOLLOW THE YELLOW BRICK ROAD; LEARNING TO GIVE, TAKE, AND USE INSTRUCTIONS

The author's innovative and thought-provoking approach will help you overcome "instruction-anxiety", discover how instructions work - and won't work - and find out how to make them work for you.

400 PP.

Richard Saul Wurman

PE1585.H36 1992

LANGUAGE IN THOUGHT AND ACTION [5th Edition]

The author discusses ways of better understanding language, and therefore thought, and therefore action, including the use of the 'operational definition' and the need to recognize different levels of abstraction.

287 PP.

S. I. Hayakawa and
Alan Hayakawa

PN4121.F84S54 1990

COMMUNICATING COMFORTABLY: YOUR GUIDE TO OVERCOMING SPEAKING AND WRITING ANXIETIES

Today's managers must be just as comfortable with the basics of information technology (IT) as they are with accounting techniques and marketing principles. This guide demystifies the IT revolution, defining in accessible language the terms and concepts that are directly relevant to managers and explaining the impact of IT on all aspects of business.

240 PP.

Linda K. Fuller and
Lilless McPherson Shilling

TK105.73.S66 2007

HAMSTER REVOLUTION, THE: HOW TO MANAGE YOUR E-MAIL BEFORE IT MANAGES YOU

Written in parable form, this book tells the story of Harold, an HR Director, who is a victim to the dreaded info-glut, and paralyzed by the deluge of electronic data and e-mail he must fight daily. Harold meets an info coach who recognizes his ailment and teaches him a few powerful lessons about managing e-mail.

128 PP.

Mike Song, et al

TK5015.73.H34 1996

3 R's OF E-MAIL, THE: RISKS, RIGHTS, AND RESPONSIBILITIES

Learn the risks, rights, and responsibilities for individuals and organizations using e-mail.

153 PP.

Diane B. Hartman and
Karen S. Mantz

HD39.5.L48 1995

CONNECTED CORPORATION, THE: HOW LEADING COMPANIES WIN THROUGH CUSTOMER-SUPPLIER ALLIANCES

Drawing on his hands-on experience and worldwide research in best-practice firms such as Chrysler, DuPont, Motorola, and Marks & Spencer, Lewis shows precisely how customer-supplier alliances enable companies to dramatically lower costs, raise quality, shrink cycle times, and boost value for customers without added expense.

368 PP.

Jordan D. Lewis

HD5415.5.S25 1995

SERVICE RECOVERY: FIXING BROKEN CUSTOMERS

Take the time with this author and discover the steps to take after a product or service breakdown to satisfy your customer.

63 PP.

Ron Zemke

HD9980.5.P398 1999

REINVENTING WORK: THE PROFESSIONAL SERVICE FIRM 50

In 50 easy-to-grasp sections and over 200 Things To Do, the author explains how to generate excitement, partner with your clients, master information flow and timelines, design "hot" spaces, and deliver WOW! Results - - every time.

228 PP.

Tom Peters

HF5415.1265.B758 2010

SOCIAL MEDIA 101: TACTICS AND TIPS TO DEVELOP YOUR BUSINESS ONLINE

This book presents the best practices for growing the value of your social media and social networking marketing efforts. You'll learn how to cultivate profitable online relationships, develop your brand, and drive meaningful business. The author shows you how to build an effective blog or website for your business, monitor your online reputation and what people are saying about your business online, and create new content to share with your customers.

352 PP.

Chris Brogan

HF5415.335.H45 1997

ONE SIZE FITS ONE: BUILDING RELATIONSHIPS ONE CUSTOMER AND ONE EMPLOYEE AT A TIME

Gary Heil, et al

HF5415.5.A425 1992

ONLY THING THAT MATTERS, THE: BRINGING THE POWER OF CUSTOMER INTO THE CENTER OF YOUR BUSINESS

The author challenges American business to a commitment that will transform it to its very core. Albrecht's plan goes beyond lip service and simple cosmetic approaches to show the way to a radical bottom-up, top-down, total company commitment to the customer.

Karl Albrecht

HF5415.5.A43 1990

SERVICE ADVANTAGE, THE: HOW TO IDENTIFY AND FULFILL CUSTOMER NEEDS

This thoughtful, well-organized guide to the management of service offers a challenge to both middle managers and senior managers.

Karl Albrecht and
Lawrence J Bradford

HF5415.5.S49 1998

CUSTOMERS.COM: HOW TO CREATE A PROFITABLE BUSINESS STRATEGY FOR THE INTERNET AND BEYOND

The author shares her thoughts on what it takes to build a successful online business focused on intimately knowing a customer's wants and needs. While many of her 16 case studies describe larger companies, her powerful strategies offer important insights for small-business owners.

384 PP.

Patricia B. Seybold

HF5415.G11 2005

LESSONS IN LOYALTY: HOW SOUTHWEST AIRLINES DOES IT--AN INSIDER'S VIEW

This handbook captures the essence of what makes Southwest a wonderful place to work.
125 PP.

Lorraine Grubbs-West

HF5415.G578 2003

PURPLE COW: TRANSFORM YOUR BUSINESS BY BEING REMARKABLE

The author concentrates on niche areas, maximizing a marketing plan with significantly less funding that traditional marketing insists, and finding your Purple Cow. There is no magic formula for a purple cow but he presents avenues to look around at existing businesses/products/services and see where there is room for improvement. Moreover, sometimes the improvement comes in surprising ways.

144 PP.

Seth Godin

Decision Making

BF448.H35 2002

SMART CHOICES: A PRACTICAL GUIDE TO MAKING BETTER LIFE DECISIONS

Smart Choices outlines eight elements involved in making the right decision, from identifying exactly what the decision is and specifying your objectives to considering risk tolerance and looking at how what you decide on today influences what you may decide in the future. The book is full of real-life situations and scenarios that effectively illustrate each element of a good
242 PP.

John S. Hammond, et al

HD30.23.D75 1993

DYNAMIC DECISION MAKER, THE: FIVE DECISION STYLES FOR EXECUTIVE AND BUSINESS SUCCESS

A practical, results-driven approach to managerial decision making, detailing a decision making strategy made up of five readily identifiable styles: decisive, flexible, hierarchic, integrative, and systemic.

248 PP.

Michael Driver, et al

HD30.23.H3687 2005

HARVARD BUSINESS ESSENTIALS, DECISION MAKING: 5 STEPS TO BETTER

Whether you are a new manager seeking to expand your skills or a seasoned professional looking to broaden your knowledge base, these solution-oriented books put reliable answers at your fingertips. Decision making is a critical part of management, and bad choices can damage careers and the bottom line. This book offers the tools and advice managers need to avoid common biases and arrive at and implement decisions that are both sound and ethical.

168 PP.

Harvard Business School Press

HD30.23.H374 2001

HARVARD BUSINESS REVIEW ON DECISION MAKING

The Harvard Business Review on Decision Making is designed to bring today's managers and professionals the fundamental information they need to stay competitive in a fast-moving world.

200 PP.

Harvard Business School

HD30.23.S192 1999

DECISION MAKING FOR LEADERS: THE ANALYTIC HIERARCHY PROCESS FOR DECISIONS IN A COMPLEX WORLD

315 PP.

Thomas L. Saaty

HD30.23.U82 2009

GO POINT, THE: WHEN IT'S TIME TO DECIDE - - KNOW WHAT TO DO AND WHEN TO DO IT

This book is a tour de force of a tour through battlefields and boardrooms, illuminating the differences between brilliant and tragic decisions. dramatically improve leadership and decision-making skills.

208 PP.

Michael Useem

HD30.23.W5 2001

WHARTON ON MAKING DECISIONS

The book assembles leading researchers from Wharton's business faculty who demonstrate how to apply the latest approaches in decision-making from four perspectives: personal, managerial, negotiator, and consumer. Each chapter describes how decisions are actually made, presents the ideal scenario, and then provides practical suggestions for improvement.

339 PP.

Stephen J. Hoch et al

HD30.J10B8 1998

DYNAMIC DECISION MAKER, THE: FIVE DECISION STYLES FOR EXECUTIVE AND BUSINESS SUCCESS

The insights offered in this book are intended to guarantee the reader a more successful career. It is written especially for managers and executives whose jobs require managing people successfully, but it is also written for anyone who must make decisions that involve other people.

267 PP.

Michael J. Driver, et al
Harvard Business Review

HD38.2.R68 1986

INTUITIVE MANAGER, THE

Rowan speaks eloquently in this work to the value of "hunches, instinct, and gut feelings" as management tools. Perhaps the work's most important contribution is a clear statement that intuition is not only okay, but necessary, for good management. Good decisions are based on much more than just numbers from a printout.

188 PP.

Roy Rowan

HD38.25.U6D78 1985

EFFECTIVE EXECUTIVE, THE: THE DEFINITIVE GUIDE TO GETTING THE RIGHT THINGS DONE

The measure of the executive, Peter Drucker reminds us, is the ability to "get the right things done." This usually involves doing what other people have overlooked as well as avoiding what is unproductive.

178 PP.

Peter F. Drucker

HD61.C35 1993

HIGHWIRE MANAGEMENT: RISK-TAKING TACTICS FOR LEADERS, INNOVATORS, AND TRAILBLAZERS

"Highwire Management" shows managers how to embrace the opportunities of risk taking by changing their perceptions of risk and its consequences.

225 PP.

Gene Calvert

HD61.K56 1990

RISK TAKING: A GUIDE FOR DECISION MAKERS

This book deals with risk-taking in business. How much risk is necessary and/or acceptable? Readers will learn how to deal with risk more effectively.

88 PP.

Herbert S. Kindler

HD66.L38 1994

RULES FOR REACHING CONSENSUS: A MODERN APPROACH TO DECISION

A step-by-step process and rules for reaching consensus. How to run a consensus-management meeting. The benefits of using

a consensus process. How to facilitate the consensus process...and more!

80 PP.

Steven Saint and
James R. Lawson

HD66.V618 2010

DECISION-MAKING TRAINING (ASTD TRAINER'S WORKSHOP SERIES)

Includes Online access to ready-to-use Microsoft Powerpoint presentations and additional training materials. Decision Making Training offers all the ready-to-use content needed to enable professional trainers, facilitators, and others to quickly create learning events that build confident decision makers. Beginning with an easily understandable decision making process, the book provides everything needed to build interactive half, full, and multi-day training programs. The book includes online access to dozens of customizable exercises, handouts, assessments, practice tools, and PowerPoint slides. A structured facilitation framework provides step-by-step facilitation instructions.

224 PP.

Robert H. Vaughn

Delegation

HD50.L84 2009

BUSY MANAGER'S GUIDE TO DELEGATION, THE

Delegation amounts to a lot more than just passing work off onto subordinates. When handled correctly, it gives managers a chance to strengthen their departments by developing the skills and organizational competencies of their people. Filled with quick tips, exercises, self-assessments, and practical worksheets, this book presents an easy-to-master, five-step process for effective delegation. The book shows readers how to people benefit from the experience. This is a fundamental guide to an essential and sometimes overlooked - management competency.

101 PP.

Richard A. Luecke and
Perry McIntosh

HD50.T46 1994

DELEGATION SKILLS

This book offers a complete prescription for overcoming common fears of delegation, knowing when and how to delegate work, identifying the best employees for delegated tasks, and keeping delegated projects on track.

100 PP.

Bruce B. Tepper

HD69.T54B56 1989

ONE MINUTE MANAGER MEETS THE MONKEY, THE

The book explains in simple-minded abstract terms how to achieve a balance between supervision and delegation for reduced tension and improved productivity.

Kenneth Blanchard et al

Diversity

E185.615.K57 1983

HD30.3.S555 1993

TRANSCULTURAL LEADERSHIP: EMPOWERING THE DIVERSE WORKFORCE

260 PP.

George F. Simons

HD38.2.M67 1992

NEW LEADERS, THE: GUIDELINES ON LEADERSHIP DIVERSITY IN AMERICA

From the author who brought the term "glass ceiling" into our vernacular comes a grounded and practical approach to vaulting women and people of color into the leadership ranks of corporate

317 PP.

Ann M. Morrison

HD38.25.U6W66 1985

WOMEN IN MANAGEMENT [2nd Edition]

The author designed this book to bring women's need for progress toward EEO into focus and to address new topics such as dual-career families, sexual harassment, and networking.

432 PP.

Bette Ann Stead

HD4903.5.S10 1997

MANAGING DIVERSITY IN THE NEW REALITY: A HANDBOOK FOR DIVERSITY MANAGERS

94 PP.

Fred Soto

HD58.9.F46 1993

DIVERSITY ADVANTAGE, THE: HOW AMERICAN BUSINESS CAN OUT-PERFORM JAPANESE AND EUROPEAN COMPANIES IN THE GLOBAL MARKETPLACE

Management consultants Fernandez and Barr view heterogeneity as an American business advantage. Success in the global marketplace, they argue, hinges on a country's ability to utilize "all of its people regardless of their diversity" in the work
344 PP.

John Fernandez and
Mary Barr

HD58.9.S10 1997

DIVERSITY: STRAIGHT TALK FROM THE TRENCHES

61 PP.

Fred Soto

HF5549.5.B10 1997

MANAGING DIVERSITY: A PRACTICAL GUIDE

Kenneth Burger and
Alvin Ray

HF5549.5.C6T49 1990

BRIDGING CULTURAL BARRIERS FOR CORPORATE SUCCESS: HOW TO MANAGE THE MULTICULTURAL WORK FORCE

288 PP.

Sondra Thiederman
Judy B. Rosener

HF5549.5.M5G10 1994

MANAGING DIVERSITY SURVIVAL GUIDE, THE: A COMPLETE COLLECTION OF CHECKLISTS, ACTIVITIES, AND TIPS

Lee Gardenswartz and
Anita Rowe

HF5549.5.M5G37 1993

MANAGING DIVERSITY: A COMPLETE DESK REFERENCE AND PLANNING GUIDE

Lee Gardenswartz and
Anita Rowe

HF5549.5.M5P76 1994

PROMISE OF DIVERSITY, THE: OVER 40 VOICES DISCUSS STRATEGIES ELIMINATING DISCRIMINATION IN ORGANIZATIONS

Elsie Y. Cross, et al

HF5549.5M5 2000

MANAGING DIVERSITY: THE COURAGE TO LEAD

Demonstrates how oppression functions at the individual, group, and systems levels, and how leaders of public and private

organizations must, and can, combat it in work settings.
250 PP.

Elsie Y. Cross

HF5549.M5S10 1995

25 DIVERSITY EXERCISES TO BRIDGE CULTURAL BARRIERS

Kelly S. Meier and

Jeffrey S. Stafford

LC1099.3.B45 1996

CULTURAL DIVERSITY, EDUCATIONAL EQUITY AND THE TRANSFORMATION OF HIGHER EDUCATION:
GROUP PROFILES AS A GUIDE TO POLICY AND PROGRAMMING

Cultural diversity policy in higher education requires detailed knowledge of the groups in question, guiding principles, and insight into universities as complex ecological systems. The integration of these elements becomes the basis for proposing a variety of changes whose enactment would transform the university as we now know it.

212 PP.

Michael Benjamin

LC1099.BNA10 1998

DIVERSITY WORKS: RESOURCE SERIES, Volumes 1-10

BNA Communication

PS3553.A7378P43 1994

PEACOCK IN THE LAND OF PENGUINS, A: A TALE OF DIVERSITY AND DISCOVERY

A Peacock in the Land of Penguins brings new insight to an important topic - workforce diversity. Written in a charming, engaging style, it is a contemporary "corporate fable" - a tale for our times. This story echoes one that is unfolding each and every day in organizations all across the country - how to manage the increasing diversity of the workforce and capture the talent, energy, and commitment of all employees.

120 PP.

Barbara Hateley

Warren Schmidt

Economics

CB161.C39 1989

AMERICAN RENAISSANCE: OUR LIFE AT THE TURN OF THE 21ST CENTURY

America enters the 1990's beset by political and economic competition from abroad and by endless controversy at home, and can expect much of the same at home. By the dawn and early years of the 21st century we will have passed the crisis.

400 PP.

Marvin Cetron

D849.D78 1989

NEW REALITIES, THE: IN GOVERNMENT AND POLITICS, IN ECONOMICS AND BUSINESS, IN SOCIETY AND
WORLD VIEW

In this book Drucker posts that, the future began with the end of the belief in salvation by society, the disappearance of Roosevelt's America, the unraveling of the Russian Empire, and the increasing impotence of arms politically as well as militarily

276 PP.

Peter F. Drucker

E98.M7M37 1995

SHELL GAME: A TRUE ACCOUNT OF BEADS AND MONEY IN NORTH AMERICA

A unique and extraordinary investigation into the nature of money and the origins of our present indebtedness, Shell Game is the account of a tragic misunderstanding between colonists and native Americans and the monumental repercussions that followed.

224 PP.

Jerry Martein

HC106.8.D46 1993

GREAT BOOM AHEAD, THE: YOUR COMPREHENSIVE GUIDE TO PERSONAL AND BUSINESS PROFIT IN THE NEW ERA OF PROSPERITY

The author gives a specific timetable for the economic trends he predicts, calling highs and lows in interest rates, inflation, and the stock market. In his daring and broad sweeping analysis, Dent documents the impact the waves of maturing baby boomers will have on all aspects of American life.

261 PP.

Harry S. Dent, Jr.

HD75.6.H458 1996

BUILDING A WIN-WIN WORLD: LIFE BEYOND GLOBAL ECONOMIC WARFARE

Building a Win-Win World demonstrates how the global economy is unsustainable because of its negative effects on employees, families, communities, and the ecosystem. Henderson shows how win-win strategies can become the norm at every level when people see the true current and future costs of short-sighted, narrow economic policies.

Hazel Henderson

HD9696.8.A2C64 1999

NET PROFIT: HOW TO INVEST AND COMPETE IN THE REAL WORLD OF INTERNET BUSINESS

This book shows how to distinguish companies with successful Internet strategies from those that will be left behind in cyberspace.

313 PP.

Peter S. Cohan

HF5550.G10 1992

FINANCIAL ANALYSIS: THE NEXT STEP: FINANCIAL INFORMATION FOR THE DEVELOPING CORPORATE MANAGER

James O. Gill

HF5686.C80453 1999

COST MANAGEMENT TOOLBOX, THE: A MANAGER'S GUIDE TO CONTROLLING COSTS AND BOOSTING PROFITS

With a special emphasis on cost management, cost analysis, and cost control, this book provides you with a highly practical, real-world approach for understanding this information - so you can manage your part of the organization more effectively. "Intended for both manufacturing and services businesses."

353 PP.

Lianabel Oliver

HF5686.O13 2007

WOMEN AND MONEY: OWNING THE POWER TO CONTROL YOUR DESTINY

Suze Orman equips women with the financial knowledge and emotional awareness to overcome the blocks that have kept them from making more out of the money they have.

255 PP.

Suze Orman

HG4028.B8 K46 2003

BUDGETING FOR MANAGERS

While managers may have vast experience dealing with people and experts in their field, they are often novices when it comes to managing money. This book starts with the basics of a simple expense budget and gives you everything you need to know to create, present, and track a budget with a spreadsheet or accounting package.

203 PP.

Sid Kemp and
Eric Dunbar

HG4028.B8S558 1994

BUDGETING BASICS & BEYOND: A COMPLETE STEP-BY-STEP GUIDE FOR NONFINANCIAL MANAGERS

This book makes it easy for managers with little or no budgeting experience to prepare and analyze budget information - and build the knowledge and skills needed to handle increasingly complex budgeting issues. Step-by-step, the guide discusses what budgets are, how they work, how to prepare and present them, and how to monitor actual results against budget figures. 446 PP.

Jae K. Shim and
Joel G. Seigel

HG4028.D10 1992

BASICS OF BUDGETING, THE: A PRACTICAL GUIDE TO BETTER BUSINESS PLANNING

Terry Dickey

HM846.F74 2005

WORLD IS FLAT, THE: A BRIEF HISTORY OF THE TWENTY-FIRST CENTURY

What Friedman means by "flat" is "connected": the lowering of trade and political barriers and the exponential technical advances of the digital revolution that have made it possible to do business, or almost anything else, instantaneously with billions of other people across the planet. This in itself should not be news to anyone. But the news that Friedman has to deliver is that just when we stopped paying attention to these developments--when the dot-com bust turned interest away from the business and technology pages and when 9/11 and the Iraq War turned all eyes toward the Middle East--is when they actually began to accelerate. 660 PP.

Equal Employment Opportunity

HD28.U10 2005

FEDERAL EQUAL OPPORTUNITY 2006 YEAR BOOK

The Federal Equal Opportunity 2006 Year Book examines 2005's most significant federal EEOC and related court decisions. This one-stop resource gives you summaries and full text of FY 05's critical EEOC decisions involving identifying individuals with disabilities; medical exams; religious accommodation; compensatory damages; and more. 397 PP.

Allison B. Uehling

HF28.G56 2003

FEDERAL MANAGER'S GUIDE TO EEO, THE (Fifth Edition)

With this book you will learn the requirements of the EEO program that every supervisor or manager should know. It covers areas such as: how the selection process works, how to successfully develop employees, how to create a positive work environment, how to deal with discrimination complaints, key positions, references and terms used in the program. 102 PP.

Robert J. Gilson

HF28.G57 2005

FEDERAL MANAGER'S GUIDE TO EEO, THE (Seventh Edition)

With this book you will learn the requirements of the EEO program that every supervisor or managers should know. It covers areas such as: how the selection process works, how to develop employees, how to create a positive work environment, how to deal with discrimination complaints, key positions, references and terms used in the program. 105 PP.

Robert J. Gilson

HM260.D11 1993

SUPERVISING EMPLOYEES WITH DISABILITIES: BEYOND ADA COMPLIANCE

Mary B. Dickson

HM260.EEO12 1996

EMPLOYMENT OF PEOPLE WITH DISABILITIES: A HANDBOOK FOR LEADERS

33 PP.

Department of Transportation
Federal Aviation Administration

HQ1237.5.U6L36 1993

BACK OFF! HOW TO CONFRONT AND STOP SEXUAL HARASSMENT AND HARASSERS
380 PP.

Martha J. Langelan

HV3018.GOV10 1998

OPENING DOORS TO ABILITY EDUCATION KIT
President's Committee on Employment of People with Disabilities.
Department of Transportation and
Federal Aviation Administration

KF3457.Z34 1990

ECONOMIC STATUS OF BLACK WOMEN, THE: AN EXPLORATORY INVESTIGATION
Nadja Zalokar

KF475.F10 1995

SEX, LAWS AND STEREOTYPES: WORKING WITH PEOPLE IN A COMPLEX WORLD
238 PP.

N. Elizabeth Fried

PS3568.I3168Z47 1997

ZERO TOLERANCE: AN EMPLOYER'S GUIDE TO PREVENTING SEXUAL HARASSMENT AND HEALING THE
WORKPLACE

The book features advice from more than 30 experts on sexual harassment, guidance from the U.S. Equal Employment
Opportunity Commission, and in-depth reporting from The Bureau of National Affairs, Inc.
144 PP.

BNA Communications, Inc. and
Tony Cornish, Editor

Ethics

B3310.J63 1990

ETHICS IN HUMAN COMMUNICATION
Johannesen stimulates individuals to reflect critically on the many nuances of ethics, inviting
them to make personal choices about balancing freedom and responsibility during the communication process.
343 PP.

Richard L. Johannesen

B3313.J43E5 1966

BEYOND GOOD AND EVIL: PRELUDE TO A PHILOSOPHY OF THE FUTURE
One of the most popular of the 19th-century philosophers refines his previously expressed ideal of the superman in a
fascinating examination of human values and morality. This inexpensive, unabridged edition of one of Nietzsche's most
important works offers a rich sampling of the philosopher's influential school of thought.
288 PP.

Friedrich Nietzsche

BD232.L48 1991

QUESTION OF VALUES, A: SIX WAYS WE MAKE THE PERSONAL CHOICES THAT SHAPE OUR LIVES
The author illuminates how contemporary Americans come to believe what we believe. Comparing the varying value systems
in our pluralistic society--authority, logic, experience, emotion, intuition, and science--he brings clarity and a common
vocabulary to the diversity that is a source of both strength and dissension.
256 PP.

Hunter Lewis

BF637.K60 2005

VALUE-CENTERED ETHICS: A PROACTIVE SYSTEM TO SHAPE ETHICAL BEHAVIOR

Many managers today lack an understanding of the importance of ethical leadership in today's organizations. Yet how managers behave is the single most important factor in determining the level of ethical behavior in an organization. Value-Centered Ethics provides a framework and system to prepare you to face real-world ethical dilemmas and decision points in your daily work.

180 PP.

Charles Kerns

HD58.8.N39 1995

TRUTH AND TRUST: THE FIRST TWO VICTIMS OF DOWNSIZING

Frank J. Navran

HD60.A42 2004

BRINGING BUSINESS ETHICS TO LIFE: ACHIEVING CORPORATE SOCIAL RESPONSIBILITY

This book is designed to translate philosophical debate and esoteric definitions of corporate responsibility into an operational manifestation which can be readily applied to organizations. The author's proposed business ethics framework is divided along the dimensions of strategic vs. operational issues, internal vs. external focus, and remedial vs. philanthropic intentions.

333 PP.

Bjorn Andersen

HD60.B38 1998

LIBERATING THE CORPORATE SOUL: BUILDING A VISIONARY ORGANIZATION

This book is a process blueprint for building a visionary organization with a values-driven approach. Based on tested models and tools developed internationally on how work, values and leadership will change in the 21st century.

226 PP.

Richard Barrett

HD8072.5.S46 1998

CORROSION OF CHARACTER, THE: THE PERSONAL CONSEQUENCES OF WORK IN THE NEW CAPITALISM

The author reveals the vivid and illuminating contrast between two worlds of work: the vanished world of rigid, hierarchical organizations, where what mattered was a sense of personal character, and the brave new world of corporate re-engineering, risk, flexibility, networking, and short-term teamwork.

176 PP.

Richard Sennett

HF5387.H10 2002

ETHICS 4 EVERYONE: THE HANDBOOK FOR INTEGRITY-BASED BUSINESS PRACTICES

Pay attention! Business ethics and integrity are under a microscope, and the stakes are higher than ever before.

Eric Harvey and

Scott Airitam

HF5387.H847 2003

LEADING TO ETHICS: 10 LEADERSHIP STRATEGIES FOR BUILDING A HIGH-INTEGRITY ORGANIZATION

As a leader, the task of building an integrity and values-based organization falls squarely on your shoulders. Ethical business starts with ethical leadership. And, while everyone must do their part, ultimately it's up to you to ensure that your organization avoids the pitfalls of doing wrong...and reaps the benefits of doing right.

44 PP.

Eric Harvey, et al

HF5387.K52 2003

HOW GOOD PEOPLE MAKE TOUGH CHOICES: RESOLVING DILEMMAS OF ETHICAL LIVING

This is a brilliant analysis that squarely faces all the issues and can be grasped by the thoughtful nonspecialist.

240 PP.

Ruchworth M. Kidder

HF5387.L10 2004

ETHICAL VIRTUOSITY: SEVEN STEPS TO HELP YOU DISCOVER AND DO THE RIGHT THING AT THE RIGHT

TIME

The author presents seven steps that lead to ethical virtuosity: 1) Become self-aware, 2) Seek ethical knowledge, 3) Develop an ethical belief system, 4) Practice emotional discipline, 5) Consciously exercise your free will, 6) Demonstrate moral courage and personal accountability, 7) Immediately act on your personal commitment to become ethically virtuous.
159 PP.

HF5549.S64 1993

PRACTICAL ETHICS FOR THE FEDERAL EMPLOYEE: STAKING OUT THE HIGH GROUND

Susan McGuire Smith

HF5587.N35 1990

GOOD INTENTIONS ASIDE

Laura L. Nash

JK2249.S76 1990

GOVERNMENT ETHICS AND MANAGERS: A GUIDE TO SOLVING ETHICAL DILEMMAS IN THE PUBLIC SECTOR

S. Steinberg and
D. Austern

Experiential Learning

BF161.L44 1990

CHALLENGE OF EXCELLENCE, THE [NLP]

Using the principles of NeuroLinguistic Programming. The Challenge of Excellence shows the interconnection between the mind and the body and our capacity for learning patterns of excellence.

192 PP.

Scout Lee and
Jan Summers

GV360.J10B08 2008

ARE YOU PLAYING WITH ME?: FUN & GAMES TO HELP YOU GET YOUR MESSAGE ACROSS TO ANY AUDIENCE

This icebreaker books is filled with 30 fun and creative activities to use with groups. Trainers using this book will learn how to choose the right games for the right time, break down barriers to help people learn, and push people past their comfort zones without pushing their buttons. If you are a trainer who likes a lively, interested and energetic audience, this book is for you.

180 PP.

Leigh Anne Jasheway-Bryant

HD66.L364 2002

FAST FACILITATOR, THE: 76 FACILITATOR ACTIVITIES AND INTERVENTIONS COVERING ESSENTIAL SKILLS, GROUP PROCESSES, AND CREATIVE TECHNIQUES

The authors have established a format based around both the core skills that facilitators need to develop as well as the issues they will have to face at work. It is divided into three parts - Essential Facilitation, Groups and Team Facilitation and Creative Facilitation - offering material to suit all facilitators whatever their level of expertise. The manual should help you develop your own understanding of facilitation as well as providing interventions and activities that you an use with others.

126 PP.

Anthony Landale and
Mica Douglas

HM133.S314 1991

STILL MORE GAMES TRAINERS PLAY: EXPERIENTIAL LEARNING

Get any training session off the ground fast-- or jumpstart one whenever it lags--with the more than 400 proven activities in the bestselling Games Trainers Play series. But these brilliantly offbeat, unexpected, disarming, fully reproducible games have one serious mission: to coax even the most reluctant groups to talk, laugh, think, and work together.

Edward Scannell and
John Newstrom

LB123.S10T8 2005

THAIGI'S INTERACTIVE LECTURES: POWER UP YOUR TRAINING WITH INTERACTIVE GAMES AND EXERCISES

This book offers readers seven well-tested interactive lecture methods capable of turning almost any stand-up lecture into true two-way communication by incorporating highly stimulating game elements and exercises. The book offers specific guidance on how and when to use the games and exercises provided in the book along with step-by-step instructions for their application and blending in the classroom. In addition, icons throughout the book refer the reader to a full set of handouts that are included in the appendix section of the book. Readers are encouraged to photocopy or modify these useful tools to meet the specific needs of most audiences and lecture topics.

135 PP.

Sivasailam "Thiagi" Thiagarajan

Health Awareness

GV481.R10O8 2005

YOU, THE OWNER'S MANUAL: AN INSIDER'S GUIDE TO THE BODY THAT WILL MAKE YOU HEALTHIER AND YOUNGER

Designed as a "from the inside out" guide to total body health, this book presents the human body as you have never seen it before. Instead of dry, impenetrable scientific jargon, this myth-breaking guide presents simple yet memorable analogies. This is a health book like no other.

417 PP.

Michael F. Rozien and
Mehmet C. Oz

GV482.N45 1997

STRONG WOMEN STAY YOUNG

This classic bestseller draws on exercise physiologist Miriam Nelson's exciting discovery that a moderate regimen of free-weight training, performed even as seldom as twice a week, has startlingly positive effects on strength, balance, energy levels, and bone density in older women. She has turned her research into a practical program that can be done at home, detailed in this highly accessible book.

276 PP.

Miriam E. Nelson

HE20.Z10G13 2010

COOK THIS NOT THAT: KITCHEN SURVIVAL GUIDE

The hundreds of recipes contained inside this book will help you and your loved ones eliminate body fat, get in shape, and lead fitter, happier lives. But make no mistake this is no rice-and-tofu cookbook. The genius of Cook This, Not That! is that it teaches you how to save hundreds sometimes thousands of calories by recreating America's most popular restaurant dishes, including Outback Steakhouse's Roasted Filet with Port Wine Sauce, Uno Chicago Grill's Individual Deep Dish Pizza, and Chili's Fire Grilled Chicken Fajita. Alongside this you'll find other priceless advice.

338 PP.

David Zinczenko and
Matt Goulding

HQ175.M383 2004

MAYO CLINIC GUIDE TO A HEALTHY PREGNANCY

Would-be mothers looking for precise, accurate information from a reputable source will appreciate this mammoth pregnancy guide from the celebrated Mayo Clinic. This book offers week by week accounts of the baby's development and charts that indicate how to handle "troublesome signs and symptoms" during each three week period.

614 PP.

Roger W. Harms,
Editor in Chief

HV5035.Z10G8 2010

DRINK THIS NOT THAT: SIP YOUR WAY TO A FLAT BELLY!

Beverages now make up nearly 25 percent of the average American's daily caloric intake a number that has almost doubled over the past 40 years and the once-simple decision of what to drink has become complex thanks to an expanding number of

beverages in the marketplace. Having tamed eating choices in their best-selling *Eat This, Not That!* books, Dave Zinczenko and Matt Goulding now address America's ever-growing drinking problem. *Drink This, Not That!* The book offers simple, no-nonsense advice on the healthiest beverages to drink in any given situation. teaches you how to pick the right juices and bottled drinks at the supermarket, identify high-quality wines, whip up first-class smoothies and healthy cocktails at home, and navigate any beverage menu in America.

319 PP.

David Zinczenko with
Matt Goulding

QT255.M473 2005

MAYO CLINIC FITNESS FOR EVERYBODY

This book offers a great overview of fitness. The authors base their information on medical literature, but distill it to a level useful to the general public.

320 PP.

Diane Dahm and
Jay Smith, Editors in Chief

RA776.75.Y64 2007

YOU: STAYING YOUNG: THE OWNER'S MANUAL FOR EXTENDING YOUR WARRANTY

In "YOU: Staying Young", the doctors are going to talk to you about what happens as your body ages. As with their previous books, they've conducted tireless research and will introduce fascinating and crucial information in an unforgettable way. This transfers to how you can live a high quality of life (with everything from working joints to working genitals) until the day you die. Because the doctors' real goal isn't just to make you live longer; it's to allow you to maintain vibrancy throughout your entire life.

432 PP.

Michael F. Roizen and
Mehmet C. Oz

RA777.8.D375 1999

MAN'S HEALTH SOURCEBOOK, THE [Second Edition]

Provides tools, tips, and advice on leading an improved quality of life. Contains an overview of the cardiovascular, gastrointestinal, respiratory, endocrine, and reproductive systems and includes a section on mental health and its impact on physical health. Along with a sensible diet, regular exercise routine, and medical checkups, this reference book is an invaluable resource that is useful at every stage in a man's life.

304 PP.

Alfred M. Dashe

RA777.8.O66 1994

MAN'S HEALTH BOOK, THE

A complete & straightforward book on men's health care & health issues. From diet, weight, & fitness to the prevention & treatment of heart disease, cancer, prostate trouble, digestive disorders, hemorrhoids, & atherosclerosis, Oppenheim delivers scores of no-nonsense tips & tested preventive measures that men can use at once to improve their health.

Michael Oppenheim

RA778.P3167 2005

BODY FOR LIFE FOR WOMEN: A WOMAN'S PLAN FOR PHYSICAL AND MENTAL TRANSFORMATION

Dr. Peeke draws on cutting-edge research as she fashions a 12-week eating, exercise, and emotional health program, specially tailored to women. She adapts the unique insights of the Body-for-Life program to the specific hormonal, metabolic, and physiological requirements of women so they can achieve the same life-transforming results.

271 PP.

Pamela Peeke

RA781.65.M35 1995

AEROBIC WALKING: THE WEIGHT-LOSS EXERCISE

An authority on the subject, Dr. Malkin has created an innovative walking program that can be tailored to fit each individual's needs. Features information on diet, footwear, safety, walking techniques, medical considerations and much more.

Concentrates on measurable benefits as well as the actual, verifiable changes in metabolism that occur as a result of this aerobic walking agenda.

232 PP.

Mort Malkin

RA784.Z562 2008

EAT THIS NOT THAT!: SUPERMARKET SURVIVAL GUIDE: THE NO-DIET WEIGHT LOSS SOLUTION

With tens of thousands of products crammed into the walls of the neighborhood supermarket, trying to find a reliable snack, pantry product, or frozen dinner can be a serious challenge for the time-strained consumer. The Eat This, Not That! Supermarket Survival Guide changes all of that, offering discerning shoppers everywhere a simple plan for finding the healthiest foods for them and their families. Beyond homing in on the best and worst in the world of packaged foods, the Eat This, Not That! Supermarket Survival Guide scours the aisles to help you pick the most nutrient-packed produce, the leanest, tastiest cuts of meat, exotic cheeses that double as healthy snacks, and the best contaminant-free fish the ocean has to offer.
319 PP.

David Zinczenko with
Matt Goulding

RA784.Z563 2008

EAT THIS NOT THAT! THE NO-DIET WEIGHT LOSS SOLUTION

This book puts the entire food industry under the spotlight, and arms you with the savvy tricks and insider information it takes to eat well no matter where you are. Americans spend more than \$400 billion a year eating out, and behind each burger, turkey sandwich, and ice cream sundae is a simple decision that could help you control your weight-and your life. Restaurant chains and food producers aren't interested in helping you make healthy choices.
304 PP.

David Zinczenko and
Matt Goulding

RA784.Z564 2009

EAT THIS NOT THAT: RESTAURANT SURVIVAL GUIDE: THE NO-DIET WEIGHT LOSS SOLUTION

Additional features in Eat This, Not That! Restaurant Survival Guide include: Restaurant Report Card: America's Best and Worst Restaurants, The Menu Decoder: rules for navigating any menu in the country, The Buffet Survival Guide, The New Rules of Eating Out, 50 Great Restaurant Meals under 500 Calories, Money- (and Calorie-) Saving Guide to Making Your Favorite Restaurant Meals at Home!
336 PP.

David Zinczenko

RA784.Z565 2009

EAT THIS NOT THAT! THE BEST (& WORST!) FOODS IN AMERICA

Did you know that choosing one fast-food milk shake over another can save you 2,000 calories? That's right. The difference is an entire day's worth of calories. Make a swap once a week and you'll save nearly 30 pounds in one year. And that's just the start. Eat This Not That! The Best (& Worst!) Foods in America! lists thousands of the fastest and easiest ways to cut calories quickly while still eating all the foods you love. All you need is a smart insider's guide. And then, the right choices are simple.
528 PP.

David Zinczenko

RA971.B1058 2004

LEAN SIX SIGMA IN SICKNESS AND IN HEALTH: AN INTEGRATED ENTERPRISE EXCELLENCE NOVEL

This book is a clear description of the simplicity and power of the Six Sigma approach within a warm and human story of likeable people struggling to survive the aftermath of a traumatic car accident. A must read for those who still believe that Six Sigma and statistical methods only help in a manufacturing environment.
144 PP.

Forrest Breyfogle and
Arvind Salvekar

RB127.T872 2005

PAIN SURVIVAL GUIDE, THE: HOW TO RECLAIM YOUR LIFE

If you suffer from chronic pain, this proven 10-step program brings hope and relief, showing you how gradual changes in specific behaviors can lead to great improvements in your ability to cope. Unlike the authors of other pain books, they promise

no miracle cures, but they do help you learn "not to let your body push you around" so life becomes enjoyable again.
203 PP.

Dennis C. Turk and
Frits Winter

RC552.C65.D36 2000

WHY CAN'T I STOP EATING? RECOGNIZING, UNDERSTANDING, AND OVERCOMING FOOD ADDICTION: A FOOD PLAN FOR LIFE

As more and more Americans discover that crash diets and diet pills don't work, they are turning to self-help books that stress taking responsibility for one's weight and eating more healthily. Why Can't I Stop Eating? focuses on understanding how addictive substances, such as carbohydrates, sugar, and caffeine, react in the body. Danowski and Lazaro, a recovering food addict and a medical director of three addictions hospitals, respectively, believe that carbohydrate addiction is the main reason why 50 percent of Americans are overweight.

312 PP.

Debbie Danowski and
Pedro Lazaro

RC552.E.18K63 2007

FOOD AND FEELINGS WORKBOOK, THE: A FULL COURSE MEAL ON EMOTIONAL HEALTH

An extraordinary, powerful connection exists between feeling and feeding that may lead to one relying on food for emotional support, rather than seeking authentic happiness. This workbook takes on the seven emotions that plague problem eaters and shows readers how to embrace and learn from their feelings. Each chapter has two sets of exercises: experiential exercises that relate to emotions and eating, and questionnaires that provoke thinking about and understanding feelings and their purpose.

216 PP.

Karen R. Koenig

RC685.H8M33 1999

MAYO CLINIC ON HIGH BLOOD PRESSURE

The Mayo Clinic promotes lifestyle changes to reduce high blood pressure, helping readers make those changes by providing answers to questions on diet, exercise, and medication.

180 PP.

Sheldon G. Sheps, M.D.

RC899.R672 1994

PROSTATE BOOK, THE: SOUND ADVICE ON SYMPTOMS AND TREATMENT

Dr. Stephen Rous draws on his forty years of clinical experience to give readers the best information available on how the prostate works, diseases that affect it, treatment choices for different conditions, and the recuperation process after surgery, including possible side effects.

287 PP.

Stephen N. Rous

RM222.2.H10 2005

MAYO CLINIC HEALTHY WEIGHT FOR EVERYBODY

Don't think you'll get the Mayo Clinic Instant Weight-Loss Diet in this book--there's no such thing. Instead, you get the information that the esteemed Mayo Clinic physicians and dietitians give their patients about weight control. There's no doctor-speak here: every point is explained simply and clearly, organized with frequent bold headings for easy skimming, and illustrated with helpful charts.

240 PP.

Donald D. Hensrud, Editor in Chief

RM222.2.R628 2000

VOLUMETRICS: FEEL FULL ON FEWER CALORIES

Volumetrics is designed to help you lose weight safely, effectively, and permanently without feeling hungry or deprived. Volumetrics will teach you how to consume fewer calories while enjoying a satisfying portion of food. With Volumetrics you can put an end to years of yo-yo dieting and frustrating weight gain and learn to look at food in a whole new way.

336 PP.

Barbara Rolls

RM222.F10R08 2009

BIGGEST LOSER, THE: SIMPLE SWAPS

The road to a healthier lifestyle starts with small decisions and better choices. Now, with *The Biggest Loser Simple Swaps*, you can get healthy by simply swapping your old food, habit, and lifestyle choices for healthier versions every day. With 100 simple swaps that cut calories, save money, and provide better nutrition as well as more than 30 mouthwatering recipes that put these swaps into action, getting fit and healthy has never been easier.

202 PP.

Cheryl Forberg, et. Al

RM236.V44 1996

VEGETARIAN TIMES: VEGETARIAN BEGINNERS GUIDE

Vegetarian Times: Vegetarian Beginner's Guide is the only book written for beginner vegetarians or anyone just thinking about becoming one. It's packed with information written by the editors of *Vegetarian Times*, the leading authorities on the subject.

192 PP.

Vegetarian Times Editors

RM237.5.R65 2006

YOU ON A DIET: THE OWNER'S MANUAL FOR WAIST MANAGEMENT

Now researchers are unraveling biological secrets about such things as why you crave chocolate or gorge at buffets or store so much fat. Authors of the bestselling *YOU* series, are now translating this cutting-edge information to help you shave inches off your waist. They're going to do it by giving you the best weapon against fat: knowledge. By understanding how your body's fat-storing and fat-burning systems work, you're going to learn how to crack the code on true and lifelong waist management.

370 PP.

Michael F. Rozien and
Mehmet C. Oz

TX361.A8C54 1997

NANCY CLARK'S SPORTS NUTRITION GUIDEBOOK: EATING TO FUEL ACTIVE LIFE: EATING TO FUEL YOUR ACTIVE

Renowned sports nutritionist Nancy Clark tells you how to fuel your active lifestyle. This revised and expanded best-seller will help you maximize the nutritional value of your diet for high energy and lifelong health.

430 PP.

Nancy Clark

RM222.2.T717 2003

INTUITIVE EATING: A REVOLUTIONARY PROGRAM THAT WORKS

Make peace with food, and free yourself from chronic dieting forever. Get to the natural weight that fits you. This book focuses on nurturing your body rather than starving it, encourages natural weight loss, and helps you find the weight you were meant to be.

304 PP.

Evelyn Tribole and
Elyse Resch

Human Relations

BF323.E7R42 1990

HUMAN ERROR

Modern technology has now reached a point where improved safety can only be achieved through a better understanding of human error mechanisms. In its treatment of major accidents, the book spans the disciplinary gulf between psychological theory and those concerned with maintaining the reliability of hazardous technologies. Much of the theoretical structure is new and original, and of particular importance is the identification of cognitive processes common to a wide variety of error types.

302 PP.

James Reason

BJ1725.D45 2007

JUST CULTURE: BALANCING SAFETY AND ACCOUNTABILITY

A just culture protects people's honest mistakes from being seen as culpable. But what is an honest mistake, or rather, when is

a mistake no longer honest? It is too simple to assert that there should be consequences for those who 'cross the line'. Lines don't just exist out there, ready to be crossed or obeyed. We-people-construct those lines; and we draw them differently all the time, depending on the language we use to describe the mistake, on hindsight, history, tradition, and a host of other factors. What matters is not where the line goes-but who gets to draw it.

153 PP.

Sidney Dekker

HD3616.U47.S6 2000

REGULATORY CRAFT, THE: CONTROLLING RISKS, SOLVING PROBLEMS, AND MANAGING COMPLIANCE

This book tackles one of the most pressing public policy issues of our time: the reform of regulatory and enforcement practice. The author shows how prescriptions for reform that are centered on the concepts of customer service and process improvement fail to take account of the distinctive character of regulatory responsibilities which involve the delivery of obligations rather than just services.

336 PP.

Malcolm K. Sparrow

HF5549.5.C16 1998

CONTENTED COWS GIVE BETTER MILK: THE PLAIN TRUTH ABOUT EMPLOYEE RELATIONS AND YOUR BOTTOM LINE

The authors have taken pains to explode many of the myths about employee relations, including those based on the notion that 'more is better', and instead, tried to offer practical, fad-free advice for transforming your workforce--be it a Fortune 500 or a start-up, into a lethal competitive weapon.

224 PP.

Bill Catlette and
Richard Hadden

HF5549.5.P10H10 1999

NEW HR, THE: STRATEGIC POSITIONING OF THE HUMAN RESOURCE FUNCTION

Karl F. Price and
James W. Walker, Editors

RC969.T10 1997

MEETING THE CHALLENGE OF MEDICAL ISSUES: A HANDBOOK FOR FEDERAL SUPERVISORS, MANAGERS AND HUMAN RESOURCE PRACTITIONERS

Marilyn L. Teplitz

T54.R4 1997

MANAGING THE RISKS OF ORGANIZATIONAL ACCIDENTS

This is a landmark book by the renowned expert and guru on human error, Professor James Reason. The author methodically, step-by-step, explains how the various defenses erected to prevent accidents can be breached in the highly technologically advanced and hazardous industries. Using the famous "Swiss Cheese" model to illustrate his point, he outlines how latent defects can conspire with active failures to result in accidents. Professor Reason's arguments, proposals and conclusions are persuasive and logical and are presented in an easy to follow and understand format. According to Reason, error management includes measure to reduce the error susceptibility of particular tasks or task elements, and improve the organization's intrinsic resistance to human fallibility.

252 PP.

James Reason

TL.553.5.W54 2003

HUMAN ERROR APPROACH TO AVIATION ACCIDENT ANALYSIS, A: THE HUMAN FACTORS ANALYSIS AND CLASSIFICATION SYSTEM

This book presents a model for investigating and analyzing human error in aviation. Called the "Human Factors Analysis and Classification System," it is based on James Reason's "Swiss cheese" model of accident causation (1990) and was developed for use by the U.S. Navy and Marine Corps.

165 PP.

Douglas A. Weigmann and
Sacott A. Shappell

Innovation

BF408.M484 2001

CRACKING CREATIVITY: THE SECRETS OF CREATIVE GENIUS

This is a book on how creative people think--and how to put their secrets to work for you. Genius strategies are explained and broken down into simple lessons, liberally illustrated with fascinating anecdotes about such greats as Leonardo da Vinci and Pablo Picasso.

309 PP.

Michael Michalko

BF408.M625 1992

CREATIVE BREAKTHROUGHS: TAP THE POWER OF YOUR UNCONSCIOUS MIND

Whether you are a businessperson faced with a difficult challenge or an artist trying to overcome a creative block, the 28 exercises in his book are designed to put you in touch with your unconscious mind - - that part of you that is most creative, insightful, spontaneous, and truly ingenious.

272 PP.

Jill Morris

BF408.V579 1986

KICK IN THE SEAT OF THE PANTS, A

When was the last time you had a creative idea? This morning? Last month? Last year? Sometimes you need A Kick in the Seat of the Pants to get your thinking going. This book does just that by taking you on a guided tour through the four roles of the creative process-Explorer, Artist, Judge, and Warrior.

Roger Von Oech

BF408.V581 1998

WHACK ON THE SIDE OF THE HEAD, A: HOW YOU CAN BE MORE CREATIVE [Revised Edition]

Revised and expanded for the 1990s, here is the best-selling creative-thinking classic written by America's foremost creativity consultant.

Roger Von Oech

BF408.W386 1993

CREATIVITY: BEYOND THE MYTH OF GENIUS

In this volume, the author demystifies the phenomenon of creativity. Backed with case studies, psychological research findings, and investigations of the work of some of history's most creative personalities, he demonstrates that creative thinking is an extension of our normal mental capacity--that the roots of 'genius' lie in all of us.

312 PP.

Robert W. Weisberg

BF441.K55 1991

UNIVERSAL TRAVELER, THE: A SOFT SYSTEM GUIDE TO CREATIVITY, PROBLEM-SOLVING, AND THE PROCESS OF REACHING GOALS

This book is designed to serve as a general guide to behaving creatively in a fast-changing world. It can help you deal with life's various events more effectively and creatively. It can help you plan problem-solving voyages to both familiar and strange places. It remains your job to understand how systematic thinking can work for you.

148 PP.

Don Koberg and
Jim Bagnall

HD53.M53 2006

THINKERTOYS: A HANDBOOK OF CREATIVE-THINKING TECHNIQUES

"THINKERTOYS" will teach you how to generate new ideas for businesses, markets, sales techniques, and products and product extensions. Packed with fun and practical tools and exercises, it outlines 30 practical linear and intuitive techniques that can be used by individuals or groups to tackle and solve business problems in fresh, creative ways.

394 PP.

Michael Michalko

HD53.S74 1997

INTELLECTUAL CAPITAL: THE NEW WEALTH OF ORGANIZATIONS

Thomas A. Stewart demonstrates how knowledge - not natural resources, machinery, or financial capital - has become the most important factor in economic life.

320 PP.

T.A. Stewart

HD58.8.H54 1994

INNOVATE OR EVAPORATE: TEST AND IMPROVE YOUR ORGANIZATION'S IQ - ITS INNOVATION QUOTIENT

Used as the criteria for selection for the Global Innovation Award, this book features questionnaires that allow firms to test their current levels of innovation in the areas of product, process, marketing and management.

400 PP.

James M. Higgins

HF5353.D4 1992

OPPORTUNITIES: A HANDBOOK OF BUSINESS OPPORTUNITY SEARCH

"Opportunities" is a handbook which offers a total, systematic approach to opportunity-seeking at both corporate and executive levels.

256 PP.

Edward De Bono

HF5549.9.M63M56 1992

INDIVIDUAL MOTIVATION: REMOVING THE BLOCKS TO CREATIVE INVOLVEMENT

This book extracts a model that managers can use to begin to shape work around the unique aptitudes of the people who perform it. Using this approach, a manager can begin to turn employees' personal characteristics into assets, skillfully integrating them in a responsive team-based approach.

245 PP.

Etienne Minarik

HF5827.N67 1990

YOUNG & RUBICAM TRAVELING CREATIVE WORKSHOP, THE

Explains how to create the environment for creativity, determine a strategy, create better print, radio, and TV advertising, and much more.

352 PP.

Hanley Norins

LB1590.3.N67 2009

LEARNING TO THINK THINGS THROUGH: A GUIDE TO CRITICAL THINKING ACROSS THE CURRICULUM

This book is intended as a guidebook for learning to think critically in a discipline, a subject matter, an area, or a field of study. This text stacks up very well against its competition because it is concise. It applies to disciplines taught at any level of generality, at any educational level, and it includes multidisciplinary courses.

231 PP.

Gerald M. Nosich

N6537.M3136A2 1998

ORBITING THE GIANT HAIRBALL: A CORPORATE FOOL'S GUIDE TO SURVIVING WITH GRACE

In this exuberantly illustrated book, and deeply funny book, the author shares lessons on awakening and fostering creative genius. He teaches how to emerge from the "giant hairball" - that tangled, impenetrable mass of rules, and systems, based on what worked in the past and which can lead to mediocrity in the present.

224 PP.

Gordon McKenzie

NC730.E34 1979

DRAWING ON THE RIGHT SIDE OF THE BRAIN

Edwards uses brain research to explain how anyone can learn to draw more accurately and creatively. This edition contains an illustrated section in color, several fully revised chapters, sample drawings, and a section on handwriting.

207 PP.

Betty Edwards

TA1632.W10L8 1997

PICTURE'S WORTH 1,000 WORDS, A: A WORKBOOK FOR VISUAL COMMUNICATIONS

Designed for reuse, this workbook will help you gain the skills and confidence to express your ideas with pictures. You do not have to be a graphic artist to add graphic dimension to your presentation. With these simple graphics tips, you will be on your way to creating a fun presentation has impact.

72 PP.

Jean Westcott

Interviewing

BF638.B10 1990

PREPARING FOR YOUR INTERVIEW: GETTING THE JOB YOU WANT

This guide "preps" and "primes" interviewees during the job-hunting process in a concise and direct manner.

62 PP.

Diane Berk

H61.28.M47 1990

FOCUSED INTERVIEW, THE: A MANUAL OF PROBLEMS AND PROCEDURES

Here is the classic work that laid the groundwork for focus-group research. This new edition features a new preface by Merton and an introduction updating developments in the field.

200 PP.

Robert K. Merton, et al

HF5382.7.K457 1996

ELECTRONIC JOB SEARCH REVOLUTION: HOW TO WIN WITH THE NEW TECHNOLOGY THAT'S RESHAPING

Joyce Lain Kennedy and
Thomas J. Morrow

HF5383.K47 2005

COMPETENCY-BASED RESUMES: HOW TO BRING YOUR RESUME TO THE TOP OF THE PILE

Competency-Based Resumes shows today's job candidates a new, more targeted way to write resumes to get them back on the same playing field with the best employers and improve their odds of winning the job they want. The system an employer uses when filling jobs has changed significantly in the past few years, and it is still evolving. Rather than simply looking at an applicant's past jobs, companies are instead looking at candidate's experiences in certain key areas-including measurable work habits and the personal skills, known as competencies, used to achieve objectives at work. Competency-Based Resumes offers you a new and effective way to create resumes that emphasizes the knowledge, skills, and abilities that you have and employers need. Many sophisticated U.S. and international organizations are using competency-based systems to recruit, interview, select, and promote. Corporations such as American Express, Coca-Cola, Sears, and MetLife are all looking for specific competencies.

187 PP.

Robin Kessler and
Linda A. Strasburg

HF5549.5.16M326 1994

HIRING THE BEST

An engaging, fast-paced book that's essential for anyone who makes hiring decisions. Tips, checklists, and sample worksheets make the hiring process smoother--from posting the job to making the offer--so readers can concentrate on finding the candidates that best meet the needs of the job and the company. Part of the Business Skills Express series.

100 PP.

Ann M. McGill

HF5549.5.F364 2000

BEHAVIOR-BASED INTERVIEWING: SELECTING THE RIGHT PERSON FOR THE JOB

Tips and guidelines to finding that perfect employee, developing clear and accurate job descriptions and requirements, establishing fair and defensible hiring processes, and constructing objective interview questions.

120 PP.

Terry L. Fitzwater

HF5549.5.I6C36 1991

ULTIMATE INTERVIEW, THE

In clear, concise prose, and with real case studies and observations from leading business people, John Caple offers a fresh new approach to the job search, to mastering the art of the interview, to getting the job that is right for every reader. 10 line drawings.

196 PP.

John Caple

HF5549.5.I6D443 1994

INTERVIEWING: MORE THAN A GUT FEELING - HOW TO HIRE THE RIGHT PERSON THE FIRST TIME

Now you can take the guesswork out of hiring by relying on fair, logical ways to identify the best candidates for the job. This best-selling book will help you learn how to use the behavioral approach to interviewing. By asking questions that probe for past behavior, you will be able to identify the candidate best suited for the job. You'll also discover tips on how to save an uncomfortable interviewing situation.

96 PP.

Richard S. Deems

HF5549.5.I6G74 1996

GET HIRED! WINNING STRATEGIES TO ACE THE INTERVIEW

Like no other book, this guide is packed with expert advice, tips, and secrets gained from Dr. Green's years of front-line experience. In short, this book will dramatically increase your ability to ace the interview and land the job you want.

262 PP.

Paul C. Green

HF5549.5.I6K47 2006

COMPETENCY-BASED INTERVIEWS: MASTER THE TOUGH NEW INTERVIEW STYLE AND GIVE THEM THE ANSWERS THAT WILL WIN YOU THE JOB

People interviewing for jobs today often fail because they are using yesterday's strategies. They haven't realized that the best employers have changed the way interviews are done, and it now takes a different strategy to succeed. Competency-Based Interviews offers you a new and more effective way to handle the tough new interviews so that you will emphasize the knowledge, skills and abilities that you have and that employers need. This approach will teach you what you need to master this tough new interview style and give the interviewers the answers that will win you the job.

255 PP.

Robin Kessler

Labor Relations

HD58.9.FLRA 2001

GUIDE TO THE FEDERAL SERVICE LABOR-MANAGEMENT RELATIONS PROGRAM, A

92 PP.

Federal Labor Relations Authority

HD58.9.S11 2000

YOU'RE IN THE UNIT NOW: THE FEDERAL EMPLOYEE'S GUIDE TO UNDERSTANDING LABOR-MANAGEMENT RELATIONS

61 PP.

Susan McGuire Smith

HD589.FPMI10 1997

SUPERVISOR'S GUIDE TO FEDERAL LABOR RELATIONS, THE

78 PP.

Ralph Smith

HD589.FPMI11 2001

SUPERVISOR'S GUIDE TO FEDERAL LABOR RELATIONS, THE [6th Edition]

Federal supervisors need the current guidance and knowledge on day-to-day issues provided in this helpful, practical guide, topics include making changes and improvements, how to manage under a labor agreement, handling grievances and unfair labor practices, and meetings with employees.

FPMI Communications, Inc.

HD69.6B57 1999

FLAWLESS CONSULTING: A GUIDE TO GETTING YOUR EXPERTISE USED

Flawless Consulting focuses on ways of behaving with line managers and includes case studies and commentary to demonstrate consultant integrity and interpersonal dynamics.

370 PP.

Peter Block

KF3369.LRP10 2007

ABCs OF FEDERAL LABOR RELATIONS LAW, THE

41 PP.

Robert Gilson

KF3372.F12 1998

UNION REPRESENTATIVE'S GUIDE TO FEDERAL LABOR RELATIONS, THE [Third Edition]

FPMI Communications

KF3455.S68 1998

PERSONNEL LAW

Offers new case law where the legal principles have been changed by the courts. Covers all the new statutes. Continues to find an economical way for the E-personnel function to live with its law partner, whose principles are laid down by legislation and interpreted by the courts. An excellent resource for those in the personnel human resources field.

362 PP.

Kenneth L. Sovereign

KF3475.B10 1997

STRAIGHT TALK ON WORKPLACE LAW: LEGAL GUIDELINES FOR MANAGERS AND SUPERVISORS

Greg Brandes, Esq.

KF3515.S10 1997

FEDERAL MANAGER'S GUIDE TO LIABILITY, THE: WHAT HAPPENS AND WHAT TO DO WHEN A MANAGER IS SUED, INDICTED OR ADMINISTRATIVELY CHARGED

G. Jerry Shaw and
William Bransford

KF5365.C17 2006

LABOR RELATIONS FOR SUPERVISORS AND MANAGERS: THE FEDERAL MANAGER'S GUIDE TO SUPERVISING UNIONIZED EMPLOYEES

This book will start by showing you the basics of federal labor law that apply to you, and then it will carry you through the most common situations you will be dealing with.

126 PP.

Michael Corum

KF5365.G16 2005

FEDERAL LABOR RELATIONS 2006 YEAR BOOK

This book examines the past year's most significant FLRA, FSIP and related court decisions. This resource gives you summaries and full text of FY 05's critical labor relations

258 PP.

Sean D. Hurley

Leadership

BF637.H10 2001

CASES IN EFFECTIVE LEADERSHIP
67 PP.

David Hornstay

BF637.L4B37 1989

ON BECOMING A LEADER

"On Becoming a Leader" has served as a source of essential insight for countless readers. In a world increasingly defined by turbulence and uncertainty, the call to leadership is more urgent than ever.
256 PP.

Warren Bennis

BF637.L4G633 2001

LEADER EFFECTIVENESS TRAINING: THE FOUNDATION FOR PARTICIPATIVE MANAGEMENT AND EMPLOYEE INVOLVEMENT

L.E.T. has changed countless corporations and private businesses-including many Fortune 500 companies-with its down-to-earth communication and conflict resolution skills. Now, this indispensable source has been newly revised with updated research and timely case studies.

320 PP.

Gordon Thomas

BF637.S8C67 1991

PRINCIPLE-CENTERED LEADERSHIP

Dr. Covey offers insights and guidelines that can help you apply these principles both at work and at home leading not just to a new understanding of how to increase quality and productivity, but also to a new appreciation of the importance of building personal and professional relationships in order to enjoy a more balanced, more rewarding, more effective life.

334 PP.

Stephen R. Covey

BJ1533.A4C431 2000

ARC OF AMBITION, THE: DEFINING THE LEADERSHIP JOURNEY

What separates the wannabes from the great achievers? For internationally renowned management experts Jim Champy and Nitin Nohria, the key ingredient is ambition. Showcasing the experiences of dozens of contemporary and historical figures from all walks of life, The Arc of Ambition is a practical and inspirational guide to harnessing your ambition and leaving a legacy of accomplishment.

272 PP.

James Champy and
Nitin Nohria

HD30.23.R59 2005

WHY GREAT LEADERS DON'T TAKE YES FOR AN ANSWER

In this book, Harvard Business School Professor Michael Roberto shows you how to stimulate honest, constructive dissent and skepticism...use it to improve decisions...and then align your entire organization to fully support those decisions.

278 PP.

Michael A. Roberto

HD30.4.A53 2005

COACHING THAT COUNTS: HARNESSING THE POWER OF LEADERSHIP COACHING TO DELIVER STRATEGIC VALUE

Coaching That Counts is filled with compelling insights on leadership coaching and how to manage this powerful development process to deliver strategic value. A must read for anyone involved in coaching.

285 PP.

Dianna Anderson and
Merrill Anderson

HD30.4.B482 2008

DEVELOPING LEADERSHIP TALENT

Based on the CCL's popular, "Developing Leadership Talent" program, this important resource offers a nuts-and-bolts framework for putting in place a leadership development system that will attract and retain the best and brightest talent. Step by step, the authors explain how alignment with strategic goals and organizational purpose and effective developmental experiences are the backbone of a successful leadership program. An authoritative and useful book, Developing Leadership Talent is an essential tool for any leadership program.

136 PP.

David Berke, et al.

HD30.4.C38 2006

CCL HANDBOOK OF COACHING, THE: A GUIDE FOR THE LEADER COACH

The book uses a coaching framework to give a compass to leaders who are called to coach as a means of building sustainability and boosting performance in their organizations. The book explores the special considerations that leader coaches need to account for when coaching across differences and in special circumstances, describes advanced coaching techniques, and examines the systemic issues that arise when coaching moves from a one-to-one relationship to a developmental culture that embraces entire organizations.

466 PP.

Sharon Ting and
Peter Scisco, Editors

HD30.4.C63 2000

COACHING FOR LEADERSHIP: HOW THE WORLD'S GREATEST COACHES HELP LEADERS LEARN

Put coaching into practice in your organization! Executive coaching is dramatically increasing in popularity. Leaders around the world are both using coached and becoming coaches. But, the understanding of what executive coaching is and how it can increase leaders' effectiveness has not grown as fast as the application of this process. How leaders can make the best use of the coaching process.

392 PP.

Marshall Goldsmith, et al.

HD30.4.U53 2008

EXECUTIVE COACHING FOR RESULTS: THE DEFINITIVE GUIDE TO DEVELOPING ORGANIZATIONAL LEADERS

This book includes topics such as: Integrating coaching into your organization's overall leadership development strategy, locating and screening coaches worldwide, developing an internal coaching program, deciding which coaching assessments and instruments are appropriate to your situation, measuring the impact and ROI of coaching, and following up after coaching.

189 PP.

Brian O. Underhill, et al

HD338.C10 2002

MONDAY MORNING LEADERSHIP: 8 MENTORING SESSIONS YOU CAN'T AFFORD TO MISS

Read a story that can help your career. This book offers encouragement and direction that will help you become a better manager, employee, and person.

112 PP.

David Cottrell

HD338.C11 2004

MONDAY MORNING LEADERSHIP FOR WOMEN

Monday Morning Leadership for Women is a wonderful story about how to balance work and life! Written in a pleasant, easy-to-read tone, it takes you on a journey with a struggling manager and her mentor. Monday Morning Leadership for Women is written with vivid stories and keen insights.

122 PP.

Valerie Sokolsky

HD38.2.B4622 2003

EXECUTIVE CHARISMA: SIX STEPS TO MASTERING THE ART OF LEADERSHIP

The author demonstrates that charismatic executives are not just born, they are made -- and she introduces a proven six-step

program for transforming yourself from a competent manager into a true leader. You'll learn how to think, act, and communicate like a C-level executive (CEO, CFO, CIO, etc.), and you'll discover powerful tools for developing and fine-tuning the complete executive charisma skill set.

201 PP.

D. A. Benton

HD38.2.K68 1985

POWER AND INFLUENCE: BEYOND NORMAL AUTHORITY

In today's complex work world, things no longer get done simply because someone issues an order and someone else follows it.

240 PP.

John P. Kotter

HD38.2.M4623 2006

EXECUTIVE INTELLIGENCE: WHAT ALL GREAT LEADERS HAVE

The final word on what traits make for highly successful managers and a detailed explanation of how to identify potential standout performers. Executive Intelligence is about the substance behind great leadership. Inspired by the work of Peter Drucker and Jim Collins, Justin Menkes set out to isolate the qualities that make for the 'right' people. Drawing on his background in psychology and bolstered by interviews with accomplished CEOs, Menkes paints the portrait of the ideal executive.

306 PP.

Justin Menkes

HD38.2.S8 1992

TAKING CHARGE: STRATEGIC LEADERSHIP IN THE MIDDLE GAME

240 PP.

Stephen A. Stumpf and
Thomas P. Mullen

HD38.HBR10 2006

LEADING PEOPLE: EXPERT SOLUTIONS TO EVERYDAY CHALLENGES

Becoming a leader doesn't happen by osmosis. If you want to be an effective leader, you need to work at it. This guide helps by showing you how to create a trusting environment, adapt to changing situations, and use persuasion to influence others.

83 PP.

Harvard Business
School Press

HD57.7.A2749 2009

HOW TO GROW LEADERS: THE SEVEN KEY PRINCIPLES OF EFFECTIVE LEADERSHIP DEVELOPMENT

John Adair identifies the seven key principles of leadership development and answers vital questions on how to select, train and educate leaders. In doing so he discusses topics such as the manager as leader, how people become leaders, how to manage leadership training, learning to be a strategic leader and training team leaders.

184 PP.

John Adair

HD57.7.B10 2003

BUILDING TRUST: HOW TO GET! HOW TO KEEP IT!

This book is all about trust, the different types of trust; from trusting one person for one thing and another person for something else. It discusses a trust-building model, how to be responsive, caring, sincere, trustworthy, and managing organizational trust, because trust is indeed a crucial part of leadership. In June 2009 issue "Harvard Business Review" has an article on rebuilding trust.

114 PP.

Hyley Bracey

HD57.7.B33 1989

LEADERSHIP AND THE QUEST FOR INTEGRITY

Describing three basic philosophies of leadership, the authors reveal how leaders who hold certain prejudices or dispositions

can resolve dilemmas that managers face every day.

240 PP.

Joseph & Valeria Badaracco
Melvin & Aladine Ellsworth

HD57.7.B3475 2008

LEADING WITH KINDNESS: HOW GOOD PEOPLE CONSISTENTLY GET SUPERIOR RESULTS

In the world of business, kindness is often regarded as weakness, therefore the development of this trait is often overlooked. Being kind is a crucial attribute of some of the world's most successful business leaders, leaders whose success emanates from their integrity, credibility, vision, insight, inclusion, and fairness. If you are genuinely committed to the welfare of your company and your people through thick and thin you will reap the benefits of trust, honesty, commitment, and loyalty.

236 PP.

William F. Baker and
Michael O'Malley

HD57.7.B447 1993

FLIGHT OF THE BUFFALO: SOARING TO EXCELLENCE, LEARNING TO LET EMPLOYEES LEAD

Authors James Belasco and Ralph Stager show how to bring organizations to peak productivity by learning to let employees lead. They take viewers to the operations of the Navy's Blue Angels, the Furon Company, and a major medical supply distributor. A winning program for business and government.

368 PP.

James Belasco and
Ralph Stayer

HD57.7.B454 1992

GETTING THINGS DONE WHEN YOU ARE NOT IN CHARGE

For everyone who has more responsibility than authority or is frustrated by feelings of powerlessness, Bellman (author of The Quest for Staff Leadership) explains how to be productive and effective--and achieve job satisfaction--in today's demanding workplace.

278 PP.

Geoffrey M. Bellman

HD57.7.B46 1993

AN INVENTED LIFE: REFLECTIONS ON LEADERSHIP AND CHANGE

This collection brings together the best of Warren Bennis--essays spanning three decades and covering such revolutions as the information explosion, Watergate, the emergence of Japan, and the collapse of the Soviet Union. A retrospective on the life and work of one of America's most respected authorities on business leadership.

224 PP.

Warren Bennis

HD57.7.B463 1994

LEARNING TO LEAD: A WORKBOOK ON BECOMING A LEADER

This workbook provides a practical way to work out the issues in Bennis' best-selling book, showing readers how to assess present leadership skills and then, through theory and exercises, how to improve problem areas.

162 PP.

Warren Bennis and
Joan Goldsmith

HD57.7.B53 1998

30 DAYS TO CONFIDENT LEADERSHIP: THE LIFE AT WORK COMPANY

Being a good leader doesn't mean always having the right answers, but having the right questions--about yourself and the work you do. That's what this book by noted consultant, you to do. Biehl, teaches you to do. Asking the right questions is a key to success.

240 PP.

Bob Biehl

HD57.7.B56 1985

LEADERSHIP AND THE ONE MINUTE MANAGER: INCREASING EFFECTIVENESS THROUGH SITUATIONAL LEADERSHIP

In clear, simple terms this program teaches managers a simple system that refutes the conventional management mandate of treating all employees equally. This remarkable, easy-to-follow book is a priceless guide to creative, personalized leadership that elicits the best performance from your staff--and the best bottom line for any business.

111 PP.

Ken Blanchard

HD57.7.B5612 2009

LEADING AT A HIGHER LEVEL: BLANCHARD ON LEADERSHIP AND CREATING HIGH PERFORMING

Leading at a Higher Level translates decades of research and 25 years of global experience into simple, practical, and powerful strategies to equip leaders at every level to build organizations that produce bottom-line results. At Nissan, we have made these principles a core part of our leadership philosophy, better equipping our managers to bring out the great energies and talents of our employees.

384 PP.

Ken Blanchard

HD57.7.B64 1994

LEADING WITH SOUL: AN UNCOMMON JOURNEY OF SPIRIT

The authors draw upon spiritual traditions, poetry and philosophy, teachings on leadership and organizations, and their own extensive consulting experience to offer inspiration for today's embattled leaders.

208 PP.

Lee Bolman and
Terrence Deal

HD57.7.C645 2001

GOOD TO GREAT: WHY SOME COMPANIES MAKE THE LEAP-AND OTHERS DON'T

The author and his team of researchers established good-to-great benchmarks to identify a group of 11 elite companies that made the leap from good to great and sustained that greatness for at least 15 years. The real surprise is not so much what good companies do to propel themselves to greatness - it is why more companies have not done the same things more often.

300 PP.

Jim Collins

HD57.7.C76 1986

RUNNING THINGS: THE ART OF MAKING THINGS HAPPEN

In this practical guide to the art of leadership, Crosby, best-selling author and one of America's leading management consultants, demonstrates how running things is a down-to-earth attitude. It is an approach nearly anyone can master--whether a president of a huge corporation or captain of a softball team.

254 PP.

Philip B. Crosby

HD57.7.D46 1989

LEADERSHIP IS AN ART

This revolutionary and thoughtful book offers an innovative style of business leadership for the 1990s--a humanistic approach that is responsible for the remarkable success of some of America's most admired and best-managed companies.

176 PP.

Max DePree

HD57.7.D47 1992

LEADERSHIP JAZZ: WEAVING VOICE WITH TOUCH

DePree likens business leadership to the beautiful art of leading a jazz ensemble. He proves well the adage: leadership may be difficult to define, and especially to exemplify, but you'll know it when you see it.

240 PP.

Max DePree

HD57.7.D74 2003

SYNERGY OF ONE, THE: CREATING HIGH-PERFORMANCE SUSTAINABLE ORGANIZATIONS THROUGH INTEGRATED PERFORMANCE LEADERSHIP

Business consultant Dreikorn explains the dynamics in organizations, and describes business interactions as integrated processes that can be defined and managed as a holistic organism.

208 PP.

Michael J. Dreikorn

HD57.7.F10 2009

GREATER THAN YOURSELF: THE ULTIMATE LESSON OF TRUE LEADERSHIP

This book is more than a good tale well told. It's a path-breaking book that brings to life the ultimate leadership lesson that the highest purpose of our work is the development of other leaders. It's a gift for your mind and your spirit.

170 PP.

Steve Farber

HD57.7.F5837 2009

TRANSNATIONAL LEADERSHIP DEVELOPMENT: PREPARING THE NEXT GENERATION FOR THE BORDERLESS BUSINESS WORLD

Transnational Leadership Development acquaints readers with the paradoxes and mental processes leaders need to relate successfully to people with different backgrounds, cultures, and societal identities. The book advises readers on how leaders may learn to see, feel, and experience the world with different lenses; take the necessary amount of time to reflect on what they know and what they need to know; find new ways to communicate; and be resilient in the face of this unique challenge. This powerful guide lights the way for those seeking to develop their people's proficiency in leading globally.

224 PP.

Beth Fisher-Yoshida and
Kathy D. Geller

HD57.7.G33 2003

TRUSTED LEADER, THE: BRINGING OUT THE BEST IN YOUR PEOPLE AND YOUR

Who do you trust at work and who trusts you? By inviting readers to answer these two questions, authors Galford and Drapeau get their arms around the slippery yet strategic dimension of trust in organizations. The Trusted Leader is grounded in their research and experience in executive development. The authors define three areas of trust, including strategic trust (assurance the (confidence between leader and employees).

271 PP.

Robert Galford and
Anne Siebold Drapeau

HD57.7.G4582 2007

TRUE NORTH: DISCOVER YOUR AUTHENTIC LEADERSHIP

This is a series of interviews with 125 managers, from Novartis CEO Daniel Vasella to Palm co-founder Donna Dubinsky. George and Sims indulge in a few anecdotes that flatter their subjects. But they also get interviewees to talk about failures, emotional challenges, personal tragedies, regrets in short, life events that knocked them off typical career paths. Taken together, the stories illustrate True North's thesis: that there is no single way to become an ideal leader. The volume is both memorable and perceptive.

251 PP.

Bill George with
Peter Sims

HD57.7.G664 2002

PRIMAL LEADERSHIP: REALIZING THE POWER OF EMOTIONAL INTELLIGENCE

Goleman teams with renowned EI researchers Richard Boyatzis and Annie McKee to explore the role of emotional intelligence in leadership. Unveiling neuroscientific links between organizational success or failure and "primal leadership," the authors argue that a leader's emotions are contagious. If a leader resonates energy and enthusiasm, an organization thrives; if a leader spreads negativity and dissonance, it flounders. This breakthrough concept charges leaders with driving emotions in the right direction to have a positive impact on earnings or strategy..

306 PP.

Daniel Goleman, et al

HD57.7.H3995 2009

PRACTICE OF ADAPTIVE LEADERSHIP: TOOLS AND TACTICS FOR CHANGING YOUR ORGANIZATION AND THE WORLD

The book is anchored in the framework of Adaptive Leadership, but goes beyond the theory to provide a practical set of stories, diagrams, techniques, and activities that will help you assess and address the toughest challenges that lie ahead. Dozens of tools and tactics are presented in an exciting, clear, and reader-friendly design.

326 PP.

Ronald Heifetz, et al

HD57.7.H438 1999

ESSENTIAL MANAGERS: LEARNING TO LEAD

In this book you will learn all you need to know about leadership and understand the core skills and personal attributes needed to be an effective, responsible, and empowering manager.

72 PP.

Robert Heller

HD57.7.H46 1997

SITUATIONAL LEADER, THE

This is the story of a manager responsible for achieving results, developing people and contributing to organizational success. “The Situational Leader” reminds the reader that it is not enough to describe your leadership style or communicate your intentions. A Situational Leader assesses the performance of others and takes the responsibility for making things happen.

128 PP.

Paul Hersey

HD57.7.K10 1994

EXPANDING LEADERSHIP IMPACT: A PRACTICAL GUIDE TO MANAGING PEOPLE AND PROCESSES

Integrate leadership practices and behaviors into managerial responsibilities.

100 PP.

Kevin R. Kehoe

HD57.7.K367 2006

POWER OF NICE, THE: HOW TO CONQUER THE BUSINESS WORLD WITH KINDNESS

The authors explain that being genuine produces much better results. They build their case for using little gestures to get you what you want. Though a lively and pleasant read, this is not a cutesy little bonbon of a book. Well thought-out and crisply presented, it offers key principles, case studies and exercises to help make niceness

127 PP.

Linda Kaplan Thaler and
Robin Koval

HD57.7.K546 2007

BUILDING CHARACTER: STRENGTHENING THE HEART OF GOOD LEADERSHIP

“Building Character” is written for leaders who understand their responsibility to develop authentic leaders within their organizations. Without presenting an overarching moral code or a prescriptive code of behavior, this book offers leaders and managers a practical model complete with the tools, information, and processes to develop character in leaders at all levels.

The author explains the role character plays in leadership success and effectiveness and outlines how character can be developed through the Five E's—Example, Education, Experience, Evaluation, and Environment.

212 PP.

Gene Klann and
The Center for Creative Leadership

HD57.7.K66 1990

FORCE FOR CHANGE, A: HOW LEADERSHIP DIFFERS FROM MANAGEMENT

Building upon his landmark analysis of the job of the general manager and his influential work on leadership, power, and influence, John Kotter now focuses on the human factors which bring change.

192 PP.

John Kotter

HD57.7.K665 1999

JOHN P. KOTTER ON WHAT LEADERS REALLY DO

In this collection of John Kotter's acclaimed Harvard Business Review articles, is an astute assessment of the real work of leaders, as only he can offer. To complement these articles, Kotter also contributes a new introduction, a thoughtful reflection on the themes that have developed throughout his work. Convinced that most organizations today lack the leadership they need, Kotter's mission is to help us better understand what leaders-real leaders-do.

184 PP.

John P. Kotter

HD57.7.K678 1993

CREDIBILITY: HOW LEADERS GAIN AND LOSE IT, WHY PEOPLE DEMAND IT

Credibility shows why leadership is above all a relationship--with credibility as the cornerstone. The authors reveal the six key disciplines and related practices that strengthen a leader's capacity for developing and sustaining credibility.

332 PP.

James Kouzes and
Barry Posner

HD57.7.K68 1995

LEADERSHIP CHALLENGE, THE: HOW TO GET EXTRAORDINARY THINGS DONE IN ORGANIZATIONS

This book captures the continuing interest in leadership as a critical aspect of human organizations. It offers a broader scope for viewing leaders in every industry and all walks of life, including the education and nonprofit fields.

403 PP.

James M. Kouzes and
Barry Z. Posner

HD57.7.L48 2009

LEADER OF THE FUTURE 2, THE: VISIONS, STRATEGIES, AND PRACTICES FOR THE NEW ERA

"The Leader of the Future 2" follows in the footsteps of the international bestseller "The Leader of the Future". In twenty-seven inspiring and insightful essays, this book celebrates the wisdom of some of the most recognized thought leaders of our day who share their unique vision of leadership for the future.

336 PP.

Frances Hesselbein and
Marshall Goldsmith, Editors

HD57.7.M387 1991

MASTERING SELF-LEADERSHIP: EMPOWERING YOURSELF FOR PERSONAL EXCELLENCE

This proven self-training tool contains concise, enjoyable, and effective self-leadership strategies complete with methods on how managers can rise to new levels of personal effectiveness.

146 PP.

Charles C. Manz

HD57.7.M39 1989

SUPERLEADERSHIP: LEADING OTHERS TO LEAD THEMSELVES

Supplies proven motivational strategies and applications-oriented case studies that show how to develop the leadership skills necessary in the competitive corporate world.

256 PP.

Charles Manz and
Henry P. Sims

HD57.7.M3924 2005

LEADING WITH QUESTIONS: HOW LEADERS FIND THE RIGHT SOLUTIONS BY KNOWING WHAT TO ASK

Based upon interviews with scores of leaders who "lead with questions," this book presents the power of asking the questions that lead to real solutions and answers in today's complicated world of business. When, how, why, and where to lead with questions are described and exemplified.

216 PP.

Michael J. Marquardt

HD57.7.M39257 2008

EVALUATING THE IMPACT OF LEADERSHIP DEVELOPMENT

This is a step-by-step guidebook for creating and implementing evaluation of leadership development systems. Approaching issues from an evaluative perspective enables leadership development professionals to consider multiple perspectives and draw lessons as a natural part of the way work is done.

160 PP.

Kelly M. Hannum and
Jennifer W. Matineau

HD57.7.M3937 1998

21 IRREFUTABLE LAWS OF LEADERSHIP, THE: FOLLOW THEM AND PEOPLE WILL FOLLOW YOU

The author has combined insights learned from his thirty-plus years of leadership successes and mistakes with observations from the worlds of business, politics, sports, religion, and military conflict. The result is a revealing study of leadership delivered as only a communicator like Maxwell can.

233 PP.

John C. Maxwell

HD57.7.M7524 1999

21 INDISPENSABLE QUALITIES OF A LEADER, THE: BECOMING THE PERSON OTHERS WILL WANT FOLLOW

"Everything rises and falls on leadership," says Dr. Maxwell, "but knowing how to lead is only half the battle. Understanding leadership and actually leading are two different activities." Dr. Maxwell explains that the key to transforming yourself from someone who understands leadership to a person who successfully leads in the real world is character. Your character qualities activate and empower your leadership ability, or they can stand in the way of your success!

157 PP.

John C. Maxwell

HD57.7.N36 1989

LEADER'S EDGE, THE: THE SEVEN KEYS TO LEADERSHIP IN A TURBULENT WORLD

192 PP.

Burt Nanus

HD57.7.N367 1992

VISIONARY LEADERSHIP: CREATING A COMPELLING SENSE OF DIRECTION FOR YOUR ORGANIZATION

The author shows why vision is the key to leadership, and demonstrates how any leader can use a logical, step-by-step process to create and implement a powerful new sense of direction in his or her organization.

256 PP.

Burt Nanus

HD57.7.P354 2002

LEADER'S EDGE, THE: SIX CREATIVE COMPETENCIES FOR NAVIGATING COMPLEX CHALLENGES

The Leader's Edge offers a breakthrough approach to dealing with such situations, showing how to tap into a set of unique creative competencies that are necessary to survive and thrive in this turbulent environment.

304 PP.

Charles J. Palus and
David M. Horth

HD57.7.P4 1995

LEADING OUT LOUD: THE AUTHENTIC SPEAKER, THE CREDIBLE LEADER

It is the leader's personal engagement that will inspire commitment and action. In this world of cynicism, the lessons Terry teaches are as timely as they are timeless.

224 PP.

Terry Pearce

HD57.7.S3 1993

WORKING LEADER, THE: THE TRIUMPH OF HIGH PERFORMANCE OVER CONVENTIONAL MANAGEMENT

The working leader has an agenda, knows the system inside out, is comfortable with fluidity, and recognizes that the parts do not always fit into an integrated whole.

292 PP.

Leonard R Sayles

HD57.7.T496 2007

JUDGMENT: HOW WINNING LEADERS MAKE GREAT CALLS

Leadership gurus Tichy and Bennis examine the critical role judgment plays in effective leadership. Calling judgment the essence of leadership, they identify three judgment domains that can undermine any leader's success and explore such challenges as selecting the top team, CEO succession, and crisis as a leadership development opportunity.

392 PP.

Noel M. Tichy and
Warren Bennis

HD57.7.T5 1997

LEADERSHIP ENGINE, THE: HOW WINNING COMPANIES BUILD LEADERS AT EVERY LEVEL

The coauthor of *Control Your Destiny or Someone Else Will* provides companies with the vital information they need to create a business where leadership abounds from the bottom up.

384 PP.

Noel Tichy and
Eli Cohen

HD57.7.U444 2008

LEADERSHIP CODE, THE: FIVE RULES TO LEAD BY

In *The Leadership Code*, the authors break down great leadership into day-to-day actions, so that you know what to do Monday morning. Crack the leadership code--and take your leadership to the next level.

190 PP.

Dave Ulrich et al.

HD57.7.U45 1999

RESULTS-BASED LEADERSHIP: HOW LEADERS BUILD THE BUSINESS AND IMPROVE THE BOTTOM LINE

Results-Based Leadership brings a refreshing clarity and directness to the leadership discussion, providing a hands-on program to help executives succeed with their leadership challenges

256 PP.

Dave Ulrich, et al

HD57.7.W37 2001

TAKING CHARGE IN YOUR NEW LEADERSHIP ROLE: A WORKBOOK

This workbook provides step-by-step guidelines that will help managers at all levels prepare for, and make, successful transitions. By systematically focusing on four core transition management challenges--learning, influence, design, and self-management--it provides a roadmap for diagnosing the situation, developing priorities, and planning to get early wins.

191 PP.

Michael Watkins

HD57.7.W38 2003

FIRST 90 DAYS, THE: CRITICAL SUCCESS STRATEGIES FOR NEW LEADERS AT ALL LEVELS

Written by noted leadership transition expert Michael Watkins, *The First 90 Days* outlines proven strategies that will dramatically shorten the time it takes to reach what Watkins calls the "breakeven point": the point at which your organization needs you as much as you need the

253 PP.

Michael Watkins

HD57.7.W56 2004

BUILDING THE BRIDGE AS YOU WALK ON IT: A GUIDE FOR LEADING CHANGE

The author's work captures a crucial truth about great leadership--that is about who we are and not what we do. In facing our fears and harnessing our uniqueness, we bring forth the capacity for inspired and for enduring change.

244 PP.

Robert E. Quinn

HD57.7B46 1993

LEADERS: THE STRATEGIES FOR TAKING CHARGE

In this illuminating study of corporate America's most critical issue leadership world-renowned leadership guru Bennis and his co-author, Nanus reveal the four key principles every manager should know: attention through vision, meaning through communication, trust through positioning, and the deployment of self.

256 PP.

Warren Bennis and
Burt Nanus

HD57.7LD4355 2004

LEADERSHIP: SUCCEEDING IN THE PRIVATE, PUBLIC AND NOT-FOR-PROFIT

The contributors to this wide-ranging volume seek to define exactly what leadership is or should be, and how to effectively develop it. Guided by an unusual framework that looks at leadership across different sectors and functions, they examine what they view as the major leadership challenges in highly visible for-profit, not-for-profit, and government organizations throughout the world. Their insights will prove equally useful as a general survey of leadership problems for executive policy makers, and for undergraduate and graduate students in the specific fields examined in the text.

427 PP.

Ron R. Sims, Scott A. Quatro and
Richard Cullins

HD57.8.B465 2005

REINVENTING LEADERSHIP: STRATEGIES TO EMPOWER THE ORGANIZATION

The names on the cover virtually ensure this collection of conversations will appeal to the business crowd. Bennis, author of *On Becoming a Leader*, and Townsend, who wrote *Up the Organization*, chat about the qualities that should characterize today's corporate leaders. The conversations, albeit witty and wise, reveal little that previous writings and prior authors haven't already explored. The appendix, a 21-day plan for becoming a more effective leader, is definitely no substitute for years of experience and introspection.

208 PP.

Warren G. Bennis and
Robert Townsend

HD57.K5G10 1995

50 ACTIVITIES TO IMPROVE LEADERSHIP AND WORK RELATIONSHIPS

Dennis C. Kinlaw and
Peter R. Garber

HD6054.3.Z53 2000

WOMEN AND THE LEADERSHIP Q: THE BREAKTHROUGH SYSTEM FOR ACHIEVING POWER & INFLUENCE

Every woman has leadership skills within her. The self-assessment tests, exercises, and profiles in *Women and the Leadership Q* will bring your skills into the open—and help you create your own roadmap to career fulfillment and success. Success secrets of today's most accomplished women: ABC journalist Diane Sawyer, Maryland Lieutenant Governor Kathleen Kennedy Townsend, and Fortune president Jolene Sykes, has worked to identify her personal strengths, overcome her weak spots, and carve her own path to unqualified success. Now, let author Shoya Zichy's innovative, interactive *Leadership Q Self-Assessment* system reveal your leadership personality.

310 PP.

Shoya Zichy

HD6054.4.U6H45 1990

FEMALE ADVANTAGE, THE: WOMEN'S WAYS OF LEADERSHIP

Examines the styles & strategies of four successful businesswomen through "diary studies" that chronicle their daily schedules and describe their decision-making; company structures; hire/fire policies; & more.

288 PP.

Sally Helgesen

HD66.C16 2000

LISTEN UP LEADER: PAY ATTENTION, IMPROVE AND GUIDE

This book contains practical advice for anyone in management who wants to get the best from their associates.
56 PP.

David Cottrell

HD69.G10.B8 2007

LEADERSHIP NETWORKING: CONNECT, COLLABORATE, CREATE

Networking is essential to effective leadership in today's organizations. Leaders who are skilled networkers have access to people, information, and resources to help solve problems and create opportunities. Leaders who neglect their networks are missing out on a critical component of their role as leaders.

32 PP.

Curt Grayson and
David Baldwin

HD70.U5P425 1985

PASSION FOR EXCELLENCE, A: THE LEADERSHIP DIFFERENCE

Tom Peters is passionate about using passion for customers, employees, and everyone else to create great results for all of us. By awakening our passion, we will do more, we will try more, and we will succeed more often.

Tom Peters and
Nancy Austin

HD9696.L10 2005

LEAD THE WAY: BUILDING EFFECTIVE FEDERAL SUPERVISORY SKILLS

This book will help federal supervisors and managers enhance their leadership skills in 6 key areas: performance enhancement, communication, delegation and work assignment, time management, team building, and running effective meetings.

71 PP.

Herb Levine, Editor

HD9710.5.U54H3778 2000

MORE THAN A MOTORCYCLE: THE LEADERSHIP JOURNEY AT HARLEY-DAVIDSON

More Than a Motorcycle is the story behind the story of the purposeful transformation of an American icon, as told by the two individuals most deeply involved in that decade-long process. The book chronicles the victories and setbacks along Harley's difficult journey from a traditional "command-and-control" culture to an open, participative learning environment.

278 PP.

Rich Teerlink and
Lee Ozley

HF5385.B76 2000

COACHING AND MENTORING FOR DUMMIES: A REFERENCE FOR THE REST OF US!

The fun and easy guide to today's hottest trends in management training, Coaching and Mentoring For Dummies shows managers how to take advantage of these state-of-the-art management tools -- without spending hundreds of dollars on training seminars!

328 PP.

Marty Brounstein

HF5385.M39 2008

MENTORING 101: WHAT EVERY MANAGER NEEDS TO KNOW

Drawing from many of John Maxwell's bestsellers, this book explores the timeless principles that have become Dr. Maxwell's trademark style. In a concise, straightforward voice, Maxwell focuses on essential and time-tested qualities necessary for developing mentoring relationships that make a difference in the lives of your colleagues and the life of your business.

96 PP.

John C. Maxwell

HF5386.H434 1996

WHOLE BRAIN BUSINESS BOOK, THE: UNLOCKING THE POWER OF WHOLE BRAIN THINKING IN ORGANIZATIONS AND INDIVIDUALS

This book will show you and your organization how to tap the talents of visionaries and communicators to blossom in times of chaos. This will build mentally diverse "Whole Brain Teams" that geometrically increase results in marketing, advertising, sales and all forms of problem solving. This approach will develop breakthrough insights to improve the way you supervise, manage, lead, and resolve conflict; and establish a climate for ongoing creativity and receptivity to change.

Ned Herrmann

HF5549.5.C364 2006

SEVEN KEYS FOR COACHING POWER: AN APPLICATION HANDBOOK FOR LEADERS ON THE FRONT LINE

The author introduces a new coaching model that will make you far more effective when addressing the performance improvement needs of your employees, helping them apply what they've learned back on the job and inspiring them to implement career plans. In seven easy-to-follow keys, she boils down the fundamental steps to becoming a Hall of Fame coaching success.

84 PP.

Stella Louise Cowan

HF5549.5.C53W48 2006

COACHING LEADERS: GUIDING PEOPLE WHO GUIDE OTHERS

Coaching Leaders is written for coaches who are in the challenging position of working with leaders and helping them excel as the top executives and managers in their organizations. The book is filled with illustrative examples from Daniel White's practice as a successful executive coach. His clients' stories reveal the human drama of becoming a leader and explore the courageous and fascinating accomplishments these individuals have achieved in order to grow professionally. Includes a wide variety of effective coaching concepts and the information needed to guide leaders and help them maintain the motivation to change; battle anxiety, fear, and resistance; and achieve emotional intelligence.

312 PP.

Daniel White

HF5549.5.S710 1992

MENTORING: A PRACTICAL GUIDE

Mentoring is a useful resource for anyone interested in this enriching and rewarding experience. The book covers key questions and considerations for the potential mentor, as well as assisting in identifying and understanding the needs of a mentee. Special topics discussed include cross-cultural, cross-gender, and supervisor/employee mentoring.

112 PP.

Gordon F. Shea

HF5549.C10 2008

LEADERSHIP ENERGY (E=MC²) . A HIGH VELOCITY FORMULA TO ENERGIZE YOUR TEAM, CUSTOMERS AND PROFITS

In this book, along with five key energy conductors that generate the energy necessary to achieve your organizational goals, you will also discover some surprising drains on the energy that exists within your organization.

112 PP.

David Cottrell

HF5549.C11 2003

360-DEGREE FEEDBACK: STRATEGIES STEWARDSHIP OF EMPLOYEES THROUGH LEADERSHIP AND EFFECTIVE MANAGEMENT

In this book you may see a reflection of self, as it seems we all need to find more energy and joy in what we do. Most of what is missing has to do with how organizations drive the workforce to get things done. This book is about leadership and personal change. It is about common sense above rules and metrics, and it is about effective rather than justifying one's existence.

158 PP.

John A. Cook

HF57.7.H399 2002

LEADERSHIP ON THE LINE: STAYING ALIVE THROUGH THE DANGERS OF LEADING

The authors marshal a half century of combined teaching and consulting experience to show that it is possible to put ourselves on the line, respond effectively to the risks, and live to celebrate our efforts. With compelling examples including the presidents of countries and the presidents of organizations, everyday managers and prominent activists, politicians and parents, the authors illustrate proven strategies for surviving and thriving amidst the dangers of leading.

252 PP.

Donald A. Heifetz and
Marty Linsky

HF57.7.P11 1996

LEADER AS COACH: STRATEGIES FOR COACHING AND DEVELOPING OTHERS

'Leader As Coach' is a straight-forward, practical book that can help you lead your people and your organization to greater success. The tips and practices in 'Leader As Coach' will enable you to sharpen your coaching skills so that you can attract and retain the talent you need for success, foster growth in others, provide effective feedback, orchestrate learning opportunities, and groom high-potential performers. After all, your people are your most important asset.

143 PP.

David Peterson and
Mary Hicks

HM1261.L68 2009

PURPOSE LINKED ORGANIZATION, THE: HOW PASSIONATE LEADERS INSPIRE WINNING TEAMS AND GREAT RESULTS

The authors offer easily implementable ways to channel the power of each individual's passions in a positive, purposeful direction. You'll understand how to link skills, values, and passions to performance and how doing so will bring the results your organization can't afford to be without.

256 PP.

Alaina Love and
Marc Cugnon

HM1261.M3897 2002

LEADERSHIP 101: WHAT EVERY LEADER NEEDS TO KNOW

Maxwell offers powerful inspiration that will challenge readers to reach for excellence in leadership. Quotes from well-known leaders, past and present, provide a quick and ready source of powerful nuggets of truth about leaders and leadership.

116 PP.

John C. Maxwell

HM1261.R38 2008

STRENGTHS BASED LEADERSHIP: GREAT LEADERS, TEAMS, AND WHY PEOPLE FOLLOW

The book identifies three keys to being a more effective leader: knowing your strengths and investing in others' strengths, getting people with the right strengths on your team, and understanding and meeting the four basic needs of those who look to you for leadership.

266 PP.

Tom Rath and
Barry Conchie

HM141.R6 1989

LEADERSHIP SECRETS OF ATTILA THE HUN

The man who centuries ago shaped an aimless collection of nomads into rulers of the ancient world--offers us lessons today.

86 PP.

Wess Roberts

HN90.V64D4 1997

LEADING WITHOUT POWER: FINDING HOPE IN SERVING COMMUNITY

This is a book to be read, re-read, and shared widely within any organization. Every chapter has pictures for our mind that will remain vivid long after the book is closed. A vibrant testament to human potential, the why of work.

192 PP.

Max De Pree

HV6432.7.G585X 2002

LEADERSHIP

Giuliani discusses how the leadership skills he practices can be employed successfully by anyone who has to run anything. After all, until the September 11 attacks on the World Trade Center pushed him into an unwanted role in history, Giuliani was only months away from leaving office with a reputation as one of the most effective mayors New York had ever seen.

407 PP.

Rudolph W. Giuliani

JF1525.L4.K64 1997

TRANSFORMATIONAL LEADERSHIP IN GOVERNMENT

If you are in government management - any level and type - this book is designed to help you become a more effective, quality leader. Here is your personal guide to becoming an empowerment leader. Learn how to redirect and re-energize leadership in government.

184 PP.

Jerry W. Koehler and
Joseph M. Pankowski

JK421.G48 2005

GETTING RESULTS: A GUIDE FOR FEDERAL LEADERS AND MANAGERS

Getting Results is an integrated compilation of practical advice on how career and appointed leaders and managers can better manage for results, and how Congress, the media and the public can support and critique performance. The advice is non-political and non-partisan, reflecting the time-tested judgments of a broad cross section of experienced government leaders.

312 PP.

Barry White and
Kathryn E. Newcomer, Editors

LB2806.F794 2002

LEADING IN A CULTURE OF CHANGE

This book offers new and seasoned leader's insights into the dynamics of change and presents a unique and imaginative approach for navigating the change process. He draws on the most current ideas and theories on the topic of effective leadership, incorporates case examples of large scale transformation, and reveals a remarkable convergence of powerful themes or competencies.

162 PP.

Michael Fullan

Q158.5.W47 1999

LEADERSHIP AND THE NEW SCIENCE: DISCOVERING ORDER IN A CHAOTIC WORLD

Based on new science theories, this innovative management book sheds light on the issues that affect organizations most-- order and change, autonomy and control, structure and flexibility, planning and innovation.

200 PP.

Margaret J. Wheatley

UG793.G65 2001

SHARING SUCCESS OWNING FAILURE: PREPARING TO COMMAND IN THE TWENTY-FIRST CENTURY AIR FORCE

The single most important element of success is leadership. Leaders inspire others to achieve beyond their own self imposed potential. The expectations of both leader and follower play key roles in the development of leadership, as do the leader's vision, the working environment, and the example established by the leader.

114 PP.

David C. Goldfein

Management

BF378.E94H37 2008

HOW TO BE AN EXPERT ON ANYTHING IN 2 HOURS

This field-tested book gives readers a comprehensive process for quickly taking in small amounts of information in a given area and knowing how to use it to convey familiarity. The book allows readers to generate amazing rapport with anyone by

honing in on the one subject that interests them most: their own area of expertise. This field-tested book gives readers a comprehensive process for quickly taking in small amounts of information in a given area and knowing how to use it to convey familiarity.

246 PP.

Gregory Hartley and
Maryann Karnich

HF5549.5.T7H364 2008

DEVELOPING GREAT MANAGERS: 20 POWER HOUR CONVERSATIONS THAT BUILD SKILLS FAST

Use this set of Power Hour conversations to develop high-profile managers hungry for learning and management excellence, but seriously short on time. Using the increasingly popular informal training approach, Haneberg's Power Hour conversations motivate and focus participants toward the pursuit of excellence. Replete with a facilitator's guide, handouts, and worksheets, this title is aimed at middle and senior level managers in all fields who seek to improve their own performance.

224 PP.

Lisa Haneberg

HD30.28.D59 1991

THINKING STRATEGICALLY: THE COMPETITIVE EDGE IN BUSINESS, POLITICS, AND EVERYDAY LIFE

This entertaining guide builds on scores of case studies taken from business, sports, the movies, politics, and gambling. It outlines the basic good strategy making and then shows how you can apply them in any area of your life.

Avinish K Dixit and
Barry J Nalebuff

HD31.A73 2008

HOW TO BE AN EVEN BETTER MANAGER: A COMPLETE A-Z OF PROVEN TECHNIQUES AND ESSENTIAL SKILLS

A practical and straightforward guide to successful management, written with the benefit of over thirty years experience. This book covers 50 specific area of management in a clear and relevant way. Each is self-contained, but fall into three categories: Managing people, Managing activities and processes, and Managing and developing yourself.

336 PP.

Michael Armstrong

HD31.B527 1981

ONE MINUTE MANAGER, THE: THE WORLD'S MOST POPULAR MANAGEMENT

A phenomenon when first published, the strategies of One Minute Management are as timely as ever, and will remain so as long as job satisfaction, employee morale, and profit and productivity building are top workplace priorities. For any manager striving to get the most from people, The One Minute Manager is an indispensable success tool.

111 PP.

Kenneth Blanchard and
Spencer Johnson

HD31.B528 1984

PUTTING THE ONE-MINUTE MANAGER TO WORK

Turns the three secrets of One Minute Management into day-to-day skills and shows how they can work in real-life situations, from boardrooms to assembly lines. Examples illustrate how to change the way America runs its business.

112 PP.

Kenneth Blanchard

HD31.B53 1995

EMPOWERMENT TAKES MORE THAN A MINUTE

Drawing on ten years of research and consultation with a wide variety of leading companies, the coauthor of the One Minute Manager series joins forces with a motivational speaker and an internationally known management educator to identify three keys to making empowerment work in organizations.

126 PP.

Ken Blanchard, et al

HD31.B54 1993

STEWARDSHIP: CHOOSING SERVICE OVER SELF INTEREST

The book covers redesigning management practices. By replacing self-interest, dependency, and control with service, responsibility, and partnership, Block believes we can increase productivity and enable democracy and economic success to thrive in our organizations.

256 PP.

Peter Block

HD31.B626 2002

EXECUTION: THE DISCIPLINE OF GETTING THINGS DONE

"Execution", it is a unique and indispensable guide to corporate strategy that focuses on the quality most essential to every business -- the ability to get things done. This book shows how to get the job done and deliver results . . . whether you are running an entire company or your first management job.

278 PP.

Larry Bossidey and
Ram Charan

HD31.B85246 2008

ESSENTIAL MANAGEMENT TOOLBOX, THE: TOOLS, MODELS AND NOTES FOR MANAGERS AND CONSULTANTS

The depiction of the content with diagrams aids the process of quick reference and ease of understanding. The tools and techniques can be utilized across the whole range of organizational sectors, both private and public. The purpose is not to short cut formal learning. It is to provide easy access to a 'toolbox' of tried and tested management approaches through a collection of models, tools, and occasional brief notes which consultants, managers, and scholars can use in a practical way.

360 PP.

Simon A. Burtonshaw-Gunn

HD31.D4213 1991

SIX ACTION SHOES: A BRILLIANT NEW WAY TO TAKE CONTROL OF ANY BUSINESS OR LIFE SITUATION

De Bono classifies organizational activities into six categories, each symbolized by a pair of shoes. The author believes that an organizational leader will not only be able to select the appropriate action shoes for him or herself but also direct others in the organization to put on whatever shoes the situation requires.

175 PP.

Edward DeBono

HD31.D7713 1987

FRONTIERS OF MANAGEMENT, THE

Practical and incisive capsules of Drucker's thinking on economics, management and people.

384 PP.

Peter F. Drucker

HD31.G764 1990

HIGH OUTPUT MANAGEMENT

Andy Grove discusses boosting your personal output, creating high output teams, and developing high output people for middle management.

Andrew S. Grove

HD31.H4492 1996

MANAGEMENT REDEEMED: DEBUNKING THE FADS THAT UNDERMINE OUR CORPORATIONS

Management Redeemed argues that multiple layers of management and formal hierarchical structure actually help to make organizations more productive. Supporting another equally contrarian position, the authors demonstrate that reflection, analysis, and intellectual activity are as important to managerial success as quick action and intuition.

224 PP.

Frederick G. Hilmer and
Lex Donaldson

HD31.K5983 2001

FREEDOM AND ACCOUNTABILITY AT WORK: APPLYING PHILOSOPHIC INSIGHT IN THE REAL WORLD

This book reveals how you can make the transition from a science- and psychology-based view of the world to an understanding based on philosophy and the search for meaning and ethics.

464 PP.

Peter Koestenbaum and
Peter Block

HD31.M432 1996

WITCH DOCTORS, THE: MAKING SENSE OF THE MANAGEMENT GURUS

Micklethwait and Wooldridge have built their fair-minded, balanced critique around hotly debated issues in modern management—a company's optimal size, harnessing knowledge as a resource, leaders' accountability, strategic planning, globalization—making this a useful, thoughtful tool for managers in large or small firms.

272 PP.

John Micklethwait and
Adrian Wooldridge, Editors

HD31.R797 2005

MANAGEMENT: SKILLS AND APPLICATION [Eleventh Edition]

This edition of our classic Rue & Byars text is a departure. The book continues its tradition of presenting principles of management in a very straightforward and accessible manner, focusing on the skills that are needed to become a successful manager.

458 PP.

Leslie W. Rue and
Lloyd L. Byars

HD31.T667 1984

FURTHER UP THE ORGANIZATION

When corporate renegade Townsend, ex of Avis, decried low American productivity and denounced business rigidity in *Up the Organization* in 1970, he made news as well as the best-seller charts. His strictures, amplified and updated, still make sense. As a prophet and a guru, he's a short-entry Peter Drucker - timeless because so is human organizational behavior.

254 PP.

Robert Townsend

HD38.15.B47 1996

MANAGER'S DESK REFERENCE, THE [Second Edition]

The Manager's Desk Reference is the perfect starting point for new managers just learning the ropes. It works equally well as a ready reference for experienced supervisors, managers, executives, or administrators who need to refresh their memories or brush up their knowledge of various management issues.

384 PP.

Cynthia Fink and
Charles Fink

HD38.2.B83 1999

FIRST, BREAK ALL THE RULES: WHAT THE WORLD'S GREATEST MANAGERS DO DIFFERENTLY

In this program the authors explain how the best managers select an employee for talent rather than for skills or experience; how they set expectations; how to motivate people by building on each person's unique strengths; and, finally, how great managers find the right fit for each person, not the next rung on the ladder.

271 PP.

Marcus Buckingham and
Curt Coffman

HD38.2.H208 2010

HIGH IMPACT MIDDLE MANAGER, THE: POWERFUL STRATEGIES TO THRIVE IN THE MIDDLE

In most organizations, middle managers are in the best position to positively impact business results. Yet, for most of these uniquely talented business professionals, this opportunity is lost. This book offers a powerful set of practices that will

transform these key organizational players from task and crisis managers to strategic business partners. From understanding their true organizational role, to planning and demonstrating business results, to improving time and project management techniques, to optimizing performance and leadership capability, this book provides all the tools, direction, and encouragement needed for a life changing journey to change and career success.

214 PP.

Lisa Haneberg

HD38.2.T85 2007

IT'S OKAY TO BE THE BOSS: THE STEP-BY-STEP GUIDE TO BECOMING THE MANAGER YOUR EMPLOYEES NEED

Anyone with the desire to become a great boss will find here the inspiration, motivation, and empowerment not only to succeed but also to excel. Bruce Tulgan is a great teacher and coach with a positive and disciplined approach that builds the confidence and courage to take charge. Everyone benefits-boss, manager, and employee but only if the boss knows it's okay to be the boss.

196 PP.

Bruce Tulgan

HD38.A10 1992

MANAGING UPWARD: STRATEGIES FOR SUCCEEDING WITH YOUR BOSS

With over 200 titles in print, the acclaimed Crisp 50-Minute series presents self-paced learning at its easiest and best. These comprehensive self-study books for business or personal use are filled with exercises, activities, assessments, and case studies that capture your interest and increase your understanding.

118 PP.

Patty Hathaway and
Shubert Hathaway

HD38.L3867 2000

SMART QUESTIONS: THE ESSENTIAL STRATEGY FOR SUCCESSFUL MANAGERS

Called "a must" by Norman Vincent Peale, this definitive guide shows you how to ask for the most from your staff-and get it!

336 PP.

Dorothy Leeds

HD38.R2 1997

FOLKLORE OF MANAGEMENT, THE

Starting with the myth of communication, the myth of the organization chart, and the myth of the management committee, Randall reveals the shallow thinking and assumptions that can cripple companies and careers. Nearly 40 years later, Randall's trenchant insights and keen sense of humanity remain as fresh and enlightening as when he penned them

204 PP.

Clarence B. Randall

HD38.S10 2006

NEW MANAGER'S HANDBOOK, THE: 24 LESSONS FOR MASTERING YOUR NEW ROLE

"The New Manager's Handbook" explains the rules of this new game, and gives you invaluable tips and pointers for teaming with your employees while inspiring them to breakthrough performance and results.

108 PP.

Morey Stettner

HD4905.M35 1995

TRANSFORMING THE WAY WE WORK : THE POWER OF THE COLLABORATIVE WORKPLACE

The author shows how managers can create "operating agreements" and become collaborative leaders using self-assessment action plans.

224 PP.

Edward M. Marshall

HD5650.C345 1995

OPEN-BOOK MANAGEMENT: THE COMING BUSINESS REVOLUTION

Open-book management is the business revolution that's the logical culmination of TQM, reengineering, teams, and most

other management innovations of the past two decades. As companies all over the country are discovering, it gets everyone on the payroll focused on business success. It provides the ingredient - one practitioner calls it the "want-to" - that's been missing from every other how-to approach.

224 PP.

John Case

HD5650.M378 1995

AGE OF PARTICIPATION, THE: NEW GOVERNANCE FOR THE WORKPLACE AND THE WORLD

In The Age of Participation they focus on participation in the workplace, blending theory and practice in numerous examples and industry models. They look closely at every role in the organization - from suppliers and customers to executives and unions - and deflate the fears and misperceptions that sabotage change.

297 PP.

Patricia McLagan and
Christo Nel

HD57.7.L387 2000

REAL WORK OF LEADERS, THE: A REPORT FROM THE FRONT LINE OF MANAGEMENT

Besides exhorting them to stand on the balcony and promote dialogue after they get back down, Laurie urges today's executives to undertake the real work of: communicating what's real; clarifying competing values; supporting changes in values; regulating distress; and making everyone in the company collectively responsible.

203 PP.

Donald L. Laurie

HD57.8.R10 1997

BEYOND GENERATION X: A PRACTICAL GUIDE FOR MANAGERS

Claire Raines takes the view that in the workplace these generalities only help as background for the daily contact and ongoing communication with young workers. This book is all about how that communication can become more productive and lead to a management style that is effective with a new generation of workers.

120 PP.

Claire Raines

HD57.S10 1996

WIN-WIN PARTNERSHIPS: BE ON THE LEADING EDGE WITH SYNERGISTIC COACHING

Because nearly everything we achieve is ultimately the result of a combined effort or partnership with others, synergistic teamwork is a vital element to success. Coaching comes in as a method of encouraging and supporting open dialogue, confidence, empowerment, and performance. In this book, you will discover an amalgam of ideas, skills, guidelines, and principles that will help you fill a coaching role.

283 PP.

Steven J. Stowell and
Matt M. Starcevich

HD58.8.H10 2006

COACHING BASICS

Targeted and focused, "Coaching Basics" is an essential resource for anyone wishing to boost both individual and company-wide performance.

117 PP.

Lisa Hanenberg

HD58.8.K364 1997

ROSABETH MOSS KANTER ON THE FRONTIERS OF MANAGEMENT

This book brings together all of the author's Harvard Business Review articles and other works that that were all brought together to enforce a single message: the importance of treating people as assets, and providing the tools and conditions that liberate people to use their brainpower to make a difference.

Rosabeth Moss Kanter

HD58.8.M13 2005

MANAGING IN TIMES OF CHANGE: 24 TOOLS FOR MANAGERS, INDIVIDUALS,

When change affects an organization, leaders—from the top executive to line supervisors—need to demonstrate effective leadership skills as never before. "Managing in Times of Change" shows how to help your workforce realize the benefits of change and flourish within their new environment and responsibilities.
54 PP.

Michael D. Maginn

HD58.87.A53 2007

BUSINESS PROCESS IMPROVEMENT TOOLBOX, Second Edition

This best-seller is fully revised and updated! Its goal is still to give readers practical insight into how they can create a coherent business process improvement system. The author works from the premise that consistently working on improving various aspects of how things are done, large and small, is the key to success for any organization.
312 PP.

Bjorn Andersen

HD62.4.O39 1998

SHAPE OF THINGS TO COME, THE: 7 IMPERATIVES FOR WINNING IN THE NEW WORLD OF BUSINESS

A bold and prescriptive look at the future of business and the strategies needed to evolve along with it. The Industrial Age conquered space; the Information Age conquered time; now the Bio-Materials Age is conquering matter and revolutionizing commerce as we know it.
226 PP.

Richard W. Oliver

HD62.6.D78 1990

MANAGING THE NON-PROFIT ORGANIZATION: PRACTICES AND PRINCIPLES

Drucker gives examples and explanations of mission, leadership, resources, marketing, goals, people development, decision making, and much more. Included are interviews with nine experts that address key issues in the non-profit sector.
235 PP.

Peter F. Drucker

HD62.7.A314 1998

STREETWISE BUSINESS TIPS: 200 WAYS TO GET AHEAD IN BUSINESS, MOST OF WHICH I LEARNED THE HARD WAY

Filled with often contrarian wisdom that the author usually learned the hard way--by making mistakes--this succinct book delivers Bob Adams' witty, pragmatic insight while entertaining the reader with his multitude of mistakes and glorious failures.
240 PP.

Bob Adams

HD69.C6A698 2000

FLAWED ADVICE AND THE MANAGEMENT TRAP: HOW MANAGERS CAN KNOW WHEN THEY'RE GETTING GOOD ADVICE AND WHEN THEY'RE NOT

By applying a disciplined critique to numerous representative examples of advice about leadership, learning, change, and employee commitment, Argyris shows readers how to be more critical of the advice they are given, how to learn new approaches for appraising employee performance, and how to generate an internal commitment to values and better strategy.
262 PP.

Chris Argyris

HD70.U5.C59 2004

OZ PRINCIPLE, THE: GETTING RESULTS THROUGH INDIVIDUAL AND ORGANIZATIONAL ACCOUNTABILITY

A decade ago, "The Oz Principle" took the business world by storm. At its root, the principle works like this: Like Dorothy and the gang in "The Wizard of Oz", most businesspeople have the tools to succeed, but when things go wrong they blame circumstance or others instead of looking within for the true cause of unsatisfactory results. Once individuals learn to accept responsibility, they can use the Oz Principle to become better leaders.
234 PP.

Roger Connors, et al

HD70.U5.D7 1964

PRACTICE OF MANAGEMENT, THE
Peter F. Drucker

HD70.U5D45 1986

OUT OF THE CRISIS

W. Edwards Demming

HD70.U5P424 1982

IN SEARCH OF EXCELLENCE

The now classic volume which became a landmark business book.
360 PP.

Thomas S. Peters

HD800.FMG12 2010

2010 FEDERAL MANAGER'S GUIDE

This book is the ultimate management tool for any manager or supervisor in the federal government. A smooth-running federal government is dependent upon each manager's supervisory skills in many areas. It explains all the rules and regulations you need to follow, so you make decisions that treat every employee fairly and consistently from FMLA requests and termination notices, to disability accommodation, computer misuse, and more.
299 PP.

LRP Publications

HD9199.U54S773 1997

POUR YOUR HEART INTO IT: HOW STARBUCKS BUILT A COMPANY ONE CUP AT A TIME

Schultz tells the story of Starbucks in chapters that illustrate the principles which have made the company enduring, such as "Don't be threatened by people smarter than you," "Compromise anything but your core values," "Seek to renew yourself even when you're hitting home runs," and, most simply, "Everything matters."

351 PP.

Howard Schultz

HD9696.2.2U64I2545 2002

WHO SAYS ELEPHANTS CAN'T DANCE?: INSIDE IBM'S HISTORIC TURNAROUND

The story of an extraordinary turnaround, a case study in managing a crisis, and a thoughtful reflection on the computer industry and the principles of leadership. This book takes readers into the world of IBM's CEO, Gerstner recounts the meetings and explains the no-turning-back decisions that had to be made. He offers his hard-won conclusions about the essence of what makes a great company run.

372 PP.

Louis V. Gerstner, Jr.

HD9696.S44H375 1998

LEADING THE WAY TO COMPETITIVE EXCELLENCE: THE HARRIS MOUNTAINTOP CASE STUDY

In this contributed work, the editor and other authors from Harris Mountaintop share the actual case study of a company that recreated itself to improve quality. This book's goal is to teach principles, not recipes, and chapters focus on the programs and activities that, when used together, create the synergy needed to transform an organization.

346 PP.

William A. Levinson, Editor

HD9696.S44N383 1997

CORPORATE COMEBACK: THE STORY OF RENEWAL AND TRANSFORMATION AT NATIONAL SEMICONDUCTOR

In the first chapter, Miles lays out the corporate transformation framework, illustrated with examples from his work with National and other companies. The remainder of the volume provides a detailed account of how he and former National CEO Gil Amelio revitalized National Semiconductor.

388 PP.

Robert H. Miles

HF5384.H55 2003

BECOMING A MANAGER: HOW NEW MANAGERS MASTER THE CHALLENGES OF LEADERSHIP

This guide for novice managers analyzes the experiences of 19 beginning managers, emphasizing their new understandings of leadership, strategies for coping with stress, and creation of new identities. Hill (business administration, Harvard Business School) offers advice on dealing with organizational politics, team building, and preparations for leadership.

419 PP.

Linda A. Hill

HF5385.B39 2006

COACHED TO LEAD: HOW TO ACHIEVE EXTRAORDINARY RESULTS WITH AN EXECUTIVE COACH

This book offers step-by-step advice for achieving the same extraordinary results that top leaders get from executive coaching. Filled with insider tips, engaging real-life cases, and handy checklists and sample documents, Coached to Lead will help anyone who considers working with a professional coach to make smart decisions that maximize valuable resources.

250 PP.

Susan Battley

HF5385.B45 2002

MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING Second Edition

The author explains what mentoring is (and is not) and provides a way for readers to assess their own attributes for the practice. Subsequent information--designed to be personalized and read in any order--deals with such specifics as giving advice properly, gaining protégé acceptance, lessening the fear factor, and finding time to commit to the process.

220 PP.

Chip R. Bell

HF5414.7.N67 2000

CUSTOMER AND SUPPLIER INNOVATION TEAM GUIDEBOOK, THE

Provides a guide to be used by audit program managers and internal auditors for performing effective internal audits. The book introduces innovative material concerning internal auditing concepts and management issues. The author uses practical examples to help internal auditors focus on performing audits.

259 PP.

Patrick H. Norausky

HF5415.153.N475 2000

NEW PRODUCT DEVELOPMENT: STRATEGIES FOR SUPPLIER INTEGRATION

Written by a team of experts in the new product development field, this book is based on a three year study at Michigan State University that investigated the integration of suppliers into new product development, and provides a complete how-to guide for establishing new supplier strategies.

320 PP

Robert M. Monczka, et al

HF5549.12.B77 1998

NEW SUPERVISOR, THE: HOW TO THRIVE IN YOUR FIRST YEAR AS A MANAGER

This classic bestseller offers new managers a comprehensive primer to the essentials of effective management, including: problem solving, motivation, time management, communication, and performance appraisal.

290 PP.

Martin Broadwell with
Carol Broadwell Dietrich

HF5549.12.F68 1990

WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO

Based on the actual experiences of 25,000 managers, *Why Employees Don't Do What They're Supposed to Do...* gives you proven, straightforward methods that work on *real* jobs, in the *real* world. This results-oriented guidebook helps you handle the top 10 situations in which employees don't perform the way they should, including a detailed analysis of the causes and the plans for preventing the same problems down the road.

208 PP.

Ferninand Fournies

HF5549.12.L83 1994

COACHING SKILLS: A GUIDE FOR SUPERVISORS

Coaching can play a significant role in maximizing employee performance. It can also be instrumental in improving your management performance. Now, with this practical guide, you'll discover the essentials of coaching, including how to do it, when to do it, and why it is necessary in today's business environment. This book also addresses ways to coach employees with special needs, including underachievers, overachievers, and those with disabilities.

100 PP.

Robert W. Lucas

HF5549.12.M354 2002

SET-UP-TO-FAIL SYNDROME, THE: HOW GOOD MANAGERS CAUSE GREAT PEOPLE TO FAIL

The Set-Up-to-Fail Syndrome, by Jean-Francois Manzoni and Jean-Louis Barsoux, looks into the negative dynamics that unintentionally but unequivocally define far too many relationships between bosses and the people who report to them. More importantly, it also proposes ways to attack the problem where it exists and to keep it from occurring elsewhere.

280 PP.

Jean-Francois Manzoni and
Jean-Louis Barsoux

HF5549.12.N53 1993

PARTNERING WITH EMPLOYEES: A PRACTICAL SYSTEM FOR BUILDING EMPOWERED EMPLOYEES

Using hands-on interactive exercises and adaptable fill-in-the-blank agreements, Nielsen demonstrates how to initiate and develop a uniquely tailored partnering system--from creating an accurate job description and negotiating realistic support and achievement expectations to reviewing results and exchanging feedback as a team.

130 PP.

Duke Nielsen

HF5549.2.U5R677 1998

GOOD COMPANY: CARING AS FIERCELY AS YOU COMPETE

The authors of the bestselling "The Customer Comes Second" show companies large and small how to prosper in tough times by changing gracefully and managing with heart.

Hal Rosenbluth and
Diane McFerrin Peters

HF5549.5.W10 2000

MANAGING IN THE NEW ECONOMY: PERFORMANCE MANAGEMENT HABITS TO RENEW ORGANIZATIONS FOR THE NEW MILLENNIUM

This book changes the rules of organizational effectiveness, creating unprecedented opportunity for organizations and managers who are prepared to take it.

Andre de Waal and
Morel Fourman

HF5549.C84286 2005

FIRST FOUR WEEKS, THE: A GUIDE FOR THE NEW FEDERAL SUPERVISOR

This book is federal-specific and gives the new federal supervisor practical and prescriptive guidance for the steps he or she must follow to start out right. Starting off right with both the new subordinates and higher management will set the tone for the entire tenure in the job. The new supervisor will need to determine priorities, create the right structure, negotiate performance expectations, set the appropriate tone, and establish credibility with both higher management and subordinates.

154 PP.

Michael Corum

HF5549.F10 1994

THINK LIKE A MANAGER: EVERYTHING THEY DIDN'T TELL YOU WHEN THEY PROMOTED YOU!

Think Like a Manager, now in its Third Edition, shows you how you can acquire the management skills and instincts you need to excel. More than a management theory book, Think Like a Manager is a practical, nuts-and-bolts guide that will help you become a better manager by: -Establishing and meeting realistic goals and objectives.

324 PP.

Roger Fritz

HF5549.K498 1999

COACHING FOR COMMITMENT: INTERPERSONAL STRATEGIES FOR OBTAINING SUPERIOR PERFORMANCE FROM INDIVIDUALS AND TEAMS

In today's workplace, everyone can be a coach. Kinlaw shows you how you can use coaching to build commitment among your colleagues. Committed employees have a clear understanding of core values and performance goals, feel encouraged to exercise influence, possess the competencies required to perform their tasks, and sense that their performance is appreciated.

158 PP.

Dennis C. Kinlaw

JF1351.C3526 1995

TRUSTWORTHY GOVERNMENT: LEADERSHIP AND MANAGEMENT STRATEGIES FOR BUILDING TRUST AND
Studies reveal that the majority of U.S. citizens distrust their own government and many public employees do not trust the organizations in which they work. Since trust is central to any organization's achievement of high performance, and high performance is number one on the government reform agenda, it is imperative that government overcome this trust deficit and work to build trust within its ranks.

233 PP.

David G. Carnevale

JF1351.D455 1993

PURSUIT OF SIGNIFICANCE, THE: STRATEGIES FOR MANAGERIAL SUCCESS IN PUBLIC ORGANIZATIONS

This book provides the tools with which to transform hierarchical, rule-bound public bureaucracies into organizations driven by a commitment to common purpose, a concern for high-quality public services, empowerment and shared leadership, a strategy of pragmatic instrumentalism, and a dedication to public service.

300 PP.

Robert B. Denhardt

JF1351.E59 1995

ENDURING CHALLENGES IN PUBLIC MANAGEMENT, THE: SURVIVING AND EXCELLING IN A CHANGING WORLD

This book brings home to the real world the unavoidable push and shove being experienced in the public sector when the culture of entrepreneurial management joins with the traditional mares of "good government".

647 PP.

Arie Halachmi and
Geert Bouckaert

JK421.D34 2006

FIRST 90 DAYS IN GOVERNMENT, THE: CRITICAL SUCCESS STRATEGIES FOR NEW PUBLIC MANAGERS AT ALL LEVELS

This concise, practical book provides a roadmap that will help new government leaders at all levels accelerate their transitions by overcoming nine transition challenges, ranging from clarifying expectations to defining goals to building a team to managing personal stress. The authors also offer detailed strategies for avoiding major transition traps.

176 PP.

Peter H. Daly and
Michael Watkins

KF285.S55 2008

COACHING QUESTIONS: A COACH'S GUIDE TO POWERFUL ASKING SKILLS

The single most important skill in coaching is asking powerful questions. In this volume, master coach trainer Tony Stoltzfus joins with 12 other professional coaches to present dozens of valuable asking tools, models and exercises, then illustrates these coaching strategies with over 1,000 examples of penetrating questions.

100 PP.

Tony Stoltzfus

PN6231.M2.P4 1969

PETER PRINCIPLE, THE

This book really opens your eyes as to why some people do well as they move up the corporate ladder or why they stagnate. We all reach a level of incompetency that we need to recognize when we have reached it. If we are business owners, that is

when we need to be sure we get the managers we need to help us grow the business.
179 PP.

Lawrence J. Peter

RA971.B47 2008

MANAGEMENT LESSONS FROM MAYO CLINIC: INSIDE ONE OF THE WORLD'S MOST ADMIRABLE SERVICE ORGANIZATIONS

For the first time the May Clinic reveals how this complex service organization fosters a culture that exceeds customer expectations and earns deep loyalty. It explains how the Clinic implements and maintains its strategy, adheres to its management system, executes its care model, and embraces new knowledge - invaluable lessons for managers and service providers of all industries.

276 PP.

Leonard L. Bery and
Kent D. Seltman

Motivation

HF5549.5.M63B368 2009

MOTIVATE LIKE A CEO: COMMUNICATE YOUR STRATEGIC VISION AND INSPIRE PEOPLE TO ACT!

The most successful leaders seem to possess a remarkable gift for inspiring and motivating people. They are not only hard workers who possess great business minds; they rally others to drive forward with a powerful, common vision. Motivate Like a CEO demonstrates how leaders at every level can develop this skill and use it to bring their teams together around a common purpose.

278 PP.

Suzanne Bates

HD5549.5.M63H47 2008

ONE MORE TIME: HOW DO YOU MOTIVATE EMPLOYEES?

The author shows managers how to shift from relying on extrinsic incentives to activating the real drivers of high performance: interesting, challenging work and the opportunity to continually achieve and grow into greater responsibility. The results? An ultramotivated workforce.

65 PP.

Frederick Herzberg

HF50.5.N45 2001

PLEASE DON'T JUST DO WHAT I TELL YOU!: DO WHAT NEEDS TO BE DONE

Best-selling author Bob Nelson teaches readers how to take more initiative and be rewarded for it! With its inspiring anecdotes and practical advice, Nelson's book is a wonderful resource for people who want their jobs to be more satisfying and for bosses who want to teach their employees to focus on what truly matters.

105 PP.

Bob Nelson

HF5549.5.63T456 2000

INTRINSIC MOTIVATION AT WORK: BUILDING ENERGY AND COMMITMENT

This book is readable, logical, and especially relevant to those concerned with the attraction, retention, and motivation of knowledge workers and the effective management of Generation X employee. This is a must-read for everyone who cares about organizational success and quality of life at work in the future. It's a virtual handbook for the self-managing and their leaders.

143 PP.

Kenneth Wayne

HF5549.5.C53F44 2008

MANAGER'S GUIDE TO COACHING, THE: SIMPLE AND EFFECTIVE WAYS TO GET THE BEST OUT OF YOUR EMPLOYEES

Managers are being encouraged to improve employee performance through effective coaching, but so few of them have the time--or the knowledge--it takes to do it successfully. In this helpful manual they guide managers through every step of the coaching process, from problem solving to developing accountability.

229 PP.

Brian Emerson and

HF5549.5.H11 2002

180 WAYS TO WALK THE RECOGNITION TALK: THE HOW-TO HANDBOOK FOR EVERYONE

The proven techniques and practical strategies found in these pages will get EVERYONE in your organization walking the recognition talk. It will help you encourage positive, productive performance and build a "magnetic" culture that attracts and retains the best and brightest people.

Eric Harvey

HF5549.5.M63B83 2001

NOW, DISCOVER YOUR STRENGTHS

With accessible and profound insights on how to turn talents into strengths, and with the immediate on-line feedback of StrengthsFinder at its core, Now, Discover Your Strengths, is one of the most groundbreaking and useful business books ever written.

259 PP.

Marcus Buckingham and
Donald O. Clifton

HF5549.5.M63H33 1997

BETTER PLACE TO WORK, A: A NEW SENSE OF MOTIVATION LEADING TO HIGH PRODUCTIVITY

Highly motivated employees represent a key source of competitive advantage for companies. Employees are fully equipped with the knowledge, skills, and abilities to meet the challenges they face. They exhibit astounding creativity and seemingly unlimited productive energy.

Adolf Haasen
Gordon F. Shea

HF5549.5.M63L86 2001

FISH: A REMARKABLE WAY TO BOOST MORALE AND IMPROVE RESULTS

Addressing today's most pressing work issues with an engaging metaphor and an appealing message that applies to anyone in any sector of any organization, Fish! offers wisdom that is easy to grasp, instantly applicable, and profound -- the hallmarks of a true business classic.

112 PP.

Stephen C. Lundin, et al

HF5549.5.M63T456 2000

INTRINSIC MOTIVATION AT WORK: BUILDING ENERGY AND COMMITMENT

In this comprehensive and accessible book, Thomas describes a new model for psychological empowerment, based on four rewards that encourage self-management: a sense of meaningfulness, a sense of choice, a sense of competence or quality, and a sense of progress. He outlines how managers can identify areas of low satisfaction for workers and set up rewards to reenergize them.

160 PP.

Kenneth W. Thomas

HF5549.5.M63W54 2002

WHALE DONE: THE POWER OF POSITIVE RELATIONSHIPS

The author shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home.

128 PP.

Ken Blanchard, et al

HF5549.5.M6L364 2003

TAO OF COACHING, THE: BOOST YOUR EFFECTIVENESS AT WORK BY INSPIRING AND DEVELOPING THOSE AROUND YOU

Succinct and engaging, this book offers you advice on how to coach your team and colleagues, so you can better: Give and receive feedback. Apply the power of questioning - not just telling. Structure a coaching discussion. Build others' skills, for

team results. Create more time for yourself, by delegating well.
164 PP.

Max Landsberg

HF5549.B10 2002

180 WAYS TO WALK THE MOTIVATION TALK: PROVEN AND PRACTICAL "HOW-TO's" TO ENERGIZE EVERYONE IN YOUR ORGANIZATION

It's one of the most important yet underutilized factors affecting business today. And, fact is, your very success hinges on the ability of leaders throughout your organization to make it happen.

John Baldoni and
Eric Harvey

HF5549.FCC10 2000

WHAT COUNTS: HOW FORWARD-THINKING LEADERS RECOGNIZE AND REWARD EMPLOYEES

This book will give both employers with deep pockets, and those who scrape by a way to reward and motivate their employees to do a good day to day job, and to be more productive. While not exhaustive, it is a great (and inexpensive) introduction to taste the good life by winning over your employees.

130 PP.

Franklin Covey Institute

HF5549.H33825 1996

GETTING EMPLOYEES TO FALL IN LOVE WITH YOUR COMPANY

Jim Harris, PhD.

HF5549.K498A 2008

COACHING FOR COMMITMENT: ACHIEVING SUPERIOR PERFORMANCE FROM INDIVIDUALS AND TEAMS
[Third Edition]

This guide offers an introduction to the proven Coaching for Commitment approach to coaching. Specifically, it describes the Role Model, which identifies four distinct roles (Manager, Mentor, Instructor and Coach), then focuses on the coach role by illustrating the Coaching Prism, which is inclusive of the InDiCom (Involve, Discover and Commit) Coaching Model and the CLEAR Coaching Skills: Challenge, Listen, Encourage, Ask and Refine.

246 PP.

Cindy Coe,
Dennis Kinlaw, et al.

JF1601.M29 2007

MANAGING GOVERNMENT EMPLOYEES: HOW TO MOTIVATE YOUR PEOPLE, DEAL WITH DIFFICULT ISSUES, AND ACHIEVE TANGIBLE RESULTS

The authors 32-year career, which includes service at both the management and executive levels in the Department of Defense, General Service Administration, Federal Energy Administration, and Veterans Health Administration, make Managing Government Employees an extraordinarily credible endeavor. It's a 'must-read' for those contemplating entering management. The authors comments and insights are useful to all managers, particularly first line managers, everywhere.

223 PP.

Stewart Liff

PN1997.S10 1991

NEVER NEVER QUIT

A photographic celebration of "courage" in American sports.

70 PP.

Mike Shields

Negotiation

BD637.N4U79 1993

GETTING PAST NO: NEGOTIATING YOUR WAY FROM CONFRONTATION TO COOPERATION

A guide to successful negotiation shows readers how to stay cool under pressure, stand up for themselves without provoking

opposition, deal with underhanded tactics, find mutually agreeable options, and more.
208 PP.

William Ury

BF637.4R34 1982

ART AND SCIENCE OF NEGOTIATION, THE

Using a vast array of specific cases and clear, helpful diagrams, Raiffa not only elucidates the step-by-step processes of negotiation but also translates this his deeper understanding into practical guidelines.
373 PP.

Howard Raiffa

BF637.I48M39 2000

DYNAMICS OF CONFLICT RESOLUTION, THE: A PRACTITIONER'S GUIDE

The author offers vivid examples from interpersonal, community, organizational, labor management, environmental, public policy, and international disputes, giving readers not only powerful concepts but anchoring stories that will enable them to become more effective negotiators, facilitators, and mediators.
288 PP.

Bernard Mayer

BF637.N4 1995

GETTING READY TO NEGOTIATE: THE GETTING TO "YES" WORKBOOK

Based on the philosophy and advice presented in Getting to Yes - be prepared, negotiate interests not positions, understand the other side's interests, and work together - this is the tool that will help each person design the negotiating strategy that is best for him or her in any given situation.
174 PP.

Roger Fisher and
Danny Ertel

BF637.N4.A10 1996

50+ ACTIVITIES TO TEACH NEGOTIATION

This book contains a variety of fully reproducible exercises to teach and reinforce the skills necessary to be a successful negotiator. Each Activity includes a detailed description of the exercise, the steps to follow, additional resources and lecture notes for the trainer.
300 PP.

Ira Asherman

BF637.N4.F57 1991

GETTING TO YES: NEGOTIATING AGREEMENT WITHOUT GIVING IN

Getting to Yes is a straightforward, universally applicable method for negotiating personal and professional disputes without being taken and without getting angry. It offers a concise, step-by-step, proven strategy for coming to mutually acceptable agreements in every sort of conflict whether it involves parents and children, neighbors, bosses and employees, customers or corporations, tenants or diplomats.
200 PP.

Roger Fisher

BF637.N4F58 1989

GETTING TOGETHER: BUILDING RELATIONSHIPS AS WE NEGOTIATE

Getting Together builds on the foundation of Getting to Yes by outlining a framework to build relationships while negotiating. This is a must read for all business people and a good addition to Getting to Yes.
216 PP.

Roger Fisher and
Scott Brown

BF637.N4N15 1987

FUNDAMENTALS OF NEGOTIATING: THE ESSENTIAL WORK ON THE NEGOTIATING PROCESS

A course in negotiating by America's foremost negotiating expert and trainer. Reveals the skills and strategies that assure successful bargaining in business and personal negotiations.

328 PP.

Gerald I. Nirenberg

BF637.N4N5 1986

COMPLETE NEGOTIATOR, THE: THE STEP-BY-STEP PLAN USED BY TOP PROFESSIONALS ACROSS THE COUNTRY

Loaded with real-life negotiating experiences, and filled with personal tests, real-life applications, and plenty of examples, this book shows you how to create a cooperative climate for a successful conclusion that makes everyone feel like a winner.

345 PP.

Gerard I. Nierenberg

BF637.N4S44 1999

BARGAINING FOR ADVANTAGE: NEGOTIATION STRATEGIES FOR REASONABLE PEOPLE

This is a unique combination of lively storytelling, useful lessons gleaned from the tactics used by some of the world's leading business strategists, and the latest insights from negotiation research. Whether you are closing a business deal, negotiating a raise, or buying a car. Richard Shell teaches you to draw on your unique communication style to become a more confident negotiator.

286 PP.

G. Richard Shell

HD42.L36 2000

MAKING OF A MEDIATOR, THE: DEVELOPING ARTISTRY IN PRACTICE

The Making of a Mediator goes beyond the basics of mediation process. In this essential resource, expert mediator and teacher Michael Lang outlines his innovative model of artistry in professional practice that results from the understanding of the connection between reflective practice and interactive process.

288 PP.

Michael D. Lang and
Alison Taylor

HD58.6.A27 1997

HOW TO NEGOTIATE ANYTHING WITH ANYONE ANYWHERE AROUND THE WORLD

Organized in an easy-to-access, quick-reference format, the author provides vital and interesting information about every country, including, basic facts about the country, details about greetings, conversation topics to use and to avoid, special sensitivities, entertainment customs, gender issues, table manners, and, of course, lots of key negotiation pointers and winning strategies.

336 PP.

Frank L. Acuff

HD58.6.A43 1993

ADDED VALUE NEGOTIATING: THE BREAKTHROUGH METHOD FOR BUILDING BALANCED DEALS

Added Value Negotiating presents a breakthrough method for negotiating that eliminates many of the problems of conventional negotiating approaches. This book teaches you a non-combative, five-step method for focusing on interests, developing options, and creating deals that will benefit everyone involved.

205 PP.

Karl Albrecht and
Steve Albrecht

HD58.6.C63 2002

NEGOTIATING SKILLS FOR MANAGERS

This book explains how to establish a solid pre-negotiation foundation, subtly guide the negotiation, and consistently set and achieve satisfactory targets. From transferring one's existing strengths to the negotiating table to avoiding common negotiating errors, it reveals battle-proven steps for reaching personal and organizational objectives in every negotiation.

200 PP.

Steven Cohen

HD58.6.D66 2007

NEGOTIATING FOR DUMMIES: A REFERENCE FOR THE REST OF US!

People who can't or won't negotiate on their own behalf run the risk of paying too much, earning too little, and always feeling like they're getting gypped. "Negotiating For Dummies", Second, Edition offers tips and strategies to help you become a more comfortable and effective negotiator. And, it shows you negotiating can improve many of your everyday transactions—everything from buying a car to upping your salary.

364 PP.

Michael C. Donaldson

HD58.6.F85 1991

NEGOTIATOR'S HANDBOOK, THE: THE COMPLETE GUIDE TO WINNING TACTICS IN PLANNING AND EXECUTING YOUR OBJECTIVES

While the ability to negotiate is crucial to business success, it is, unfortunately, an area where many hidden traps await the unwary. This one-stop, A-to-Z handbook arms readers with everything they should know to plan, conduct, and close any negotiation.

288 PP.

George Fuller

HD58.6.L49 2004

ESSENTIALS OF NEGOTIATION [Third Edition]

This book explores the major concepts and theories of the psychology of bargaining and negotiation, and the dynamics of interpersonal and inter-group conflict and its resolution. In this revision, the organization more closely follows both Negotiation and Negotiation: Readings, Cases, and Exercises.

274 PP.

Roy J. Lewicki, et al

HD6971.5.W45 1996

BEYOND THE WALLS OF CONFLICT: MUTUAL GAINS NEGOTIATING FOR UNIONS AND MANAGEMENT

Beyond the Walls of Conflict is a unique book that offers a truly breakthrough method for solving problems between unions and management. For those considering or participating in alternative dispute resolution processes, Beyond the Walls of Conflict is a road map for collective bargaining and union-management problem solving. It offers a new vision for union and management relations that focuses on continuous negotiations and ongoing dialogue.

242 PP.

David S. Weiss

HD6971.R14 2000

PRACTICAL GUIDE TO INTEREST-BASED BARGAINING, A [Third Edition]

43 PP.

FPMI Communications

HD6971.S12 2003

BARGAINING BOOK, THE: A GUIDE TO COLLECTIVE BARGAINING IN THE FEDERAL GOVERNMENT [Fourth Edition]

The Bargaining Book removes the mystery from the system by guiding the reader, step-by-step, from the initial phases of bargaining through implementation of the final agreement.

98 PP.

Phillip A. Varnak

HD8005.6.A10 1994

PRACTICAL GUIDE TO USING ALTERNATIVE DISPUTE RESOLUTION IN THE FEDERAL SERVICE, A

The author explains advantages of using ADR as well as when ADR is not likely to work. He identifies the steps necessary to structure a successful ADR program. In closing, and as an example, the author shows how two federal agencies have used ADR in the workplace to create a more efficient, effective government.

64 PP.

Stephen Allred

HD8005.6.G10 2000

FEDERAL COLLECTIVE BARGAINING HANDBOOK

Save time researching laws, regulations, decisions and rulings when bargaining a labor agreement with the Federal Collective Bargaining Handbook (FCBH). This resource sorts out and assembles - in an easy-to-read format - the key contract provisions you need to know when preparing to bargain. This loose-leaf book covers the full range of bargaining issues and tools.

Richard B. Grant, Esq., Editor

HD8005.FPMI10 2001

ALTERNATIVE DISPUTE RESOLUTION: A PROGRAM GUIDE

93 PP.

Alvin E. Ray, et al

HM136.D36 1997

MANAGING DIFFERENCES: HOW TO BUILD BETTER RELATIONSHIPS AT WORK AND HOME

Managing Differences shows you step-by-step how to harness the magical power of mediation to turn conflict into cooperation in everyday life. You will learn to use the simple yet powerful communication tool, Self Mediation ("Doing mediation without a third party").

240 PP.

Daniel Dana

HM136.M684 1996

MEDIATION PROCESS, THE: PRACTICAL STRATEGIES FOR RESOLVING CONFLICT [Second Edition]

Since it was first published in 1986, The Mediation Process has become a landmark resource for mediation practitioners, trainers, students, and professionals in corporate, legal, health care, education, and governmental arenas. This thoroughly revised and expanded third edition has been updated to include coverage of the most contemporary issues in mediation practice and to provide updated bibliographical resources.

Christopher W. Moore

HM136.S633 1996

WHEN PUSH COMES TO SHOVE: A PRACTICAL GUIDE TO MEDIATING

Karl A. Slaikeu covers the basic interpersonal and communications skills needed to mediate conflict, presenting a five-step mediation process, and coaches the reader through each phase. The author also addresses mediation "on the fly" where a more structured process is not possible or called for.

320 PP.

Karl A. Slaikeu

K120.M66 2000

BEYOND WINNING: NEGOTIATING TO CREATE VALUE IN DEALS AND DISPUTES

In this step-by-step guide to conflict resolution, the authors describe the many obstacles that can derail a legal negotiation, both behind the bargaining table with one's own client and across the table with the other side. They offer clear, candid advice about ways lawyers can search for beneficial trades, enlarge the scope of interests, improve communication, minimize transaction costs, and leave both sides better off than before.

354 PP.

Robert H. Mnookin, et al

HD6971.B10 2005

INTEREST-BASED BARGAINING: A USER'S GUIDE

This book provides a detailed account of why it makes sense to negotiate on the basis of interests rather than positions. It provides a detailed set of guidelines for negotiators who wish to develop a cooperative, problem solving approach to their bargaining. It draws on the experiences of using interest-based approaches in the USA and Ireland.

137 PP.

Jerome T. Barrett and
John O'Dowd

KF3515.S11 1999

FEDERAL MANAGER'S GUIDE TO LIABILITY, THE: WHAT HAPPENS AND WHAT TO DO WHEN A MANAGER IS CHARGED, SUED, INDICTED OR ADMINISTRATIVELY CHARGED [Second Edition]

By understanding the principles in this book, federal managers can make important decisions without being overly concerned about being sued or becoming subject to an investigation or adverse action.

75 PP.

G. Jerry Shaw and
William L. Bransford

Organizational Behavior

BF637.L4A10 2001

LOVE AND WORK: A CONVERSATION WITH JAMES AUTRY

Composed of refreshingly jargon-free short essays and poetry, Autry's management primer promotes the integration of work and life and the adoption of egalitarian business practices.

224 PP.

James Autry

BF637.S4G47 1989

EMPOWERMENT: THE ART OF CREATING YOUR LIFE AS YOU WANT IT

Gershon and Straub are the leaders of the Empowerment Workshop, an internationally recognized human potential training program. Now they present their program in this easy-to-use guide with methods for using affirmations, visualizations, and other metaphysical tools to achieve exactly what you desire out of life.

234 PP.

David Gershon and
Gail Straub

HD38.M612 1997

IMAGIN-I-ZATION: NEW MINDSETS FOR SEEING, ORGANIZING, AND MANAGING

"Imaginization" is a way of thinking and organizing. It is a key managerial skill that will help you understand and develop your own creative potential, and find innovative solutions to difficult problems.

350 PP.

Gareth Morgan

HD58.7.B58 1989

EMPOWERED MANAGER, THE: POSITIVE POLITICAL SKILLS

Managers and other employees who pick up "The Empowered Manager", won't just be reading about management. They'll be harvesting timeless tips from a master of business thinking. And they'll be uncovering a road map that leads to enhanced effectiveness and job satisfaction.

204 PP.

Peter Block

HD58.7.H3683 1993

UNDERSTANDING ORGANIZATIONS: HOW UNDERSTANDING THE WAYS ORGANIZATIONS ACTUALLY WORK CAN BE USED TO MANAGE THEM BETTER

Long a bestseller in the United Kingdom, this classic text offers an illuminating discussion of key concepts of concern to all managers: culture, motivation, leadership, power, role-playing and working in groups. What the successful manager knows intuitively, Charles Handy puts into words.

448 PP.

Charles Handy

HD58.7.H376 1988

ABILENE PARADOX AND OTHER MEDIATIONS ON MANAGEMENT, THE

Travel the road to Abilene and you'll arrive at a place where deeply held, logical values fall victim to group dynamics. It's a bumpy ride culminating in meaningless outcomes and blame, but you can skip the trip if you know how to read the road signs. People will often "go along to get along" if they have any doubt at all about what will happen if they present opposition.

Leaders must create a workplace where people are free to disagree and are encouraged to voice their true opinions.

Jerry B. Harvey

HD58.7.H45 1993

MANAGEMENT OF ORGANIZATIONAL BEHAVIOR: UTILIZING HUMAN RESOURCES [Sixth Edition]

Used by more than a million people, this best-selling book is based on fundamental ideas from the applied behavioral sciences that have been successfully applied in thousands of organizations throughout the world. Complete coverage of motivation and behavior, situational leadership, building effective relationships, planning and implementing change, leadership strategies, and

the organizational cone and integrating situational leadership with the Classics.
536 PP.

Paul Hersey and
Kenneth Blanchard

HD58.7.L477 2000

SOUL AT WORK, THE: LISTEN...RESPOND...LET GO

In a nutshell, "complexity science" refers to how things interact with each other in the natural world. Lewin and Regine, respected academics and authors, attempt to build on this model, pointing out its applications in the business world. The world is often chaotic, though properly challenged people can often surmount and even thrive amidst the chaos.

336 PP.

Roger Lewin and
Birute Regine

HD58.7.P42 1993

WORLD WAITING TO BE BORN, A: CIVILITY REDISCOVERED

"A World Waiting to be Born", is the author's long-awaited major work of nonfiction, and it brings us the most urgent messages and the most important guidance toward change Dr. Peck has ever offered.

384 PP.

Scott M. Peck

HD58.7.S3217 2009

CORPORATE CULTURE SURVIVAL GUIDE, THE

In this book Edgar Schein reveals how that's merely the tip of the iceberg, an iceberg that managers ignore at the peril of their company's future. Underneath lies the much-harder-to-grasp "essence" of the company, the "learned, shared, tacit assumptions on which people base their daily behavior."

256 PP.

Edgard H. Schein

HD58.7.S33 1992

ORGANIZATIONAL CULTURE AND LEADERSHIP [First and Second Editions]

Schein shows how to identify, nurture, and shape the cultures of organizations in any stage of development, and presents critical new learnings and practices in the field, including additional work on subcultures. The result is a vital aid to understanding and practicing organizational effectiveness.

380 PP.

Edgar H. Schein

HD58.7.S48 1997

TRUST IN THE BALANCE: BUILDING SUCCESSFUL ORGANIZATIONS ON RESULTS, INTEGRITY, AND CONCERN

This book should be on the must-read list for any leader who is contemplating reorganization, downsizing, or a move to shared leadership.

223 PP.

Robert Bruce Shaw

HD58.82.D38 1998

WORKING KNOWLEDGE: HOW ORGANIZATIONS MANAGE WHAT THEY KNOW

Drawing on their work with more than 30 knowledge-rich firms, the authors-experienced consultants with a track record of success-examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate knowledge into market value.

224 PP.

Thomas H. Davenport and
Laurence Prusak

HD58.9.S73 1990

APPRECIATIVE MANAGEMENT AND LEADERSHIP: THE POWER OF POSITIVE THOUGHT AND ACTION IN

ORGANIZATIONS

Shows how executives can introduce, nurture, and develop human values in organizational life. Explores modes of thought and processes of leadership that stimulate cooperation and enhance creativity in working toward common organizational goals. 480 PP.

Suresh Srivastva and
David L. Cooperrider, and Associates

HD59.B93 1991

ZAPP! THE LIGHTNING OF EMPOWERMENT

Empowerment is the answer, and it's easier to achieve than you may think. In this motivating book you will find specific strategies designed to help you empower your employees daily.

224 PP.

W. C. Byham and
Jeff Cox

HD60.C10S08 2009

HOW DID THAT HAPPEN: HOLDING PEOPLE ACCOUNTABLE FOR RESULTS: THE POSITIVE PRINCIPLED WAY

Connors and Smith have spent decades implementing their approach to creating greater accountability. Now they present the Accountability Sequence, a systematic and sensible approach that includes two essential components: The Outer Ring, which reveals how to establish expectations and positive accountability connections with everyone in the Expectations Chain. The Inner Ring, which shows how to manage unmet expectations when people fail to deliver and thereby reverse the misfortune of missed results.

252 PP.

Roger Connors and
Tom Smith

HD60.M3647 2004

ACCOUNTABLE ORGANIZATION, THE: RECLAIMING INTEGRITY, RESTORING TRUST

The author offers a cerebral, but pragmatic approach to defining and applying concepts like "integrity" and "trust" (too often just rhetoric) in the modern business enterprise. His views on risk and trust are well thought out, insightful, academic, but with very practical applications. A must read not just for executives, but for everyone in your entire enterprise. (+) Mr. Marchica lays out how it's important to conduct business with accountability, integrity and trust, but he's just as quick to point out that you still must take risks and be creative.

199 PP.

John Machica

HD70.U5M54 1994

FRAMEBREAK: THE RADICAL REDESIGN OF AMERICAN BUSINESS

The authors propose a strikingly new design for organizations based around four conceptual dimensions: knowledge and learning; recovery and development; world service and spirituality; and operations. Each dimension analyzes, interprets, and responds to the organization and the outside world from a different perspective.

155 PP.

Ian I. Mitroff, et al

HF5549.5.M63M368 1991

WHY THIS HORSE WON'T DRINK: HOW TO WIN AND HOW TO KEEP EMPLOYEE COMMITMENT

Matejka includes "Action Exercises" to help managers get employees working right for the company and for themselves. His theory involves shaking the entire organization out of old nonproductive ways of doing things by making the consequences of new behavior more rewarding. Included at the end of each chapter are notes to amplify the points made.

Ken Matejka

HF58.7.R4388 2006

TRUST AND BETRAYAL IN THE WORKPLACE: BUILDING EFFECTIVE RELATIONSHIPS IN YOUR ORGANIZATION

The solution the authors propose in "Trust & Betrayal in the Workplace" is that leaders must develop a full understanding of the complex dynamics involved, and commit to practices that support building trust with employees. The book addresses the aspects of betrayal and trust, the bulk of it focused on "transactional trust" and ways to build it among teams and groups as

well as entire organizations. The authors conclude with a section on "transformational trust," the ultimate stage attained when trust reaches a critical point and increases exponentially, becoming self-generating and synergistic.

247 PP.

Dennis S. Reina and
Michelle L. Reina

HM131.P1450 1997

POWER PRINCIPLE, THE: INFLUENCE WITH HONOR

This self-help book reflects Lee's views on various types of power and how to develop principle-centered power in your life, which he defines as power that inspires loyalty and devotion, transcending time and place. Such power is based on trust and respect and survives even after one dies. Lee describes three types of power: coercive, which relies on the premise of control and uses fear as its instrument; utility, which is based on fairness, the exchange of what you can do for me with what I can do for you; and principle-centered, which is based on what you can do with others.

384 PP.

Blaine Lee

HM786.C43 2003

COURAGEOUS FOLLOWER, STANDING UP TO AND FOR OUR LEADERS, THE

For every leader there are dozens of dedicated and driven followers. Management consultant Ira Chaleff explores the forces at work in the leader-follower relationship and shows how courageous followers can improve that relationship to support -- and at times correct -- a dynamic leader, benefit themselves, and work toward their common goals.

240 PP.

Ira Chaleff

HN65.L365 1991

NEW INDIVIDUALISTS, THE: THE GENERATION AFTER THE ORGANIZATION MAN

In 1956 W.H. Whyte, Jr. published "The Organization Men". With the aid of Whyte's notes & his blessings authors, Leinberger and Tucker researched & searched the offspring of the original focus group. What they found was this group of baby boomers are redefining both organizational and individualism, with profound consequences.

Paul Leinberger

Organizational Development

HD62.6.D777 2008

FIVE MOST IMPORTANT QUESTIONS, THE: YOU WILL EVER ASK ABOUT YOUR ORGANIZATION

With Peter Drucker's five essential questions and the help of five of today's thought leaders, this little book will challenge readers to take a close look at the very heart of their organizations and what drives them. A tool for self-assessment and transformation, answering these five questions will fundamentally change the way you work, helping you lead your organization to an exceptional level of performance. These five questions will take readers on an exploration of organizational and personal self-discovery, giving them a means to assess how to be--how to develop quality, character, mind-set, values and courage.

119 PP.

Peter Drucker with
Jim Collins, et al.

HD58.82.L53 2000

BUILDING ORGANIZATIONAL INTELLIGENCE: A KNOWLEDGE MANAGEMENT PRIMER

A book/CD-ROM for executives, managers, systems analysts, and other knowledge management professionals, describing the concepts and tools associated with storing, managing, distributing, and retrieving information.

141 PP.

Jay Liebowitz

HD2741.T36 2003

NAKED CORPORATION, THE: HOW THE AGE OF TRANSPARENCY WILL REVOLUTIONIZE BUSINESS

The authors explain how the new transparency has caused a power shift toward customers, employees, shareholders, and other stakeholders; how and where information has exploded; and how corporations across many industries have seized on transparency not as a challenge but as an opportunity.

348 PP.

Don Tapscott and
David Ticoll

HD30.COJO 2005

PROCESS-BASED ORGANIZATION, THE: A NATURAL ORGANIZATION STRATEGY

If you want to have a more productive company and happier people working in it, read this compelling book from cover to cover. It provides an innovative solution to company leaders who want to avoid a drastic downsizing and the consequential loss of talent only to find out that the expected efficiency increase doesn't materialize and that they have to hire again more people again reorganize and limp along long periods of poor performance.

Gustavo Crosetto and
Jorge Mcaczaga

HD31.N53 1993

LIVING ORGANIZATION, THE: TRANSFORMING TEAMS INTO WORKPLACE COMMUNITIES

The Living Organization is a powerful new way of turning around a disenchanting workforce that has lost faith in management fads. This guide lays out a blueprint for the transformation of your organization into a workplace community with real-world examples and a how-to strategy.

300 PP.

John Nirenberg

HD38.2.H25 2004

H.I.M.M. HIGH IMPACT MIDDLE MANAGEMENT: SOLUTIONS FOR TODAY'S BUSY MANAGERS

According to the author, keeping people great depends on the success of middle managers - those who have the power to either execute positive results or cause a company to stagnate. High impact middle managers are timely and on target, know how to think strategically and transition well between tasks, and their ideas are provocative in ways that help move work forward. The author adds that they also "produce results and imbue the workplace with energy."

240 PP.

Lisa Haneberg

HD38.A27 1994

DEMOCRATIC CORPORATION, THE: A RADICAL PRESCRIPTION FOR RECREATING CORPORATE AMERICA AND REDISCOVERING SUCCESS

Ackoff explodes a number of business notions and introduces organizational structures that can give a competitive edge. He cites examples from prominent companies such as General Motors, IBM, Kodak, Alcoa, Dupont, and others.

272 PP.

Russell L. Ackoff

HD38.L73 1995

T-FORM ORGANIZATION, THE: USING TECHNOLOGY TO DESIGN ORGANIZATIONS FOR THE 21st CENTURY

Henry C. Lucas, Jr., goes beyond mere description to show how managers can use information technology (IT), combined with conventional approaches to organizational design, to create a technologically-based "T-Form" organization.

253 PP.

Henry C. Lucas, Jr.

HD38.W10 1996

SYSTEMATIC SUCCESSION PLANNING: BUILDING LEADERSHIP FROM WITHIN

Read and learn the difference between replacement planning and succession planning. How to develop a succession plan for each work group, and why key positions may not be obvious but may not always be at the top. Also, learn how to evaluate individuals for future opportunities.

126 PP.

Rebecca L. Wolfe

HD4904.B4 2003

MAXIMIZING HUMAN CAPITAL: GETTING THE JOB DONE THROUGH EMPLOYEE EMPOWERMENT IN THE FEDERAL GOVERNMENT

This guide provides the opportunity for agencies to meet challenge not through organizational changes, policy issuances and strategic plans, but through a step-by-step process of employee empowerment.

84 PP.

Kenneth Burger and
Alvin Ray

HD4928.S10 1993

ORGANIZATIONAL VISION, VALUES AND MISSION: BUILDING THE ORGANIZATION OF TOMORROW

Develop organizational vision, values, and mission to build team spirit and productivity.

100 PP.

Cynthia Scott, et al

HD50.5.M36 1996

CREATING AN "OPEN BOOK" ORGANIZATION:...WHERE EMPLOYEES THINK AND ACT LIKE BUSINESS PARTNERS

This is a book delivers an integrated approach that you can begin using today as a blueprint for transformation. You'll also discover a wealth of real-world examples, checklists, graphs, and charts to help facilitate your efforts and get you up to speed quickly.

300 PP.

Thomas J. McCoy

HD58.8.82.G37 2003

LEARNING IN ACTION: A GUIDE TO PUTTING THE LEARNING ORGANIZATION

Describes basic steps in every learning process, then addresses critical challenges facing managers at each of these stages and the various ways these challenges can be met. Introduces three modes of learning intelligence gathering, experience, and experimentation and shows how each mode is most effectively deployed.

256 PP.

David A. Garvin

HD58.8.C12 2000

POSSIBILITIES LEADER, THE

224 PP.

Robert R. Carkhuff and
Bernard G. Berenson

HD58.8.L37 2004

LEADING ORGANIZATIONAL LEARNING: HARNESSING THE POWER OF

Practical advice on Learning and Knowledge Transfer from the significant Thought Leaders in this field. This handbook helps business, government, and nonprofit leaders understand how to master learning and knowledge sharing within their organizations. This one-of-a-kind volume is filled with chapters that directly address the most current ideas, concepts, and practices on the topic of organizational learning. Discusses passing knowledge from person to person, and explains how people learn on the job.

360 PP.

Marshall Goldsmith, et al, Editors

HD58.8.T10 2009

ORGANIZATIONAL CHAMPION, THE: HOW TO DEVELOP PASSIONATE CHANGE AGENTS AT EVERY LEVEL

A new style of leader is emerging from the world's most successful organizations. These dynamic men and women are driven by possibilities and absolutely committed to mutual values. Excited, creative, and alert, they are the new change makers.

274 PP.

Mike Thomson

HD58.82.B78 1996

AN UNUSED INTELLIGENCE: PHYSICAL THINKING FOR 21ST CENTURY

This book contains a revolutionary approach to the mind-body connection. It combines the classic wisdom of the martial art aikido, the unrestrained exploration of Outward Bound, and the management of personal and collective energy in the workplace--with remarkable results at every level.

260 PP.

Andy Bryner and
Dawna Markova

HD58.82.L4 1995

LEARNING ORGANIZATIONS: DEVELOPING CULTURES FOR

Learning Organizations: Developing Cultures for Tomorrow's Workplace contains essays by thirty-nine of the most respected practitioners and scholars on this topic. This definitive collection of essays is rich in concept and theory as well as application and example.

571 PP.

Sarita Chawla and
John Renesch, Editors

HD58.82.M375 2004

OPTIMIZING THE POWER OF ACTION LEARNING: SOLVING PROBLEMS AND BUILDING LEADERS IN REAL TIME

This book zeroes in on the skills needed to apply its six critical components: the problem; group diversity; a reflective inquiry process; action strategies; individual, team, and organizational learning; the all-important participation of a well-trained action learning coach; and step-by-step procedures for introducing, implementing, and sustaining action learning.

210 PP.

Michael J. Marquardt

HD58.87.J47 2008

BUSINESS PROCESS MANAGEMENT: PRACTICAL GUIDELINES TO SUCCESSFUL IMPLEMENTATIONS

This book shouldn't be unusual, but it is. It should have been written a long time ago, but it was not. All books on business process management should be similar to it, but they aren't. Books that purport to tell people in organizations how to do something should be this clear, but they seldom are. Process management should have already been demystified, but it hasn't been.

504 PP.

John Jeston and
Johan Nelis

HD58.9.A447 1994

NORTHBOUND TRAIN, THE: FINDING THE PURPOSE, SETTING THE DIRECTION, SHAPING THE DESTINY OF YOUR ORGANIZATION

The author provides advice for exactly how to lead your company (or your portion of the company) in the right direction and how to reward employees based on their real, verifiable contributions to that end-of-the-track goal. Is your company ready?

213 PP.

Karl Albrecht

HD58.9.B43 2001

HR SCORECARD, THE: LINKING PEOPLE, STRATEGY, AND PERFORMANCE

This book demonstrates how improved measurements play a vital role in linking human resource initiatives to business strategies and to significant increases in shareholder value.

304 PP.

Brian E. Becker, et al

HD58.9.B45 1997

ORGANIZING GENIUS: THE SECRETS OF CREATIVE COLLABORATION

The authors discuss how Great Groups believe both that they're underdogs up against a powerful foe and that they're bound to succeed. Organizing Genius also illuminates the roles of a Great Group leader as a gatherer of talent, a source of inspiration, and a bridge to the outside world.

256 PP.

Warren Bennis and
Patricia W. Beiderman

HD58.9.C36 1989

BENCHMARKING: THE SEARCH FOR INDUSTRY BEST PRACTICES THAT LEAD TO SUPERIOR PERFORMANCE

Author Robert C. Camp guides you through all phases of the 10-step benchmarking process, from planning to maturity. It also contains case study examples from Xerox's successful benchmark of L.L. Bean and over 50 tables and figures.
299 PP.

Robert C. Camp

HD58.9.I467 1996

IMPROVEMENT GUIDE, THE: A PRACTICAL APPROACH TO ENHANCING ORGANIZATIONAL PERFORMANCE

The Improvement Guide offers a fundamental approach that promotes integrated activities designed to eliminate quality problems, reengineer systems to reduce costs, and create new products and services to increase demand.

370 PP.

Gerald J. Langley, et al

HD58.9.W569 2003

LEAN THINKING: BANISH WASTE AND CREATE WEALTH IN YOUR CORPORATION

Womack and Jones, the authors of *The Machine That Changed the World* and creators of the "lean enterprise" theory, take leanness to the next step with a focus on what the customer really wants, not what it is possible to get him to accept. This is the management book for the next business generation.

350 PP.

James P. Womack and
Daniel T. Jones

HD6490.O72U66D 1997

ORGANIZING TO WIN: NEW RESEARCH ON UNION STRATEGIES

At a time when the American labor movement is mobilizing for a major resurgence through new organizing, here, at last, is a book about research on union organizing strategies.

368 PP.

Kate Bronfenbrenner, et al, Editors

HD69.C6S28 1987

PROCESS CONSULTATION: LESSONS FOR MANAGERS AND CONSULTANTS [Volume II]

Edgar H. Schein

HD69.C6S281 1988

PROCESS CONSULTATION: ITS ROLE IN ORGANIZATIONAL DEVELOPMENT [Volume I] [Second Ed.]

This book was originally written to communicate and describe to academic colleagues and consultants what even occur in organizations.

204 PP.

Edgar H. Schein

HD9802.3.S10 2002

BEST ON QUALITY, THE [Vol. 13]

This book is a dedication to three academia's, Dr. Armand Fiegenbaum, Dr. Kaoru Ishikawa, and Dr. Walter Masing. It features biographical and bibliographical information on these three quality pioneers as well as selected papers from each that reveal to us their philosophies, their contributions to the quality disciplines, their approaches to quality, and their dedication to the discipline.

396 PP.

Madhav Sinha

HF5415.335.M10 2005

PROCESS MAPPING, PROCESS IMPROVEMENT, AND PROCESS MANAGEMENT: A PRACTICAL GUIDE TO ENHANCING WORK AND INFORMATION FLOW

At last, a simple, well-written survey of process redesign that will help you transform your organization into a world-class competitor. Author Dan Madison explains the evolution of work management styles, from traditional to process-focused, and introduces the tools of process mapping, the roles and responsibilities of everyone in the organization, and a logical ten-step redesign methodology.

320 PP.

Dan Madison

HF5415.R54369 1993

22 IMMUTABLE LAWS OF MARKETING, THE: VIOLATE THEM AT YOUR OWN RISK

Combining a wide-ranging historical overview with a keen eye toward the future, the authors have brought to light 22 superlative tools and innovative techniques for the international marketplace. The examples, and commonsense suggestions, of these two marketing consultants are nothing less than laws by which companies will flourish or fail.
128 PP.

Al Ries and
Jack Trout

HF5549.R10F10 2000

ORGANIZATIONAL ASSESSMENT: DIAGNOSIS AND INTERVENTION

Rolf E. Rogers and
Jane Y. Fong

HF5549.S36 1991

EMPOWERMENT: A PRACTICAL GUIDE FOR SUCCESS

Generate excitement and ownership in every level of your organization by using this step-by-step plan for empowerment. Gauge the current environment, strengthen team relationships, and develop new processes that support a proactive workforce.
90 PP.

Cynthia Scott and
Dennis Jaffe

HF55G49.S36 1991

EMPOWERMENT: BUILDING A COMMITTED WORKFORCE

This book set up the ideas needed both to view the extent of empowerment in your organization and to lay the groundwork for the changes you will need to make.
96 PP.

Cynthia D. Scott and
Dennis T. Jaffe

JK469.083 1992

REINVENTING GOVERNMENT: HOW THE ENTREPRENEURIAL SPIRIT IS TRANSFORMING THE PUBLIC SECTOR

Reinventing Government is both a call to arms in the revolt against bureaucratic malaise and a guide to those who want to build something better. It shows that there is a third way: that the options are not simply liberal or conservative, but that our systems of governance can be fundamentally reframed; that a caring government can still function as efficiently as the best-run businesses.

David Osborne and
Ted Gaebler

T60.8.G35 2008

MAPPING WORK PROCESSES, Second Edition

This peerless best-seller is a hands-on, step-by-step workbook of instructions on how to create flowcharts and document work processes. No other book even comes close in teaching practitioners these crucial techniques. The most noticeable change in this second edition is the inclusion of several new types of process maps. While the basic, straightforward flowchart is still extensively used, it has been supplemented by a number of other types, all of which serve different purposes.
112 PP.

Bjorn Andersen, et al

Performance Management

HD31.S6924 2003

FROM COST TO PERFORMANCE MANAGEMENT: A BLUEPRINT FOR ORGANIZATIONAL DEVELOPMENT

This text provides application-based guidance for melding the best of today's cost and performance management methods into a unified cost/performance approach that fits your organization's needs, readiness, and identity.
352 PP.

HD38.G10 2007

MAKING PERFORMANCE MANAGEMENT WORK: AN UPDATE TO FEDERAL EMPLOYEE PERFORMANCE

This book focuses on the "how to" of performance management-- giving you the steps you need to take to successfully observe, appraise and improve employees' performance. You find out how to motivate and develop your employees -- and hold them accountable for their work.

50 PP.

Edward A. Griggs

HD551.J359 1996

DELIVERING EXCEPTIONAL PERFORMANCE: ALIGNING THE POTENTIAL OF ORGANIZATIONS, TEAMS AND INDIVIDUALS

Delivering Exceptional Performance provides a powerful framework with which to review and align your business in the context of the changing environment. It places special emphasis on the organization's most valuable asset - the individuals and teams and the knowledge they possess.

256 PP.

Pam Jones, et al

HD56.F829 1997

MANAGING PERFORMANCE IMPROVEMENT PROJECTS: PREPARING, PLANNING, AND IMPLEMENTING

Develop skills to effectively manage your budget, time, and the quality of work on human performance technology projects. The author leads you through the steps of successful project management. All the essential aspects of project development are addressed, and the process is broken down into three main areas: preparing, planning, and implementing.

236 PP.

Jim Fuller

HD5660.B10 2002

ZAP THE GAPS! TARGET HIGHER PERFORMANCE AND ACHIEVE IT!

Zap the Gaps! offers an entertaining and memorable parable that suggests innovative approaches to both management and customer service. Using mnemonic devices and catchy stories, Blanchard and his coauthors reveal the secrets behind performance improvement.

Ken Blanchard, et al

HD58.82.W47 2009

COACHING FOR PERFORMANCE: GROWING PEOPLE, PERFORMANCE, AND PURPOSE [Fourth Edition]

This handbook has detailed advice on avoiding a 'blame culture' and fostering empowered performance. It will help you learn the skills, and the art of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance.

180 PP.

John Whitmore

HD58.9.F58 1993

BENCHMARKING STAFF PERFORMANCE: HOW STAFF DEPARTMENTS CAN ENHANCE THEIR VALUE TO THE CUSTOMER

Jac Fitz-enz breaks new ground by showing how to apply benchmarking techniques - typically used for line functions in manufacturing - to measure the added value of staff.

218 PP.

Jac Fitz-enz

HD58.9.N58 2002

BALANCED SCORECARD STEP BY STEP: MAXIMIZING PERFORMANCE AND MAINTAINING RESULTS

This remarkable tool provides the crucial link in turning strategy into action at every level of the organization and translates all-important intangible assets such as intellectual capital, customer relationships, and innovation into real value.

352 PP.

Paul R. Niven

HD58.9.P65 2003

MEASURING PERFORMANCE IN PUBLIC AND NONPROFIT ORGANIZATIONS

This book addresses three key components of organizational self-assessment: the technical aspects of performance measurement, the key strategic aspects, and strategic planning.

320 PP.

Theodore H. Poister

HD58.L10 1998

FEDERAL MANAGER'S GUIDE TO MEASURING ORGANIZATIONAL PERFORMANCE, THE

54 PP.

Norman LaCharite'

HD66.A85 1997

TEAM PERFORMANCE ASSESSMENT AND MEASUREMENT: THEORY, METHODS AND APPLICATIONS

The volume presents a collection of recent thoughts on measuring team performance by experts currently working with teams in such capacities as training, evaluation, and process consultation. The book presents, in one place, much of the current wisdom about the measurement of team performance.

370 PP.

Michael T. Brannick, et al

HD69.R10 2006

SERIOUS PERFORMANCE CONSULTING: ACCORDING TO RUMMLER

Rummler shares a wealth of practical, down to earth lessons based on over 35 years of experience.

200 PP.

Geary A. Rummler

HF5381.5.T44 2008

WRITING YOUR NSPS SELF-ASSESSMENT: GUIDE TO WRITING ACCOMPLISHMENTS FOR DOD EMPLOYEES AND SUPERVISORS

Troutman, author of six other cutting-edge federal career books, has once again simplified the complicated federal employment process into ten very easy-to-learn steps. Don't miss out on all the hot tips for making your self-assessment stand out! The Book will help you to translate the new NSPS Terminology and complete all the NSPS Employee requirements as painlessly as possible in 10 clear, straight forward steps. The Book and CD-ROM have numerous self-assessment case study examples and step-by-step exercises.

167 PP.

Kathryn K. Troutman

HF5549.5.ATO10 2005

AIR TRAFFIC ORGANIZATION REFERENCE GUIDE TO PERFORMANCE MANAGEMENT

This is a resource for essential ATO performance management information. Its primary focus is the agency's Performance Management System (PMS), however PMS principles can be applied to any of the ATO performance management processes.

153 PP.

ATO-A Workforce Services
Performance Management Team

HF5549.5.C12 1994

HUMAN TOUCH PERFORMANCE APPRAISAL, THE

The Human Touch Performance Appraisal, focuses on the process of conducting performance appraisals, not the paperwork or the "form." Applying the human touch helps managers get the most from their employees; it is a way to identify and focus on employees' goals, needs, and expectations. Managers who implement the human touch build on their employees' strengths and help them reach their true potential.

95 PP.

Charles Cadwell

HF5549.5.C6C5829 2009

COMPLETE BOOK OF PERFECT PHRASES FOR EFFECTIVE MANAGERS, THE

The average manager doesn't have time to take classes or read lengthy volumes on managing techniques. Instead, you need to know right now what to say to influence and motivate your employees. With hundreds of ready-to-use phrases you can use in a wide variety of situations, The Complete Book of Perfect Phrases for Managers is the ultimate reference for motivating, managing, and growing employees.

569 PP.

Douglas Max, et al

HF5549.5.J14 2005

ADDRESSING POOR PERFORMANCE IN THE FEDERAL WORKPLACE: A GUIDE FOR MANAGERS

This pamphlet gives HR personnel and supervisors practical advice to manage poor performers and details how to use training, counseling and mentoring to help the employee improve. You will find out the core elements of a performance improvement plan and how supervisors should assist employees. Plus, an overview of current case law helps you understand how actions will be viewed by courts and administrative bodies and provides guidance on which steps to take to avoid losing a case before the MSPB or the courts.

43 PP.

LRP Publications

HF5549.5.M13 2005

PATH TO PROFITABLE MEASURES, THE: 10 STEPS TO FEEDBACK THAT FUEL PERFORMANCE

Most managers suffer from data glut - and information famine. The constant stream of reports, emails, phone calls, and meetings usually fails to provide the feedback busy people need to make rapid and meaningful decisions. The result is floods of reports and reviews - with only trickles of meaningful information and useful feedback. The Path to Profitable Measures teaches 10 simple steps to turn your information flood into meaningful feedback for you and your work team.

130 PP.

Mark W. Morgan

HF5549.5.M63 C652 2009

ENGAGING THE HEARTS AND MINDS OF ALL YOUR EMPLOYEES: HOW TO IGNITE PASSIONATE PERFORMANCE FOR BETTER BUSINESS RESULTS

Employee engagement is the cornerstone of achieving a sustainable competitive advantage. In Engaging the Hearts and Minds of All Your Employees, leadership expert Lee J. Colan delivers the how to for inspiring your team so they deliver unparalleled value to your customers. With clear, concise strategies, Colan reveals how to view employees as human beings, not just workers, in order to fulfill their six basic needs: intellectual (Achievement, Autonomy, and Mastery) and emotional (Purpose, Intimacy, and Appreciation).

213 PP.

Lee J. Colan

HF5549.5.P35R67 1998

FIRST THINGS FAST: A HANDBOOK FOR PERFORMANCE ANALYSIS

This book is a hands-on guide to planning and consultation, with an emphasis on tools, tales, templates, speed, sources, and systems. First Things Fast is the quick start you need to surmount resistance to investigating performance. You'll get job aids, design templates, and implementation examples that direct you through the basics of performance analysis.

241 PP.

Allison Rossett

HF5549.5.P37S39 2010

WAY WE'RE WORKING ISN'T WORKING, THE: THE FOUR FORGOTTEN NEEDS THAT ENERGIZE GREAT PERFORMANCE

Schwartz, CEO of the Energy Project, stretches an obvious thesis to the breaking point in his plaint on how the American workplace theoretically where technology has allowed us to reach for more, bigger, faster has bred an atmosphere in which workers have become disengaged from their work. Using a series of quadrants describing the emotional workings of both employees and companies, he argues that nothing is gained and much is lost by constantly pushing people to achieve more and more in less time and with fewer resources; rejuvenation and rest are necessary for creative breakthroughs and broader perspectives.

334 PP.

Tony Schwartz, et al.

HF5549.5.R3A77 2008

FIRST-TIME MANAGERS GUIDE TO PERFORMANCE APPRAISALS, THE

This helpful guide provides straightforward, useful information that will enable anyone to take on this important task with confidence and skill. Filled with ready-to-use tools including sample dialogues, phrases, and documents, as well as plenty of useful tips.

166 PP.

Daniel Arthur

HF5549.5.R3C63 1994

EFFECTIVE PERFORMANCE MANAGEMENT

A manager's guide to planning department and employee objectives, appraising progress, establishing priorities, and ensuring that employees understand their roles in the organization's overall mission. Features tips for coaching workers to improved performance levels.

100 PP.

Sheila J. Costello

HF5549.5.R3E33 1996

360-DEGREE FEEDBACK: THE POWERFUL MODEL FOR EMPLOYEE ASSESSMENT AND PERFORMANCE IMPROVEMENT

Mark R. Edwards and

Ann J. Ewen

HF5549.5.R3F35 2005

2600 PHRASES FOR EFFECTIVE PERFORMANCE REVIEWS: READY-TO-USE WORDS AND PHRASES THAT REALLY GET RESULTS

This handy book puts thousands of ready-to-use words, phrases, descriptions, and action items at your fingertips. The author covers 25 most commonly rated performance factors, including productivity, time management, teamwork, and decision-making, plus job-specific parameters that apply in many other areas.

244 PP.

Paul Falcone

HF5549.5.R3N4 2009

EFFECTIVE PHRASES FOR PERFORMANCE APPRAISALS, 12th Edition

With the assistance of this guide, every manager can effectively appraise employee performance. Here are over two thousand professionally written phrases which will clearly describe job performance. This valuable guide will make the completion of performance appraisals fast, easy and accurate.

256 PP.

James E. Neal, Jr.

HF5549.5.R3R86 2006

HOW TO SAY IT: PERFORMANCE REVIEWS: PHRASES AND STRATEGIES FOR PAINLESS AND PRODUCTIVE PERFORMANCE REVIEWS

Written by two top business trainers, this guide reveals the strategies and language skills needed to make the most of performance appraisals-for both the reviewers and the reviewed. It breaks the process into five simple steps and explains what to say with hundreds of winning phrases organized by topic (and hundreds of counterproductive phrases too). Also included is advice on preparing an agenda, body language, and tone of voice-plus true success and horror stories.

207 PP.

Meryl Reunion et al

HF5549.5.U10 2002

GE WORK-OUT, THE: HOW TO IMPLEMENT GE'S REVOLUTIONARY METHOD FOR BUSTING BUREAUCRACY AND ATTACKING ORGANIZATIONAL PROBLEMS - FAST!

This book will help you develop a realistic understanding of what Work-Out can and can't do, as well as the attitudes that must be in place throughout any organization before Work-Out can be successful.

Dave Ulrich, et al

HF5549.PPRS 1996
PERFORMANCE PLANNING AND RECOGNITION SYSTEM

Department of Transportation
Federal Aviation Administration

HF5549.S8435 2010

COMPLETE Q & A GUIDE TO PERFORMANCE MANAGEMENT IN THE FEDERAL WORKPLACE, THE

Here's your quick-reference guide for whenever a performance management question comes up. The easy-to-use Question-and-Answer format gives you instant solutions for handling every step of performance management from hiring to removal so you can get the most from your employees. Find guidance on every stage of employment from learning what can be done prior to an employee being hired, to managing probationary employees, and finally to evaluating performance, curbing poor performance and inspiring better performance.

188 PP.

Seth Supran

JK2445.P76W33 1998

MEASURING UP: GOVERNING'S GUIDE TO PERFORMANCE MEASUREMENT FOR GENIUSES [AND OTHER PUBLIC

A hands-on, user-friendly, somewhat irreverent guide to the management technique known as performance measurement for federal, state and local government public managers.

179 PP.

Jonathan Walters

Personnel Management

HD5724.FPG19 2010

FEDERAL PERSONNEL GUIDE 2010: EMPLOYMENT, PAY, BENEFITS, POSTAL SERVICE, CIVIL SERVICE

Look to the 2010 Federal Personnel Guide for guidance on the most important rules and regulations that affect YOUR career - always up-to-date, always accurate, and always in easy-to-understand terms. This guide has featured special coverage of the areas you need to know including answers to your toughest career questions.

295 PP.

LRP Publications

HD58.9.M10 2005

CURBING EXCESSIVE LEAVE: GUIDANCE FOR FEDERAL AGENCIES

Excessive and unexpected absences reduce everyone's productivity, and affect supervisors' and managers' ability to plan work. In this pamphlet, expert Marilyn Mattingly gives specific guidance and reviews actions that agency officials can take for sporadic or excessive absenteeism.

82 PP.

Marilyn L. Mattingly

HD671.F11 2005

BOOK OF ANSWERS FOR FEDERAL EMPLOYEES & RETIREES, THE

109 PP.

FedWeek

HF5548.C10 2005

FROM HYGIENE PROBLEMS TO STALKING: RESPONDING TO FEDERAL EMPLOYEES WHO DISRUPT THE WORKPLACE

This guide compiles the various types of disruptive conduct in one place - guiding HR practitioners, supervisors and managers on: how to analyze and respond to specific situations; the types of disciplinary and non-disciplinary actions available when further action is required; and the medical, disability and retirement issues that may arise.

85 PP.

Cynthia L. Field

HQ1046.M14 2009

2010 FERS RETIREMENT PLANNING GUIDE FOR FEDERAL EMPLOYEES AND RETIREES

150 PP.

FEDWeek

JK671.F12 2005

SOCIAL SECURITY MEDICARE HANDBOOK FOR FEDERAL EMPLOYEES & RETIREES, THE

96 PP.

FEDWeek

JK671.F385 2010

FEDERAL EMPLOYEES ALMANAC 2010 (57th Edition)

Serving active and retired rank-and-file federal civilian employees and postal workers, as well as active and retired military personnel, the, "2009 Federal Employees Almanac", is a comprehensive source for detailed information on federal employee benefits, compensation, policies, procedures, perks and programs.

575 PP.

1105 Media, Inc.

KF750.FEDWEEK10 2007

YOUR COMPLETE ESTATE PLANNING HANDBOOK

This book gives you the latest information that you need to help prepare your estate plan, care for your loved ones and know what to do if you are or ever become an executor, guardian or trustee.

50 PP.

Don Mace, Publisher

Planning

HD30.2.G10 2002

MAKING STRATEGY WORK: THE EMPLOYEE HANDBOOK FOR

The author makes the difficulties of organizational change, strategy implementation, productivity improvement, and bottom-line results understandable and actionable for all employees.

234 PP.

Tim Gaplin

HD30.2.H13 2007

STRATEGIC PLANNING SIMPLIFIED: THE SYSTEMS THINKING APPROACH TO BUILDING HIGH PERFORMANCE TEAMS AND ORGANIZATIONS

"Strategic Planning Simplified", is an easy to follow guide to understanding and implementing the unique Systems Thinking Approach to Strategic Management to develop and achieve your Business, Organization, Team or Individual vision. This hands on step-by-step workbook will define your vision and set strategies to achieve it. You will learn how to use the Systems Thinking Approach to focus on your customers and achieve successful implementation of your Strategic Plan.

103 PP.

Stephen Haines

HD30.28.B42 1993

STRATEGIC PLANNING THAT MAKES THINGS HAPPEN: GETTING FROM WHERE YOU ARE TO WHERE YOU WANT TO BE

The author traces business changes in the 20th century and the strategic planning responses. He then looks toward the future and lays out a process for companies to chart their course to success.

300 PP.

William C. Bean

HD30.28.B80 2007

FIELD GUIDE TO NONPROFIT STRATEGIC PLANNING AND FACILITATION

This book is unique among books about nonprofit strategic planning! Many books are all about what information should be in a strategic plan document. This book is about that information, too -- but also about much more! This book is also about how to successfully facilitate the critically important planning process to produce the information in the document -- the planning

process is at least as important as the document itself.
284 PP.

Carter McNamara

HD30.28.F639 2006

IMPLEMENTING YOUR STRATEGIC PLAN: HOW TO TURN "INTENT" INTO EFFECTIVE ACTION FOR SUSTAINABLE CHANGE

The book is a easy read, but implementing a plan is tough --often involving the coordination and direction of numerous people, resources, programs, and actions over a sustained period of time and across many organizational boundaries. It is packed with action-oriented principles, tools, and techniques designed to help CEOs, managers, consultants, or anyone who needs to make a strategic plan a reality-not just a pipe dream.

433 PP.

C. Fogg

HD30.28.G46 1995

SCENARIO-DRIVEN PLANNING: LEARNING TO MANAGE STRATEGIC UNCERTAINTY

Scenario-driven planning is a new management technology for strategy design that employs computed or "strategic" scenarios to improve the quality of managerial thinking. Strategic scenarios the outcomes of modeling strategic situations produce insight much richer than that expected from environmental scenarios alone.

396 PP.

Nicholas C. Georgantzas and
William Acar

HD30.28.G66 1993

APPLIED STRATEGIC PLANNING: HOW TO DEVELOP A PLAN THAT REALLY WORKS

Both incisive and fun to read, Applied Strategic Planning makes many of its points through the use of humorous drawings, anecdotes, and cartoons - many of which come directly from the experiences of top companies before they had a workable strategic plan in effect.

379 PP.

Leonard Goodstein, et al

HD30.28.I45 1994

JUMPING THE CURVE: INNOVATION AND STRATEGIC CHOICE IN AN AGE OF TRANSITION

Having devised successful strategies for managing throughout the chaos of new eras, the authors show leaders ways to "jump the curve" to a new way of thinking. Concrete examples from interviews with thousands of managers represent a wide variety of industries that stretch around the world and have broad mplications for new organizations.

324 PP.

Nicholas Imparato

HD30.28.K84513 2008

PROCESS-BASED STRATEGIC PLANNING (Fourth Ediiton)

A company's strategies define its future direction specifying not only target market positions for many years to come, but also the key competitive advantages both at the level of the market offers and for resources. Developing future strategies is an important and complex task which is the core issue in this book.

381 PP.

Rudolf Grunig and
Richard Kuhn

HD30.28.M3536 1999

ALL THE RIGHT MOVES: A GUIDE TO CRAFTING BREAKTHROUGH STRATEGY

"All the Right Moves", offers concrete advice for thinking through the tough choices that all business strategists must face. It distills the important elements of strategy into an easy-to-follow system for crafting today's - and tomorrows - breakthrough business strategies.

220 PP.

Constantinos C. Markides

HD30.28.M54 2008

PLANNING TO EXCEL: STRATEGIC PLANNING THAT WORKS

This book involves leaders and team members in building a planning framework that is specifically tailored to their business.

1) Explains why creating a mission statement and identifying the company's core values is essential to success, and then helps you identify them for your business. 2) Uses useful and insightful worksheets and well-posed questions to help you determine your organizational culture, key result areas, and track your goals. 3) Shows that conflict is good...if managed well...while reminding you that your customers and suppliers are partners in your success. 4) Walks you through a process to find the roadblocks that will be thrown your way while keeping your sights set on your organization's goals. 5) Gives you helpful hints on how to spread the word and keep the plan alive.

86 PP.

Robert L. Mason

HD30.28.M653 1996

MORRISEY ON PLANNING: A GUIDE TO LONG-RANGE PLANNING

This book provides the practical thinking and guidance you need to bring your intentions to reality.

109 PP.

George L. Morrisey

HD30.28.M6537 1996

MORRISEY ON PLANNING: A GUIDE TO STRATEGIC THINKING: BUILDING YOUR PLANNING FOUNDATION

This guide will help you establish the foundation for leading your organization on its strategic journey. It is must reading for any forward-thinking management team.

119 PP.

George L. Morrisey

HD30.28.M654 1996

MORRISEY ON PLANNING: A GUIDE TO TACTICAL PLANNING: PRODUCING YOUR SHORT-TERM RESULTS

George Morrisey--long recognized as a leading expert in the areas of planning and strategic thinking--offers his insights into how planning actually works in organizations.

132 PP.

George L. Morrisey

HD30.28.R634 1993

STRATEGY PURE AND SIMPLE: HOW WINNING CEO'S OUTTHINK THEIR COMPETITION

In this bold, groundbreaking book, the popular author who coined the phrase "strategic thinking" shows you how to create and sustain a winning corporate strategy for your organization - no matter what its present size or current level of success.

228 PP.

Michel Robert

HD30.28.S316 1991

ART OF THE LONG VIEW, THE: PLANNING FOR THE FUTURE IN AN UNCERTAIN WORLD

It is the hopes and fears that affect us in planning for a better future. Only stories, scenarios and our ability to visualize different kinds of futures adequately capture these intangibles of life. This book gives you the tools for developing a strategic vision.

272 PP.

Peter Swartz

HD30.28.S53 1991

PLAN YOUR WORK WORK YOUR PLAN: SECRETS FOR MORE PRODUCTIVE PLANNING

This book will help you define what you want in your personal and business life so you can take the first steps toward the desired outcome.

74 PP.

James R. Sherman

HD30.28.S54 2000

NO NONSENSE PLANNING

This easily readable handbook provides insights into the mentality required for effective, successful business planning through

realistic, readily adaptable maxims. In 20 concise, brisk chapters Sloma describes the most powerful principles of dynamic planning with specific planning steps whether starting up a new business, introducing a new product, or "selling" an idea up the chain of command.

170 PP.

Richard Sloma

HD30.28.S72 1997

STRATEGIC PLANNING: WHAT EVERY MANAGER MUST KNOW

An invaluable resource for top and middle-level executives, Strategic Planning continues to be the foremost guide to this vital area of business management.

383 PP.

George Steiner

HD30.28.S7292 1991

STRATEGY: SEEKING AND SECURING COMPETITIVE ADVANTAGE

This collection of HBR articles offers insight and practical advice from leaders in the field. They demonstrate that strategic planning can be lean, efficient, and productive. This collection also provides managers with the best thinking available on how to make the critical decisions that determine business success.

475 PP.

Cynthia A. Montgomery and

Michael E. Porter, Editors

HD3028.Y10M11 1999

ACTION LEARNING: SUCCESSFUL STRATEGIES FOR INDIVIDUAL, TEAM, AND ORGANIZATIONAL DEVELOPMENT

Action learning can be a powerful tool for inspiring creative problem-solving and producing lasting change in individuals, teams and organizations. But for action learning to succeed, HRD professionals must understand the strengths and weaknesses of different approaches to action learning and how to facilitate each step of the process, from implementation to outcome. This volume compares the various schools of action learning, looks at different approaches to program design, and shows how to ensure effective learning outcomes at the individual, organizational and team levels.

140 PP.

Lyle Yorks, et al

HD31.N415 2004

EXECUTION PLAIN AND SIMPLE: TWELVE STEPS TO ACHIEVING ANY GOAL ON TIME AND ON BUDGET

A practical job aid for any manager who needs to get an organization to execute better, Execution Plain and Simple provides a proven 12-step plan to get results, overcome delays, and achieve tough goals faster. This short book will help you generate momentum toward critical goals and achieve performance breakthroughs--no matter what the goal or project.

140 PP.

Robert A. Nieman

HD31.N565 1993

PLAN OR DIE! 10 KEYS TO ORGANIZATIONAL SUCCESS

This book provides a highly flexible but very functional road map for firms which need to develop their own planning process.

178 PP.

Timothy Nolan, et al

HD55.H555 2000

LEADING THE REVOLUTION, Revised Edition

This book discusses how to thrive in turbulent times by making innovation a way of life. In this newly updated edition, Gary Hamel lays out an action plan for any individual or company intent on becoming - and staying - an industry revolutionary and a relentless innovator.

337 PP.

Gary Hamel

HD69.B10L13 2000

ESSENTIAL MANAGERS: PROJECT MANAGEMENT

Practical techniques show you how to establish objectives, keep to schedules and budgets, provide effective leadership, and tackle problems efficiently.

72 PP.

Andy Bruce and
Ken Langdon

HD69.P75B467 2008

COMPLETE GUIDE TO PROJECT MANAGEMENT FOR NEW MANAGERS AND MANAGER ASSISTANTS, THE: HOW TO GET THINGS DONE IN LESS TIME

In this easy-to-read and comprehensive new book, you will learn planning strategies for each phase of project management and for everything from the start-up meeting, to the project's execution and closure, including its scope and information gathering requirements. You will learn how to create a project plan, assess its risk, manage multiple projects, manage organization-wide initiatives, implement project management concepts, and schedule, control, and manage contracts. The information in this new book will help you make the most of your time by efficiently handling your workflow. Managing time effectively within your company will serve to deliver projects on time and increase profits and will make you stand out to your supervisors. You can succeed in real-world project management.

299 PP.

Elle Bereaux

HD69.P75E54 2003

CREATING THE PROJECT OFFICE: A MANAGER'S GUIDE TO LEADING ORGANIZATIONAL CHANGE

This book is written for managers who are searching for ways to transform their organizations into more effective and efficient project-based workplaces. As this book reveals, there is no effective way to make that change than to create a project office tailored to the needs of the organization.

336 PP.

Paul C. Dinsmore

HD69.P75H67 2009

ABSOLUTE BEGINNER'S GUIDE TO PROJECT MANAGEMENT: NO PRIOR PROJECT MANAGEMENT EXPERIENCE NECESSARY, Second Edition

The author shows you exactly what works and what doesn't, drawing on the field's proven best practices. Understand your role as a project manager...gain the skills and discover the personal qualities of great project managers...learn how to organize, estimate, and schedule projects effectively...manage deliverables, issues, changes, risks, quality, vendors, communications, and expectations...make the most of technology...manage virtual teams...avoid the problems that trip up new project managers!

432 PP.

Gregory M. Horine

HD69.P75K47 1997

PROJECT MANAGEMENT: A SYSTEMS APPROACH TO PLANNING, SCHEDULING AND CONTROLLING

Skillful project management is the key to the successful completion of a project within budget and on schedule. The author covers everything imaginable, including case studies and problem sets designed to provide users with a measure of virtual experience not otherwise available to those new to the game.

1180 PP.

Harold Kerzner

HD69.P75K494 2001

STRATEGIC PLANNING FOR PROJECT MANAGEMENT USING A PROJECT MANAGEMENT MATURITY MODEL

As more companies recognize the benefits that project management can provide to their "bottom line", the need for strategic planning for project management has been identified as a high priority. This book can be used as an introduction to research methods for project management benchmarking and continuous improvement.

334 PP.

Harold Kerzner

HD69.P75P49 2001

PROJECT MANAGEMENT SCORECARD, THE: MEASURING THE SUCCESS OF PROJECT MANAGEMENT SOLUTIONS

This book is a welcome relief for anyone managing a project or multiple projects, as well as the trainers, human resource development staff, or supervisors charged with measuring, evaluating, and managing project managers.

368 PP.

Jack J. Phillips, et al

T58.64.G34 2003

STRATEGIC INFORMATION MANAGEMENT: CHALLENGES AND STRATEGIES IN MANAGING INFORMATION SYSTEMS [Third Edition]

The book provides a rich source of material reflecting recent thinking on the key issues facing executives in information systems management. It has been completely up-dated to reflect the rapid changes in IT.

625 PP.

Robert D. Galliers and
Dorothy E. Leidner, Editors

TS170.K56 1995

DESIGNING PRODUCTS AND SERVICES THAT CUSTOMERS WANT

In this book you will find ways to meet the marketplace demands for continuous improvement and constant innovation. Lead the way in developing customer-exciting products and services by implementing practical guidelines.

67 PP.

Robert King

Presentations

LB1043.5.W11 2007

MEDIA TRAINING A-Z: A COMPLETE GUIDE TO CONTROLLING YOUR IMAGE, MESSAGE, AND SOUND BITES

New edition includes up-to-date tips and strategies for speaking and dealing with NEW Media, including: blogs, podcasts, webcasts, and e-zines. Learn to get the quotes you want, look good on camera, and sound confident and comfortable during your next media interview.

166 PP.

T. J. Walker and
Jess Todfield

HF5718.22.A77 1991

HOW TO PRESENT LIKE A PRO: GETTING PEOPLE TO SEE THINGS YOUR WAY

Here's how to gain acceptance for your ideas and visibility for yourself! Information alone doesn't persuade people; strong presentation skills do! And here's a complete presentation workshop packed with all the ingredients for success.

180 PP.

Lani Arrendondo

HF5718.22.K64 2007

EXCEPTIONAL PRESENTER, THE: A PROVEN FORMULA TO OPEN UP! AND OWN THE ROOM

It's often reported that the number one fear among American adults is public speaking. But in today's competitive business world, effective communication is a crucial skill, and the cost of being less than effective is quite high. From the White House to boardrooms worldwide, Tim Koegel has strengthened presentations, media relations and communications skills of CEOs and world leaders alike with his renowned coaching abilities.

188 PP.

Timothy J. Koegel

HF5718.22.W86 2005

PRESENTATION TRAINING A-Z: A COMPLETE GUIDE TO YOUR AUDIENCE UNDERSTANDING, REMEMBERING, ACTING UPON AND TELLING OTHER PEOPLE ABOUT YOUR MESSAGE

This book addresses all aspects of public speaking, from learning how to develop a strong opening to creating a powerful closing and even understanding how to execute it. This book is a fundamental read for people looking to improve their speaking skills. What you'll learn: - How to speak without using notes, The 7 essential elements of every successful speech, Tips on becoming more persuasive while reducing nervousness and tension, Proven PowerPoint enhancement techniques, Memorable examples from key speaking figures, Strategies to handle questions and answers like a professional.

235 PP.

T. J. Walker

HF5734.5.A533 1994

MAKING MEETINGS WORK: HOW TO PLAN AND CONDUCT EFFECTIVE MEETINGS

88 PP.

Karen Anderson

HF5734.5.S57 1994

MEETINGS THAT WORK

Karen E. Silva

HM131.C10 1992

MEETINGS THAT WORK

Marlene Caroselli

HM131.C11 1993

MEETINGS THAT WORK! A PRACTICAL GUIDE TO SHORTER AND MORE PRODUCT MEETINGS

Richard Chang and

Kevin Kehoe

HM131.D68 1976

HOW TO MAKE MEETINGS WORK: THE NEW INTERACTION METHOD

Tested on more than 10,000 participants, the Interaction Method of conducting meetings is proven to increase productivity by up to 15 percent. Demonstrating how time and people can be better used in meetings, this thorough manual is indispensable for any organization--from large corporations to the PTA.

320 PP.

Michael Doyle and

David Straus

PN4193.I5S493 1991

HOW TO BE THE LIFE OF THE PODIUM: OPENERS, CLOSERS AND EVERYTHING IN BETWEEN TO KEEP THEM LISTENING

Sylvia Simmons

Problem Solving

BC698.K10 1996

SAYING "NO" TO NEGATIVITY: HOW TO MANAGE NEGATIVITY IN YOURSELF, YOUR BOSS AND YOUR CO-WORKERS

Zoie Kaye has written this practical book to teach you how to put negative thoughts and behaviors behind you - whether they're your own or coming from the people around you. The author leads you step by step through an exercise in positive planning so you can start immediately to make positive strides toward achieving your goals.

68 PP.

Zoie Kaye

BF441.D386 1990

THINKING SKILLS FOR SUCCESS

This book presents proven thinking tools and provides a proactive using the tools situations, problems, or applications relation to general business. The purpose of developing thinking, as a deliberate skill is to enable you to apply this skill to new and unfamiliar situations and problems at the office day to day.

Edward DeBono

BF637.I48 2003

COWARD'S GUIDE TO CONFLICT, THE: EMPOWERING SOLUTIONS FOR THOSE WHO WOULD RATHER RUN THAN FIGHT

Ursiny, a mediation coach and former practicing psychologist, readily admits that he's a "coward" when it comes to any kind of conflict. He believes that there are many people like himself who wince at the thought of having an argument or avoid

confronting work colleagues. Everyone, regardless of their position at work, can learn to handle conflict more effectively.
282 PP.

Tim Ursiny

BF637.I48.C76 1999

SINCE STRANGLING ISN'T AN OPTION...DEALING WITH DIFFICULT PEOPLE---COMMON PROBLEMS AND UNCOMMON SOLUTIONS

There really are better, easier ways to deal with difficult people--and this refreshing, realistic guide will show you how.
288 PP.

Sandra A. Crowe

BF637.I48C78 1987

MAGIC OF CONFLICT, THE: TURNING A LIFE OF WORK INTO A WORK OF ART

A New Age stress-reduction strategy based on Aikido -- a Japanese martial art and mind-body discipline -- this program has already helped thousands of people.

256 PP.

Thomas F. Crum

HD30.29.A48 1999

THINKING MANAGER'S TOOLBOX, THE: EFFECTIVE PROCESSES FOR PROBLEM SOLVING AND DECISION MAKING

In this book, a widely experienced business consultant provides a complete set of analytical tools essential to successful troubleshooting, effective planning, and making better decisions faster, more confidently, and more often.

240 PP.

William J. Altier

HD30.29.H54 1994

101 CREATIVE PROBLEM SOLVING TECHNIQUES: THE HANDBOOK OF NEW IDEAS FOR BUSINESS

The author presents 101 techniques to stimulate creativity and innovation in individuals and groups.

250 PP.

James M. Higgins

HD30.29.K44 1992

KAIZEN TEIAN 2: GUIDING CONTINUOUS IMPROVEMENT THROUGH EMPLOYEE SUGGESTIONS

This book outlines the procedures of teaching the principles of kaizen and proposal making, and suggests proposal evaluation as a means of on-the-job training.

197 PP.

Japan Human Relations Association

HD30.29.N34 1990

BREAKTHROUGH THINKING

In this acclaimed American/Japanese collaboration, two international scholars and consultants reveal the results of their ground-breaking studies: how the most intuitive and creative leaders and organizations solve problems.

416 PP.

Gerald Nadler and
Shozo Hibino

HD30.29.N344 2004

SMART QUESTIONS: LEARN TO ASK THE RIGHT QUESTIONS FOR POWERFUL RESULTS

The author's discuss how to use three "foundation" questions - focusing on uniqueness, purposeful information, and systems - which must be explored for every problem. These three questions, an essential starting point for exploring problems in turn lead to other key questions that will ultimately create effective solutions.

297 PP.

Gerald Nadler
William J. Chandon

HD30.29.Q54 1990

UNCONVENTIONAL WISDOM: IRREVERENT SOLUTIONS FOR TOUGH PROBLEMS AT WORK [MANAGEMENT SERIES]

A collection of provocative essays that show how conventional management practices are often impractical and ineffective in solving tough managerial problems.

202 PP.

Thomas L. Quick

HD30.29.V34 1987

CREATIVE PROBLEM SOLVING: A GUIDE FOR TRAINERS AND MANAGEMENT

Creative Problem Solving gives training managers the information they need to develop and teach a course on CPS.

VanGundy provides an overview of the process, elements of the creative climate needed to foster CPS and innovative thinking, creative thinking exercises designed to illustrate specific CPS principles, and easy-to-follow descriptions of proven idea-generated methods.

196 PP.

Arthur B. VanGundy

HD30.4.C10 1994

STEP-BY-STEP PROBLEM SOLVING: A PRACTICAL GUIDE TO ENSURE PROBLEMS GET (AND STAY) SOLVED

Have you ever been in the position of tackling a problem only to realize that it is the same problem you solved before? The time-tested Six-Step Problem-Solving Model in this book shows you how to develop permanent solutions to any problem.

44 PP.

Richard Chang and

P. Keith Kelly

HD30.4.W465 1993

DEVELOPING MANAGEMENT SKILLS: SOLVING PROBLEMS CREATIVELY

106 PP.

David Whetten

HD38.15.C48 1995

MANAGER'S TOOL KIT, THE: PRACTICAL TIPS FOR TACKLING 100 ON-THE-JOB PROBLEMS

210 PP.

Cy Charney

HD42.3.W49 1993

DEVELOPING MANAGEMENT SKILLS: MANAGING CONFLICT

102 PP.

David Whetten

HD42.C73 1994

CONSTRUCTIVE CONFLICT MANAGEMENT: MANAGING TO MAKE A DIFFERENCE

This book will show you how to remain positive and constructive in dealing with people problems and difficult situations, and will enable you to turn the nightmare of conflict into an opportunity for change.

284 PP.

John Crawley

HD42.F10 1991

HOW TO DEAL WITH DIFFICULT PEOPLE

72 PP.

Paul Friedman

HD42.H10 1991

HOW TO MANAGE CONFLICT: A PRACTICAL GUIDE TO EFFECTIVE CONFLICT MANAGEMENT

William Hendricks

HD42.K39 1994

WORKPLACE WARS AND HOW TO END THEM: TURNING PERSONAL CONFLICTS INTO PRODUCTIVE TEAMWORK

In this immensely helpful guide, business psychologist Kenneth Kaye shows how to build the kind of teamwork that recognizes conflict quickly, deals with it constructively, and parlays it expertly into creativity and growth.

162 PP.

Kenneth Kaye

HD42.M88 1994

MANAGING CONFLICT AT WORK: HOW TO MANAGE CONFLICT ON A DAILY BASIS

Helps readers understand the roots of conflict in their organizations, assess their current conflict-resolution skills, and devise new strategies to actively and assertively overcome the tensions and other disagreements that threaten productivity and cooperation.

87 PP.

Jim Murphy

HD42.S59 1998

CONTROLLING THE COSTS OF CONFLICT: HOW TO DESIGN A SYSTEM FOR YOUR ORGANIZATION

This book offers four guiding principles for addressing conflict among individuals or group. As an alternative to the more common responses of power plays, litigation, or a blind eye the books suggests acknowledging four options for resolving conflict.

233 PP.

Karl A. Slaikeu and
Ralph H. Hasson

HD42.S65 1990

WORKING WITH DIFFICULT PEOPLE: HUNDREDS OF OFFICE-PROVEN STRATEGIES AND TECHNIQUES TO GET COOPERATION AND RESPECT FROM TYRANTS

Offers practical ways to create better relationships with the people at work who make your life miserable. Invaluable techniques for handling such diverse types as bootlickers, evaders, martyrs, slave drivers, whiners, tyrants, and zealots.

320 PP.

Muriel Solomon

HD52.T583 1993

LEARNING TO MANAGE CONFLICT: GETTING PEOPLE TO WORK TOGETHER PRODUCTIVELY

In Learning to Manage Conflict, Tjosvold demonstrates how everyday arguments and disputes can be used as tools to improve communication, enrich relationships, and solve problems more creatively.

176 PP.

Dean Tjosvold

HD8006.S11 2002

FEDERAL MANAGER'S HANDBOOK, THE: A GUIDE TO REHABILITATING OR REMOVING THE PROBLEM EMPLOYEE [Fourth Edition]

This book provides federal managers with the basic legal principles which will allow them to deal effectively with problem employees.

201 PP.

G. Jerry Shaw and
Bill Bransford

HF42.D358 2001

CONFLICT RESOLUTION: MEDIATION TOOLS FOR EVERYDAY WORKLIFE

Successful management depends on the ability to quickly and effectively manage conflicts. Conflict Resolution includes hands-on information for effectively communicating with employees, disciplining and even terminating employees, understanding and using organizational politics, and more. Offers tips and tools for managers to recognize, prevent, and resolve conflicts in today's higher-stress workplace.

169 PP.

HF5549.5.C6H65 2005

ART OF CONSTRUCTIVE CONFRONTATION, THE: HOW TO ACHIEVE MORE ACCOUNTABILITY WITH LESS CONFLICT

Confrontation is used too often among business leaders as a last resort or a way to express frustration. But using confrontation constructively can actually improve leadership and organizational effectiveness. Constructive confrontation is a structured, systematic, three-step approach that decreases conflict and increases accountability. This book shows every manager how to use constructive confrontation to enhance organizational performance through accountability and action.

263 PP.

John Hoover and
Roger P. DiSilvestro

HF5549.5.D55 1994

I HAVE TO FIRE SOMEONE

Can companies that care about their employees show that care even during the termination process? The answer is yes." I Have to Fire Someone" shows managers how they can remain sensitive to the needs of exiting employees and protect their organization by following the Care and Control approach to termination.

100 PP.

Richard Deems

HF5549.5.M6.T67 2000

MANAGING WORKPLACE NEGATIVITY

The symptoms: increased customer complaints, high turnover, low quality of work, increased absences, loss of morale and motivation, lack of creativity and innovation, loss of loyalty to the organization. The diagnosis: workplace negativity. The cure: The cure: MANAGING WORKPLACE NEGATIVITY.

193 PP.

Gary S. Topchik

HM1121.C10C8 2010

SETTING THE CONFLICT COMPASS: A FACILITATOR'S GUIDE FOR CONFLICT RESOLUTION ACTIVITIES

The activities in this book will help participants become aware of how they perceive and handle conflict. There will be suggestions and strategies for dealing with conflict as well. It will also remind individuals to think of the perspective of others. This will be achieved while gaining tools and techniques for increased collaboration, resolving disputes, and ultimately finding win/win resolutions to workplace and classroom conflicts."

356 PP.

Michelle Cummings with
Mike Anderson

HM1126.U79 2003

GETTING TO PEACE: TRANSFORMING CONFLICT AT HOME, AT WORK, AND IN THE WORLD

In "Getting to Peace", Ury challenges the fatalism that is so fashionable. Using new archeological and anthropological evidence, he overturns old myths about human nature and offers a new and hopeful story about human conflict.

250 PP.

William Ury

HN17.5.LRP10 2006

FROM WARNING SIGNS TO AFTERMATH: PREPARING FOR VIOLENCE IN THE FEDERAL WORKPLACE

Workplace violence can occur in many forms and agencies must be prepared to quickly identify and neutralize potential situations before they erupt. This book teaches you strategies to develop effective workplace violence prevention programs, recognize potential trouble areas and take proactive steps to protect employees.

77 PP.

LRP Publications

JX4473.F57 1994

BEYOND MACHIAVELLI: TOOLS FOR COPING WITH CONFLICT

In this revolutionary book, the mastermind behind Getting to Yes and Director of the Harvard Negotiation Project spells out

basic techniques for dealing with conflict and applies them to one international problem after another, from the Middle East to Central Europe to Japan.

176 PP.

Roger Fisher and
Elizabeth Kopelman

KF9084.K48 1999

KEYS TO CONFLICT RESOLUTION, THE: PROVEN METHODS OF RESOLVING DISPUTES VOLUNTARILY

In basic, straightforward prose the author lays out the Ten Commandments for mediators, arbitrators and negotiators: guidelines for generals as well as foot soldiers on the battlefield of conflict resolution - and for those of us who merely want to convince the neighbor to mow the lawn at a normal hour.

136 PP.

Theodore W. Kheel

PN4121.D36 1990

TALK IT OUT! 4 STEPS TO MANAGING PEOPLE PROBLEMS IN YOUR

This book offers a simple tool to all who work with other people. Its 4-step method is designed especially for people who are not aspiring mediators, and who do not choose to bring their disputes to mediators for settlement.

161 PP.

Daniel Dana

VB203.D43 1998

MAKING DECISIONS UNDER STRESS: IMPLICATIONS FOR INDIVIDUAL AND TEAM TRAINING

The result of a seven-year study by the Office of Naval Research to develop training, simulation, decision support, and display principles that would help mitigate the impact of stress on decision making. Outlines the overall background, research approach, and the paradigm of the study with suggestions for applying the results in operational environments. The insights might also be useful in non-military contexts that pose similar demands on people.

447 PP.

Janis A. Canon-Bowers and
Eduardo Salss, Editors

Productivity

HD31.C524 1995

16- POINT STRATEGY, THE: FOR PRODUCTIVITY AND TOTAL QUALITY

Without question, this thin volume can be enormously beneficial in reminding all of us how to achieve both greater efficiency and better quality output.

60 PP.

William F. Christopher

HD71.L42 1991

IS COFFEE BREAK THE BEST PART OF YOUR DAY?

248 PP.

Dick Leatherman

HF5387.C677 2006

SPEED OF TRUST, THE: THE ONE THING THAT CHANGES EVERYTHING

Trust, says Stephen M.R. Covey, is the very basis of the new global economy, and he shows how trust and the speed at which it is established with clients, employees and constituents is the essential ingredient for any **high performance**, successful organization. This book offers an unprecedented and eminently practical look at exactly how trust functions in our every transaction and relationship.

354 PP.

Stephen M. R. Covey

TS155.K75513 1995

20 KEYS TO WORKPLACE IMPROVEMENT

This book pulls together a comprehensive, long-term, practical and very successful program for the renewal of factories and

other organizations.
290 PP.

Iwao Kobayashi

Professional Development

BF637.S4W484 2007

CO-ACTIVE COACHING: NEW SKILLS FOR COACHING PEOPLE TOWARD SUCCESS IN WORK AND LIFE
(WITH CD)

A newly revised edition of the book that helped define the coaching profession, Co-Active Coaching captures the essence of what it takes to design and maintain successful, collaborative, and empowering coaching relationships. The authors describe in detail their flexible and adaptive model-placing the client's agenda at the heart of the coaching partnership, define the skills required for success, provide dozens of sample coaching conversations, and a power-packed Coach's Toolkit of over 35 exercises, questionnaires, checklists, and forms to make these proven principles and techniques eminently practical and immediately actionable.

212 PP.

Laura Whitworth, et al

BF319.5.G10 1999

TOTAL MEMORY WORKOUT: EASY STEPS TO MAXIMUM MEMORY FITNESS

In this book, Dr. Green outlines her simple and effective program to achieve maximum memory fitness in just eight easy lessons. Each lesson focuses on one aspect of memory followed by a series of specific "memories" designed to build memory muscle.

239 PP.

Cynthia R. Green

BF637.P36W54 2007

BECOMING A PROFESSIONAL LIFE COACH: LESSONS FROM THE INSTITUTE FOR LIFE COACH TRAINING

Personal and professional coaching, which has emerged as a powerful career in the last several years, has shifted the paradigm of how people who seek help with life transitions find a "helper" to partner with them in designing their desired future.

348 PP.

Patrick Williams and
Diane S. Mendez

BF637.S8.L573 2003

POWER OF FULL ENGAGEMENT, THE: MANAGING ENERGY, NOT TIME, IS THE KEY TO HIGH PERFORMANCE AND PERSONAL RENEWAL

The number of hours in a day is fixed, but the quantity and quality of energy available to us is not. This fundamental insight has the power to revolutionize the way you live your life. The Power of Full Engagement is a highly practical, scientifically based approach to managing your energy more skillfully both on and off the job.

256 PP.

Jim Loehr and
Tony Schwartz

BF637.S8C68 1989

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE, THE

With a balance of theory and practical examples, this guide to personal and professional life describes seven principles of life management. Targeted toward anyone who is interested in personal change, it guides you through private victory, public victory and renewal.

358 PP.

Stephen R. Covey

BF637.S8G 2008

OUTLIERS: THE STORY OF SUCCESS

In Outliers, why do some people succeed, living remarkably productive and impactful lives, while so many more never reach their potential? Challenging our cherished belief of the "self-made man," he makes the democratic assertion that superstars don't arise out of nowhere, they are invariably the beneficiaries of hidden advantages and extraordinary opportunities and

cultural legacies that allow them to learn and work hard and make sense of the world in ways others cannot. Examining the lives of outliers from Mozart to Bill Gates, he builds a convincing case for how successful people rise on a tide of advantages, some deserved, some not, some earned, some just plain lucky.
309 PP.

Malcom Gladwell

BF637.S8M3416 2000

FAILING FORWARD: TURNING MISTAKES INTO STEPPING STONES FOR SUCCESS

The major difference between achieving people and average people is their perception of and response to failure. John C. Maxwell covers the top reasons people fail and shows how to master fear instead of being mastered by it. Listeners will discover that positive benefits can accompany negative experiences—if you have the right attitude. Chock full of action suggestions and real-life stories, *Failing Forward* will help men and women move beyond mistakes to fulfill their potential and achieve success.

224 PP.

John C. Maxwell

BV4598.3.S26 2004

FRED FACTOR, THE: HOW PASSION IN YOUR WORK AND LIFE CAN TURN THE ORDINARY INTO THE EXTRAORDINARY

Mark Sanborn's latest book is about an extraordinary postal carrier named Fred, who is the model of personal service and passion for his work. Sanborn is a youthful and relaxed speaker whose steady voice adds value to his writing—much like the way he wants us to put value into what we do. He is utterly convincing when he explains how people give work dignity when they try to make a difference, build relationships, develop potential in others, and constantly reinvent themselves. Using examples of Fred-like behavior from his travels, he says we can achieve significance in small and large ways if we evaluate ourselves regularly on the key Fred factors—awareness, agenda, attitude, action, and accomplishment.

112 PP.

Mark Sanborn

HD2755.P10 1996

MINDING YOUR BUSINESS MANNERS: ETIQUETTE TIPS FOR PRESENTING YOURSELF PROFESSIONALLY IN EVERY BUSINESS SITUATION

110 PP.

Marjorie Brody and
Barbara Patcher

HD28.B32 2008

EXECUTIVE WARFARE: 10 RULES OF ENGAGEMENT FOR WINNING YOUR WAR FOR SUCCESS

There is now a hazy matrix of hundreds of bosses both inside and outside the office, any one of whom can stop you cold or give you a tremendous push forward. "Executive Warfare" offers concrete advice for handling all of them. This book is the advanced class for the truly ambitious. Learn what it takes to rise to the top—and to do the even harder thing, which is survive there. In senior management, you no longer answer to just one boss.

256 PP.

David F. D'Allesandro

HD30.3.K584 2008

HARD TRUTH ABOUT SOFT SKILLS, THE: WORKPLACE LESSONS SMART PEOPLE WISH THEY'D LEARNED SOONER

Whether near the beginning or end of a career, author Peggy Klaus sees future professional growth dependent upon identifying and correcting self-sabotaging interpersonal behavior. Her practical advice is delivered in the conversational style of a one-on-one session with a personal coach. The learn-by-example counsel may be helpful for those entering such situations as annual performance reviews—whether giving or receiving them—and public speaking. The volume is recommended for those who are in need of a more personable approach to rising up professionally.

190 PP.

Peggy Klaus

HD30.4.H10K8 2001

USING YOUR EXECUTIVE COACH

Managers who are considering a developmental plan that calls for an executive coach need more than a desire to improve their

leadership capabilities. They also need to understand how to get the most from their work with a professional coach. This guidebook can help managers understand the unique nature of a coaching engagement and to assess their readiness to embark on this method of professional development.
30 PP.

E. Wayne Hart and
Karen Kirkland

HD58.8.10L03 2002

MANAGER'S COACHING HANDBOOK, THE: A PRACTICAL GUIDE TO IMPROVING EMPLOYEE PERFORMANCE

Easy to follow simple guide that simplifies the process of employee performance.
56 PP.

David Cottrell and
Mark Layton

HD58.8.V13 2005

START RIGHT--- STAY RIGHT: EVERY EMPLOYEE'S STRAIGHT-TALK GUIDE TO JOB SUCCESS

Every employee's straight-talk guide to personal responsibility and job success. Perfect for employees at every business level, from seasoned co-workers to new staff editions.
45 PP.

Steve Ventura

HD58.M10 2003

COACHING: 50 LESSONS FOR BUSINESS RESULTS

Learn what really goes on in the successful business teams and how to apply simple methods that create lasting results.
105 PP.

Mark W. Morgan

HD6054.3.A73 2006

CLIMBING THE CORPORATE LADDER IN HIGH HEELS

Climbing the Corporate Ladder in High Heels is the first book to teach women: 1) How to climb the corporate ladder and have fun doing it. 2) How to use 12 of their natural roles and talents to advance in Corporate America. 3) How to thrive in a downsizing and outsourcing global economy. 4) How to achieve both a rewarding career and a fulfilling life. 5) What to do when they hit the glass ceiling.
223 PP.

Kathleen Archambeau

HD69.V10N06 2007

LET'S CONNECT: A PRACTICAL GUIDE FOR HIGHLY EFFECTIVE PROFESSIONAL NETWORKING

Networking is not about accumulating power or creating self-importance, but about helping each other by sharing, learning and supporting. The author reveals tips and to do's that are very interesting to read for everyone. It is packed with valuable information if you really want to connect with others.
274 PP.

Jan Vermeiren

HF5381.D677 2008

MANAGING ONESELF (HARVARD BUSINESS REVIEW CLASSICS)

We live in an age of unprecedented opportunity: with ambition, drive, and talent, you can rise to the top of your chosen profession regardless of where you started out. But with opportunity comes responsibility. Companies today aren't managing their knowledge workers' careers. Instead, you must be your own chief executive officer. That means it's up to you to carve out your place in the world and know when to change course. And it's up to you to keep yourself engaged and productive during a career that may span some 50 years. In *Managing Oneself*, Peter Drucker explains how to do it. The keys: Cultivate a deep understanding of yourself by identifying your most valuable strengths and most dangerous weaknesses.
64 PP.

Peter F. Drucker

HF5385.C10 1999

MENTEE'S GUIDE TO MENTORING, THE

The Mentee's Guide to Mentoring offers practical guidance in the art of establishing and maintaining productive interpersonal communication with mentors. Mentees who are knowledgeable about the dynamics of the one-to-one mentoring relationship - especially from the perspective of the trained mentor - will be in a stronger position to directly contribute to a more effective utilization of time and energy during their own participation in a mentoring program.

71 PP.

Norman H. Cohen

HF5385.F55 1998

COACHING: EVOKING EXCELLENCE IN OTHERS

This book shows that the only way to truly help people grow is to help them in developing new practices and new language, and that the only way to coach effectively is to enter into a reciprocal relationship where 'coach' and 'coachee' engage in a dance of mutual influence and growth.

200 PP.

James Flaherty

HF5385.S538 2009

MAKING THE MOST OF BEING MENTORED: MENTORS HELP, MENTEES DO (Second Edition)

This book will teach you how to create a strong mentor/mentee relationship, and how to grow from that partnership. You will learn what mentors can offer you, ten reasons to become a mentee, how mentoring can help you manage your self-development, and how to pick a mentor. Mentoring programs have become prominent in many organizations, especially in today's highly technical environment.

111 PP.

Gordon F. Shea and
Stephen C. Gianotti

HF5385.Z33 2009

MENTEE'S GUIDE TO MENTORING, THE: MAKING MENTORING WORK FOR YOU

"The Mentee's Guide to Mentoring" offers practical guidance in the art of establishing and maintaining productive interpersonal communication with mentors. Mentees who are knowledgeable about the dynamics of the one-to-one mentoring relationship - especially from the perspective of the trained mentor - will be in a stronger position to directly contribute to a more effective utilization of time and energy during their own participation in a mentoring program.

148 PP.

Lois J. Zachary with
Lori A. Fischler

HF5386.B847 1997

SEVEN SECRETS OF SUCCESSFUL WOMEN: SUCCESS STRATEGIES OF THE WOMEN WHO HAVE MADE IT- AND HOW YOU CAN FOLLOW THEIR LEAD

This book is not written just for superstars, but for every woman who wants a satisfying career, balance in her life, recognition and reward for her contributions, and some assurance that she can survive in today's unsettled corporate or professional environment. It's a guide for aspiring women at any level - from entry level right on up to CEO.

256 PP.

Donna Brooks and
Lynn Brooks

HF5386.G5852 2007

WHAT GOT YOU HERE, WON'T GET YOU THERE: HOW SUCCESSFUL PEOPLE BECOME EVEN MORE SUCCESSFUL!

Goldsmith, an executive coach to the corporate elite, pinpoints 20 bad habits that stifle already successful careers as well as personal goals like succeeding in marriage or as a parent. Most are common behavioral problems, such as speaking when angry, which even the author is prone to do. While Goldsmith's advice applies to everyone, however the highly successful audience he targets may be the least likely to seek out his book without a direct order from someone higher up. Particularly applicable to the Senior Executive Service training.

256 PP.

Marshall Goldsmith

HF5386.G765 2000

LESSONS FROM THE SANDBOX: USING THE 13 GIFTS OF CHILDHOOD TO REDISCOVER THE KEYS TO BUSINESS SUCCESS

Join Gregerman and his friends on a serious -- and seriously fun -- journey to the playground for some amazing lessons about learning, innovating, working together, profitability, and creativity. Success could be waiting for you at the edge of the sandbox!

224 PP.

Alan S. Gregerman

HF5386.H2453 2007

TWO WEEKS TO A BREAKTHROUGH: HOW TO ZOOM TOWARD YOUR GOALS IN 14 DAYS OR LESS

Using Lisa Haneberg's proven process will help you move beyond your fears and bad habits and help you make significant breakthroughs, even amid the overwhelming clutter of everyday life. Two Weeks to a Breakthrough uses both repetition and the gradual introduction of new techniques to increase your ability to discover and manifest new possibilities.

133 PP.

Lisa Haneburg

HF5386.T34 2010

RULES OF WORK, THE: A DEFINITIVE CODE FOR PERSONAL SUCCESS

Some people are simply great at their job. They always seem to say the right thing; do the right thing. They are mentioned in every conversation. Everybody likes them. They get promoted. They get pay rises. They get along with the boss. And somehow, they do all these things without being unpleasant, breaking much of a sweat or seeming to put in excess effort. And when they are offered another step up the corporate ladder or a fabulous new job, no one is surprised. After all, they have 'potential' written all over them. How do they do it? Do they know some secret we don't? Yes, they know The Rules of Work. These rules aren't about how to do your job, day-to-day (assuming you are pretty good at that already). The Rules of Work are about how you are seen to be doing it. They are about how you appear to others. And they are about helping you to achieve the success you richly deserve. The first edition of The Rules of Work became a global phenomenon, topping bestseller charts around the world. This new, even better, edition includes 10 brand new rules to take you further, faster.

256 PP.

HF5500.2.PDI11 2000

SUCCESSFUL MANAGER'S HANDBOOK: DEVELOPMENT SUGGESTIONS FOR TODAY'S MANAGERS

This book is a leading tool for managers around the world who are interested in professional development. With more than 800,000 copies in print, this is the first place managers go to get answers, build leadership qualities, and map their road to success. Each chapter provides easy-to-use tips and on-the-job activities for improving managerial skills and effectiveness.

689 PP.

Susan H. Gebelein, et al

HF5538.S4815 1997

CREATING YOUR SKILLS PORTFOLIO: SHOW YOUR ACCOMPLISHMENTS

Read and learn how to use your portfolio as a personal marketing tool; five steps to an excellent portfolio; three basic portfolio layouts; and how to include computer diskettes, video, and CD-ROM technologies.

71 PP.

Carrie Straub

HF5549.12.Y10 1997

ATTITUDE: THE CHOICE IS YOURS

Michele Matty Anna

HF5549.5.C13 2006

MONDAY MORNING MENTORING: TEN LESSONS TO GUIDE YOU UP THE LADDER

Through the books character's and their mentoring sessions, the reader meets a person of integrity who dispenses homespun but effective wisdom. Spend time with both characters, at their Monday morning meetings, and you will find yourself on the road to becoming a better leader and being more successful at work.

180 PP.

David Cottrell

HF5549.5.C35W55 1990

MAINTAINING PROFESSIONAL COMPETENCE

This book examines key approaches to maintaining and enhancing knowledge and skills in mid-career and senior-level professionals. It outlines steps for defining standards of competency within an occupation and provides methods and procedures for assessing a professional's field-related knowledge.

420 PP.

S. L. Willis

S. S. Dubin

HF5549.5.C49 1997

PROMOTABLE WOMAN, THE: 10 ESSENTIAL SKILLS FOR THE NEW MILLENNIUM [Third Edition]

Norma Carr-Ruffino provides women with a detailed plan for overcoming obstacles and stereotypes while developing solid leadership skills in order to get ahead in business.

312 PP.

Norma Carr-Ruffino

HF5549.5.C8C66 1999

EFFECTIVE COACHING

This book explains how you can: Apply good coaching methods in the workplace; Quickly establish the discipline you need in a cooperative, non-threatening atmosphere, and Instinctively use effective problem solving strategies in every situation.

186 PP.

Marshall J. Cook

HF5549.5.C8H83 1999

HANDBOOK OF COACHING, THE: A COMPREHENSIVE RESOURCE GUIDE FOR MANAGERS, EXECUTIVES, CONSULTANTS, AND HUMAN RESOURCE PROFESSIONALS

This book is the first resource to offer a compendium of basic information about the burgeoning field of adult coaching--the art of guiding individuals and organizations to function at their most effective and creative levels. Written for experienced and aspiring coaches, as well as for executives and human resource professionals interested in this rapidly growing profession.

264 PP.

Frederic M. Hudson

HF5549.5.C8L64 2004

COACHING REVOLUTION, THE: HOW VISIONARY MANAGERS ARE USING COACHING TO EMPOWER PEOPLE AND UNLOCK THEIR FULL POTENTIAL

"The Coaching Revolution" is for managers who recognize that times are changing and know they need to coach the people they manage to get the results they want. The payoff for becoming a manager-coach is clear: manager-coaches are more productive, their workplaces are more efficient, their people constantly develop their skills, and their companies' performances improve.

256 PP.

David Logan and

John King

HF5549.5.I6S55 1997

NEGOTIATE YOUR JOB OFFER: A STEP-BY-STEP GUIDE TO A WIN-WIN SITUATION

Mary B. Simon

HF5549.5.S10K08 2007

EVALUATE YOURSELF, BUSINESS: PROFESSIONAL GUIDANCE FOR BETTER BUSINESS ACUMEN

It takes brains to make a million, and intelligence to keep it. Most businessmen are made, not born. Here are 35 tests to help you find out if yours is a business mentality.

119 PP.

J. S. Singer, et al.

HF5549.5.T714572 1999

INFORMAL LEARNING ON THE JOB

Victoria Marsick and

Marie Volpe, Editors

HF5549.E57 2005

POWER MENTORING: HOW SUCCESSFUL MENTORS AND PROTÉGÉS GET THE MOST OUT OF THEIR RELATIONSHIPS

Many of the world's most successful people credit mentoring as a major factor in their achievements. The authors provide strategies for establishing such relationships, and support their concept through interviews with 50 top leaders and their rising-star protégées in technology, politics, and the media.

368 PP.

Ellen Ensher and
Susan Murphy

HF5549.W616 1994

COACHING FOR PERFORMANCE: A PRACTICAL GUIDE TO GROWING YOUR OWN SKILLS

This handbook will help you learn the skills, and the art, of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance.

138 PP.

John Whitmore

HM132.N10 2000

10 ESSENTIAL SKILLS FOR TODAY'S GOVERNMENT EMPLOYEES

Robert Neiminen, Editor

LB1060.R10B10 1994

MEMORY JOGGER II, THE: A POCKET GUIDE OF TOOLS FOR CONTINUOUS IMPROVEMENT AND EFFECTIVE PLANNING

This is an easy-to-use pocket guide that describes tools to help you make continuous improvements in an organization. The tools help people at all levels participate in identifying and solving problems; eliminating rework; streamlining processes; improving cross-functional communication; decreasing costs; and measuring results.

164 PP.

Michael Brassard and
Diane Ritter

LB1140.4.P68 2009

POWER OF 2: HOW TO MAKE THE MOST OF YOUR PARTNERSHIPS AT WORK AND IN LIFE

while some partnerships reach great heights, others fall short. Why do some people click while others clash? What do great pairs have in common? And what can be learned from the most powerful partnerships to strengthen collaboration in work and life? Based on Gallup's groundbreaking research, Power of 2 details the eight elements that prepare partners to succeed in their most important endeavors. Rodd Wagner and Gallup World Poll leader Dr. Gale Muller share the science and the secrets of successful collaboration. Mixing key insights about human nature, field-tested discoveries, and the inspiring stories of partnerships that reached the pinnacle, Power of 2 will change the way readers think about working with someone else.

243 PP.

Rodd Wagner and
Gale Muller

LC5215.R10 1996

SELF-DIRECTED ON-THE-JOB LEARNING WORKSHOP, THE

William J. Rothwell

LC52251.42.D38 2000

MANAGING YOUR OWN LEARNING

In today's rapidly changing workplace, learning is more important than ever before. But many people don't understand how learning takes place and how to manage the process. This book shows readers how to analyze their previous learning, design an action plan for future learning, expand their educational opportunities, and use libraries and the Internet effectively in order to become a proactive and perpetual learner.

229 PP.

J. R. Davis

NC730.L45 1990

BRAIN FITNESS: A PROVEN PROGRAM TO IMPROVE YOUR MEMORY, LOGIC, ATTENTION SPAN, ORGANIZATIONAL ABILITY AND MORE.

A brief explanation of brain mechanisms is followed by a month's worth of practice exercises. Emphasizing speed and diversification, these exercises purport to develop perceptive, logical, verbal, structural, and visual/spatial abilities.
216 PP.

Monique Le Poncin

TT507.B58 2008

BUILDING AN AUTHENTIC LEADERSHIP IMAGE

In this study, leaders who conveyed a strong vision were rated higher on several important factors. Those factors such as the ability to lead change, being dynamic, competence in strategic planning, being farsighted, inspiring commitment, being original, and having a strong executive image. Each of these factors is tied to specific behaviors and can be improved through awareness and practice.

100 PP.

Corey Criswell and
David Campbell

TT617.P66 1991

SUCCESSFUL STYLE: A MAN'S GUIDE TO A COMPLETE PROFESSIONAL IMAGE

A man's guide to a complete professional image including wardrobe, travel tips, body language and more.

Doris Pooser

Psychology

B832.F10 1990

MARILYN FERGUSON'S BOOK OF PRAGMAGIC: PRAGMATIC MAGIC FOR EVERYDAY LIVING

This is a unique and authoritative treasury of information that can help us step into the forefront of our changing world.
254 PP.

Wim Coleman and
Pat Perrin

BF173.E10P8 2004

MINIATURE GUIDE TO THE HUMAN MIND, THE: THINKING, FEELING, WANTING

32 PP.

Linda Elder and
Richard Paul

BF174.E10P10 2004

MINIATURE GUIDE TO THE HUMAN MIND, THE: HOW IT LEARNS, HOW IT MISLEARNS

Designed to give the reader insight into the basic functions of the human mind and to how knowledge of these functions (and their interrelations) can enable one to use one's intellect and emotions more effectively.

32 PP.

Linda Elder and
Richard Paul

BF327.B39 2006

DIFFERENCE MAKER, THE: MAKING YOUR ATTITUDE YOUR GREATEST ASSET

Leadership expert John Maxwell believes attitude is one thing that can make all the difference in your life---and now shows you how you can make it your best asset.

184 PP.

John C. Maxwell

BF426.W67 1991

IN THE MIND'S EYE; VISUAL THINKERS, GIFTED PEOPLE WITH LEARNING DISABILITIES, COMPUTER IMAGES, AND THE IRONIES OF CREATIVITY

In the Mind's Eye exposes many popular myths about conventional intelligence by examining the role of visual-spatial

strengths and verbal weaknesses in the lives of eleven gifted individuals, including Albert Einstein, Winston Churchill, Thomas Edison, and others.

359 PP.

Thomas G. West

BF441.W65 1992

WHOLE-BRAIN THINKING: WORKING FROM BOTH SIDES OF THE BRAIN TO ACHIEVE PEAK JOB PERFORMANCE

Productive creativity requires the ability to shift easily between the two modes of thought. This book suggest some very practical thoughts, ideas, and exercises on how to develop this facility.

288 PP.

Jacquelyn Wonder and
Pricilla Donovan

BF449.W93 1991

MINDMAPPING: YOUR PERSONAL GUIDE TO EXPLORING CREATIVITY AND PROBLEM-SOLVING

Readers can finally break down the blocks that hinder free thinking and discover their vast stores of innovative ideas involving whole-brain thinking techniques.

173 PP.

Joyce Wycoff

BF561.G65 1995

EMOTIONAL INTELLIGENCE: WHY IT CAN MATTER MORE THAN IQ

Daniel Goleman's fascinating report from the frontiers of psychology and neuroscience offers us startling new insight into our "two minds" - the rational and the emotional - and how they together shape our destiny.

352 PP.

Daniel Goleman

BF575.H27C375 1992

YOU CAN BE HAPPY NO MATTER WHAT: 4 PRINCIPLES YOUR THERAPIST NEVER TOLD YOU

By understanding five principles - Thought, Moods, Separate Realities, Feelings, and the Present Moment - we can discover a new mode of living that doesn't repress natural emotions, yet where feelings and thoughts don't overwhelm us either.

192 PP.

Richard Carlson

BF575.S75 K74 1989

C ZONE, THE: PEAK PERFORMANCE UNDER PRESSURE

You are an achiever. You are motivated, ambitious, and success-oriented. But you are also smart enough to know that if you push yourself too hard, you will increase your day-to-day anxiety and endanger your health. The C Zone, is for you. The C Zone, is characterized by commitment to work, by confidently taking risks without being overwhelmed, and by being in control -- prepared, skilled, and effective. Anyone can learn to bring these peaks of performance into their lives.

142 PP.

Robert Kreigel and
Marilyn Harris Kreigel

BF611.P10 2000

CONTROL FREAK, THE: COPING WITH THOSE AROUND YOU, TAMING THE ONE WITHIN

Psychologist Les Parrott (a recovering control freak) helps readers relate better to the control freaks around them. And if you are a control freak, Les will help you become willing to lose the control you love.

200 PP.

Les Parrott, Ph.D.

BF632.D54 1983

APPLICATIONS OF NEURO-LINGUISTIC PROGRAMMING [NLP]

The techniques of NLP have been widely acknowledged as some of the most powerful tools for personal and social change in existence today. It explores the application of NLP to a number of areas including: business communication, sales, day-to-day

communication, education, creative writing, health, family therapy, and interpersonal negotiation. Whether you are a manager, salesperson, teacher, psychologist, or parent, this book will expand your capabilities and understanding of the communication and thinking process to help give you more control and expertise in your job and day-to-day interactions.
280 PP.

Robert B. Dilts

BF637.58R63 1992

AWAKEN THE GIANT WITHIN: HOW TO TAKE IMMEDIATE CONTROL OF YOUR MENTAL, EMOTIONAL, PHYSICAL AND FINANCAL DESTINY!

The creator of acclaimed personal achievement programs and the author of the bestselling *Unlimited Power* reveals the proven steps to self-mastery. Robbins shares the secrets of his exclusive "Date with Destiny" seminars, describing how unconscious beliefs control our behavior and how we can make immediate changes to accomplish our goals.

538 PP.

Anthony Robbins

BF637.C45L49 1991

MAGIC OF NEURO-LINGUISTIC PROGRAMMING [NLP] DEMYSTIFIED: A PRAGMATIC GUIDE TO COMMUNICATION AND CHANGE

This is the best selling introduction to Neuro-Linguistic Programming (NLP), written in an informal and entertaining style. This book will introduce the reader to a remarkable new approach to the study of human communications and therapeutic change. Managers, sales people, consultants, therapists, parents, educators -- anyone interested in or involved with influential communications and personal change will benefit from reading this unusual book.

160 PP.

Byron Lewis and
Frank Pucelik

BF637.K10 2004

FOLLOW YOUR TRUE COLORS TO THE WORK YOU LOVE: THE POPULAR METHOD FOR MATCHING YOUR PERSONALITY TO YOUR CAREER

So many people hate their jobs yet are afraid to leave because they don't know what else to do. Finally a book has come along that takes the mystery out of the job search process by showing readers what their natural gifts and talents are, and how this information leads them to the work they love to do.

199 PP.

Carolyn Kalil

BF637.M10 2004

SHOWING OUR TRUE COLORS: A FUN, EASY GUIDE FOR UNDERSTANDING AND APPRECIATING YOURSELF AND OTHERS

Discover the True Colors of others and open lines of communication, reduce conflicts and learn ways of relating to bring out the best in everyone.

245 PP.

Mary Miscisin

BF637.N46.D35 1983

ROOTS OF NEURO-LINGUISTIC PROGRAMMING [NLP]

109 PP.

Robert Dilts

BF637.P36.W545 2007

THERAPIST AS LIFE COACH (Revised and Expanded)

An important contribution to the life coaching profession. . .has equal value for coaches from a non-therapeutic and therapeutic background.

264 PP.

Patrick Williams and
Deborah C. Davis

BF637.P4M52 2000

ARTFUL PERSUASION: HOW TO COMMAND ATTENTION, CHANGE MINDS, AND INFLUENCE PEOPLE

This book peels away the mystery that surrounds the psychology of influence and reveals how the world's most persuasive politicians, advertisers, salespeople, and spin doctors work their magic. Case studies in human behavior, examples of masterful persuaders such as Churchill and Lincoln, and step-by-step guidelines help readers put the power of persuasion to work.
300 PP.

Harry Mills

BF637.S4P43 1978

ROAD LESS TRAVELED, THE: A NEW PSYCHOLOGY OF LOVE, TRADITIONAL VALUES AND SPIRITUAL GROWTH

The Road Less Traveled continues to enable us to explore the nature of loving relationships and leads us toward a new serenity and fullness of life. It helps us determine how to distinguish dependency from love; how to become a more sensitive parent; and ultimately how to become one's own true self.

312 PP.

M. Scott Peck

BF637.S8M3417 2009

HOW SUCCESSFUL PEOPLE THINK: CHANGE YOUR THINKING, CHANGE YOUR

Gather successful people from all walks of life--what would they have in common? The way they think! Now you can think as they do and revolutionize your work and life! This is the perfect, compact read for today's fast-paced world. America's leadership expert John C. Maxwell will teach you how to be more creative and when to question popular thinking. You'll learn how to capture the big picture while focusing your thinking. You'll find out how to tap into your creative potential, develop shared ideas, and derive lessons from the past to better understand the future. With these eleven keys to more effective thinking, you'll clearly see the path to personal success.

127 PP.

John C. Maxwell

BF637.S8W46 1994

HEART AROUSED, THE: POETRY AND PRESERVATION OF THE SOUL IN CORPORATE AMERICA

Whyte shows how the language of prophecy, poetry, and enlightenment gives voice to the most creative--yet hidden--desires. He shows that the best way to respond to the current call for creativity in organizational life is to overcome habitual fear and reticence.

320 PP.

David Whyte

BF698.3.B10C8 2001

QUICK GUIDE TO THE 16 PERSONALITY TYPES IN ORGANIZATIONS: UNDERSTANDING PERSONALITY DIFFERENCES IN THE WORKPLACE

"The Quick Guide to the 16 Personality Types in Organizations", is written by leading experts in the theory of personality type and its applications. This booklet helps you develop your personal effectiveness within the workplace by providing two full pages of information about each of the sixteen personality types under the topics of Problem Solving, Leadership, Creativity, Teams, Stress, Learning, Career Mastery, and Personal Development. Also included is an appendix that will help you understand the eight MTR-i team roles.

44 PP.

Linda V. Berens, et al

BF698.3.H57 1989

LIFE TYPES: UNDERSTAND YOURSELF AND MAKE THE MOST OF WHO YOU ARE [MBTI]

Based on the Myers-Briggs personality test, this guide will help readers develop a complete, accurate psychological self-portrait and show them how to achieve success in life.

Sandra Hirsh and

Jean Kummerow

BF698.3.M94 1995

GIFTS DIFFERING: UNDERSTANDING PERSONALITY TYPE [MBTI]

Describing the 16 major personality types identified in the work of Briggs and Myers, this landmark book shows the profound effects--on marriage, learning and career satisfaction--of a person's style of perception and judgment.

248 PP.

BF698.3.P43 1997

I'M NOT CRAZY, I'M JUST NOT YOU: THE REAL MEANING OF THE SIXTEEN PERSONALITY TYPES [MBTI]
Answers the eternal question, "what is normal?" A treasure chest of insights for those who seek a greater self-understanding.
208 PP.

Roger R. Pearman and
Sarah C. Albritton

BF698.3.Q46 1993

BESIDE OURSELVES: OUR HIDDEN PERSONALITY IN EVERYDAY LIFE [MBTI]
Illuminates the hidden side of personality revealed in "out of character" responses.
465 PP.

Naomi L. Quenk

BF698.35.E54P34 1998

ENNEAGRAM ADVANTAGE, THE: PUTTING THE 9 PERSONALITY TYPES TO WORK IN THE OFFICE
Adapting a centuries-old psychological system of personality profiling, The Enneagram Advantage gives invaluable insight into your own business persona as well as those of your colleagues, bosses, clients, and corporate cultures.
286 PP.

Helen Palmer and
Paul B. Brown

BF698.35.E54T35 2006

AWARENESS TO ACTION: THE ENNEAGRAM, EMOTIONAL INTELLIGENCE, "Awareness to Action" explores the nine distinct, yet interconnected personality types of Enneagram theory, which uses a nine-pointed figure to illustrate the relationship between an individual's dominant personality and the other types that comprise the structure.
223 PP.

Robert Talon and
Mario Sikora

BF698.35.I55B72 1990

HOMECOMING: RECLAIMING AND CHAMPIONING YOUR INNER CHILD

This book re-creates the transformative experiences of his workshops, in which participants learn to understand and mourn the damage done to their inner child--the core self with which we are born and which is damaged and hidden when the growing child adapts to life in a dysfunctional family.
304 PP.

John Bradshaw

BF698.35.N44C37 1989

NEGAHOLICS: HOW TO OVERCOME NEGATIVITY AND TURN YOUR LIFE AROUND

A step-by-step program which tests and treats negaholic behavior. Easy to read with plenty of case studies and fine advice.
272 PP.

Cherie Carter-Scott

BF698.35.N44M37 1989

BEYOND NEGATIVE THINKING: RECLAIMING YOUR LIFE THROUGH OPTIMISM

An invaluable guide on how to feel better and improve behavior by recognizing and breaking patterns of negative thinking.
314 PP.

Joseph T. Martorano and
John P. Kildahl

BF698.8.D10 1992

PERSONALITIES AT RISK: ADDICTION, CODEPENDENCY AND PSYCHOLOGICAL TYPE

Terence Duniho

BF698.8.M94M84 1985

MANUAL: A GUIDE TO THE DEVELOPMENT AND USE OF THE MYERS-BRIGGS TYPE INDICATOR [MBTI]

Isabel B. Myers

BF698.9.O3K10 1988

TYPE TALK: THE 16 PERSONALITY TYPES THAT DETERMINE HOW WE LIVE, LOVE AND WORK [MBTI]

With Type Talk at Work, you'll never look at the office the same way again! This popular classic now features a new chapter on leadership, showing you how to be more effective on the job.

304 PP.

Otto Kroeger, et al

BF698.9.O3K68 2002

TYPE TALK AT WORK: HOW THE 16 PERSONALITY TYPES DETERMINE YOUR SUCCESS ON THE JOB

Written by noted consultant Kroeger and his colleagues, this entertaining and informative volume is aimed at anyone trying to navigate the challenging social setting of the workplace. The book is designed to help readers identify their own type and gain insight into the learning and operating styles of their colleagues. Its three sections are an introduction to typewatching (determining types), putting typewatching to work (leadership, team building, and conflict resolution), and understanding the 16 type profiles.

416 PP.

Otto Kroeger, et al

BF698.9.O3T54 1995

DO WHAT YOU ARE: DISCOVER THE PERFECT CAREER FOR YOU THROUGH THE SECRETS OF PERSONALITY TYPE [MBTI]

Using workbook exercises, the book provides specific job search strategies, including information on how to harness the power of the Internet to conduct the most efficient and effective job search. It lists the wide array of occupations that are popular with your personality type, including today's hottest career tracks in growth areas such as e-commerce, biotechnology, new media, and telecommunications.

386 PP.

Paul D. Tieger and
Barbara Barron-Tieger

BF698.F8K10 2005

ENHANCING EMOTIONAL INTELLIGENCE: LEADERSHIP TIPS FROM THE EXECUTIVE COACH

This is a handbook for coaching and leadership development. Emotional intelligence is becoming increasingly popular as a vehicle for coaching people and developing leaders. This book covers 21 competencies within the four dimensions of emotional intelligence: 1. Self-Awareness, 2. Self-Management, 3. People Radar, 4. People Skills.

198 PP.

Robert Ferguson and
Mark Kelly

BF698.K3571 1984

PLEASE UNDERSTAND ME: CHARACTER AND TEMPERAMENT TYPES [MBTI]

After 30 years of treating hundreds of teaching, parenting, marriage, and management problems, Dr. Keirsey now challenges the reader to abandon the "Pygmalion Project", that endless and fruitless attempt to change the Other into a carbon copy of Oneself.

207 PP.

David Keirsey and
Marilyn Bates

BF698.K3572 1998

PLEASE UNDERSTAND ME II: TEMPERAMENT, CHARACTER, INTELLIGENCE [MBTI]

As in the original book, Please Understand Me II begins with The Keirsey Temperament Sorter, the most used personality inventory in the world. But also included is The Keirsey Four-Types Sorter, a new short questionnaire that identifies one's basic temperament and then ranks one's second, third, and fourth choices.

305 PP.

David Keirsey

BF724.6.C67 1993

NAVIGATING MIDLIFE: USING TYPOLOGY AS A GUIDE [MBTI]

Navigating Midlife uses MBTI typology as a guide to challenges of midlife. It attempts to show how strong or weak features of our personalities affect our development, offering some helpful advice on how to use the challenges as opportunities for positive change.

272 PP.

Eleanor Corlett and
Nancy Millner

BF774.C53 1998

INFLUENCE: THE PSYCHOLOGY OF PERSUASION

Some people just will not take no for an answer. In, "Influence", Dr. Robert Cialdini explains the six psychological principles that drive our powerful impulse to comply to the pressures of others and shows how we can defend ourselves against manipulation (or put the principles to work in our own interest).

320 PP.

Robert B. Cialdini

BF778.B10 2008

UNDERSTANDING YOURSELF AND OTHERS: AN INTRODUCTION TO INTERACTION STYLES 2.0

Are you ready to have a process to explain what an ESTJ, ENTJ, ESTP and ENFJ all have in common? An introduction to Interaction Styles reveals the four fundamental interaction style patterns for you to "try on" in your search for understanding yourself (and others). Within these patterns are clues to the "how" of our behaviors. Find out how you consistently seem to fall into certain roles in your interactions with others and how you can shift your energies to take on other roles when necessary.

48 PP.

Linda V. Berens

BJ1533.R42A45 2009

PERSONAL CREDIBILITY FACTOR, THE: HOW TO GET IT, KEEP IT, AND GET IT BACK (IF YOU'VE LOST IT)

This book is a needed reminder that no matter how old you are or what you've accomplished in life, you are never, ever done learning about yourself or those around you. From the easier-said-than-done resolution to avoid gossip to the it's-as-hard-as-it-sounds process of building up your self-awareness, Allegier has filled her book with the life lessons we never seem to fully learn the first time we hear them. To be an effective leader, you must be trustworthy. If people don't trust you, they won't follow you. And if they won't follow you, your organization won't meet its goals.

166 PP.

Sandy Allgeier

BJ1581.2.J657 1992

CHOOSE TO LIVE PEACEFULLY

The author of Choose to Be Healthy explores the many facets that comprise a peaceful, satisfying life. In plain yet inspiring language she shows readers how to hear their inner voices and discover these facets within their own lives. The book is filled with advice, meditations, and affirmations.

310 PP.

Susan Smith Jones

BJ1581.2.Q56 2000

SHORT GUIDE TO A HAPPY LIFE, A

In this treasure of a book, Anna Quindlen, the best-selling novelist and columnist, reflects on what it takes to "get a life" -- to live deeply every day and from your own unique self, rather than merely to exist through your days.

64 PP.

Anna Quindlen

BV4598.2.P43 1993

FURTHER ALONG THE ROAD LESS TRAVELED: THE UNENDING JOURNEY TOWARD SPIRITUAL GROWTH

This long-awaited sequel to The Road Less Traveled--the phenomenal national bestseller with more than 4 million copies sold--examines the most important areas of love, relationships, and spiritual growth. Peck's challenging insights are as inspiring as they are realistic.

256 PP.

M. Scott Peck

D810.J4F72713 1984

MAN'S SEARCH FOR MEANING: AN INTRODUCTION TO LOGOTHERAPY

Dr. Frankl gives a moving account of his life amid the horrors of the Nazi death camps, chronicling the harrowing experience that led to his discovery of his theory of logotherapy. A profound revelation born out of Dr. Frankl's years as a prisoner in Auschwitz and other concentration camps, logotherapy is a modern and positive approach to the mentally or spiritually disturbed personality. Stressing man's freedom to transcend suffering and find a meaning to his life regardless of his circumstances.

221 PP.

Viktor Frankl

E839.S84 1997

FOURTH TURNING, THE: AN AMERICAN PROPHECY: WHAT THE CYCLES OF HISTORY TELL US ABOUT AMERICA'S NEXT RENDEZVOUS WITH DESTINY

By applying the lessons of history, The Fourth Turning makes some bold and hopeful predictions about America's next rendezvous with destiny. It also shows us how we can prepare for what's ahead, both individually and as a nation.

339 PP.

William Strauss

Neil Howe

GV706.4.B13 2006

GAME PLAN, THE: YOUR GUIDE TO MENTAL TOUGHNESS AT WORK

The book contains a model of 'mental toughness' that has been road-tested extensively with successive cricket and Olympic teams as well as the corporate market (Coca Cola and Deutsche Bank to name but two). Mental toughness is a mis-understood area that has not been examined in enough rigorous detail. This book breaks down the art of mental toughness into 4 key but contrasting areas.

216 PP.

Steve Bull

HD38.2.B46 1991

UNDERSTANDING YOUR MANAGEMENT STYLE: BEYOND THE MYERS-BRIGGS TYPE INDICATOR [MBTI]

The author presents a model one that considers combinations of factors, providing a systematic and practical way for managers to examine their own style, make desired changes, and assess the style of others in their organization.

202 PP.

Robert Benfari

HD38.2.C66 1997

EXECUTIVE EQ: EMOTIONAL INTELLIGENCE IN LEADERSHIP AND

Executives, managers, and professionals all across America are praising Executive EQ and are putting the precepts of this book into action for raising emotional intelligence in their leadership and at all levels of their organizations.

Robert K. Cooper, Ph.D. and

Ayman Sawaf

HD38.2.G69 1993

WHAT DO THEY SEE WHEN THEY SEE YOU COMING?: THE POWER OF PERCEPTION OVER REALITY

This book is written by a manager for managers. In unabashed fashion, this book invites the reader-the manager, the leader, the sales director, the supervisor - to ask a simple question. Additionally, this book seeks to provide possible answers. Its main thrust is to stimulate the reader's thinking in the powerful area of another's perception..

166 PP.

Stephen M. Gower

HD38.G6285 1991

LOYALTY FACTOR, THE: BUILDING TRUST IN TODAY'S WORKPLACE

The last decade has seen a weakening of the bonds of trust between companies and workers. The challenges of the 1990s will erode commitment and loyalty even more. The Loyalty Factor presents guidelines for rebuilding trust and for developing

loyalty in today's workforce.

102 PP.

Carol Kinsey Goman Ph.D.

HD53.H35 1995

JUMP START YOUR BRAIN

Much like the classic megaseller A Whack on the Side of the Head, here is a proven method for increasing creativity up to 500% from a "master marketing inventor" filled with practical, tactical advice for not only thinking up new ideas, but developing and marketing them as well.

432 PP.

David Wecker

HF5548.8.B243 1991

DANGER IN THE COMFORT ZONE: FROM BOARDROOM TO MAILROOM - HOW TO BREAK THE ENTITLEMENT HABIT THAT'S KILLING AMERICAN BUSINESS

Danger in the Comfort Zone looks at the unintended consequences of making rewards and recognition in an organization too independent of how the individual and the organization are performing. Mostly these consequences are harmful, by making people focus on keeping what they perceive belongs to them rather than responding to important challenges. In that sense, this book has a lot of parallels to Spenser Johnson's, Who Moved My Cheese?

Judith M. Bardwick

HF5548.8.B94 1994

HEROZ: EMPOWER YOURSELF, YOUR COWORKERS, YOUR COMPANY

In this boo the authors reveal how anyone in an organization can find new meaning and purpose in work. The step-by-step techniques outlined in the book will help readers improve efficiency and learn to take control of their jobs.

201 PP.

William Byham and

Jeff Cox

HF5548.8.C685 2006

WORKING WITH YOU IS KILLING ME: FREEING YOURSELF FROM EMOTIONAL TRAPS AT WORK

For anyone trapped in an energy-zapping relationship with a co-worker, boss or subordinate, Crowley and Elster offer an exit strategy, a highly practical and easily implemented guide to making the situation workable. This empowering book delivers a sense of control over nasty workplace situations. It may also offer the answer to high job turnover.

232 PP.

Katherine Crowley and

Kathi Elster

HF5548.8.W433 1998

EMOTIONAL INTELLIGENCE AT WORK

This unprecedented book demonstrates how to master the core competencies of EI, abilities that include self-motivation, high self-awareness, mood management, and emotional mentoring. In addition, it includes scores of real-world examples and dozens of practical exercises that accelerate the process, along with step-by-step approaches to mastering a variety of EI techniques.

272 PP.

Hendrie Weisinger

HF5549.5.M6G665 2008

NO COMPLAINING RULE, THE: POSITIVE WAYS TO DEAL WITH NEGATIVITY AT WORK

Jon Gordon, a bestselling author, consultant and speaker, shares an enlightening story that demonstrates how you can conquer negativity and inspire others to adopt a positive attitude." Based on one company's successful No Complaining Rule, the powerful principles and actionable plan are practical and easy-to-follow, making this book an ideal read for managers, team leaders and anyone interested in generating positive energy.

155 PP.

Jon Gordon

HF5549.8.B634 1996

PEOPLE STYLES AT WORK: MAKING BAD RELATIONSHIPS GOOD AND GOOD RELATIONSHIPS BETTER

People Styles at Work presents a practical, proven behavioral science method that you can use to understand how your preferred style of working comes across to other people, "read" other people's behavior so you'll know the best way to work with them.

176 PP.

Robert Bolton and
Dorothy Grover Bolton

HF5549.H3928 1997

301 WAYS TO HAVE FUN AT WORK

Featuring ideas generated by companies around the world that have successfully instilled fun into the workplace. This book presents a complete esource anyone can use to create a dynamic workplace.

245 PP.

Dave Hemsath and
Leslie Yerkes

HM1033.G53 2000

TIPPING POINT, THE: HOW LITTLE THINGS CAN MAKE A BIG DIFFERENCE

According to Gladwell, "The Tipping Point" is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire. He reveals how easy it is to cause group behavior to tip in a desirable direction by making small changes in our immediate environment.

304 PP.

Malcolm Gladwell

HM1256.H37 2005

POWER, INFLUENCE, AND PERSUASION: SELL YOUR IDEAS AND MAKE THINGS HAPPEN

To be effective, managers have to be skilled at acquiring power-and using that power to persuade others to get things done. This guide offers must-know methods for commanding attention, changing minds, and influencing decision-makers up and down the organizational ladder.

167 PP.

Harvard Business School

LB1060.L535 1996

HOW TO LEARN ANYTHING QUICKLY: AN ACCELERATED PROGRAM FOR RAPID LEARNING

Now readers can improve skills by finding the learning or memorization method which best suits their personal learning style--visual, auditory, tactile, or kinesthetic--and implement this method (or "superlink") to learn material easily and thoroughly.

Ricki Linksman

PE1408.E10 2007

THINKER'S GUIDE TO ANALYTIC THINKING, THE: HOW TO TAKE THINKING APART AND WHAT TO LOOK FOR WHEN

This guide focuses on the intellectual skills that enable one to analyze anything one might think about - questions, disciplines, subjects, etc. It provides the common denominator between all forms of analysis.

56 PP.

Linda Elder and
Richard Paul

PN4874.G398A25 2007

WHAT THE DOG SAW: AND OTHER ADVENTURES

"Good writing," Gladwell says in his preface, "does not succeed or fail on the strength of its ability to persuade. It succeeds or fails on the strength of its ability to engage you, to make you think, to give you a glimpse into someone else's head. What is the difference between choking and panicking? Why are there dozens of varieties of mustard-but only one variety of ketchup? What do football players teach us about how to hire teachers? What does hair dye tell us about the history of the 20th century? In the past decade, Malcolm Gladwell has written three books that have radically changed how we understand our world and ourselves.

410 PP.

Malcolm Gladwell

RC455.4.R4F7 1997

MAN'S SEARCH FOR ULTIMATE MEANING

Viktor Frankl is known to millions of readers as a psychotherapist who has transcended his field in his search for answers to the ultimate questions of life, death, and suffering. Man's Search for Ultimate Meaning explores the sometimes unconscious basis human desire for inspiration or revelation, and illustrates how life can offer profound meaning at every turn.

208 PP.

Victor E. Frankl

RC480.5.B313 1979

FROGS INTO PRINCES

Frogs into PRINCES is edited entirely from audiotapes of introductory NLP (Neuro Linguistic Programming) training workshops conducted by Richard Bandler and John Grinder. NLP is an explicit and powerful model of human experience and communication. Using the principles of NLP it is possible to describe any human activity in a detailed way that allows you to make many deep and lasting changes quickly and easily.

197 PP.

Richard Bandler and

John Grinder

RC569.5.C63L37 1993

WHO'S DRIVING YOUR BUS?: CODEPENDENT BUSINESS BEHAVIORS OF WORKAHOLICS

When two people bring matching dysfunctional habits to a relationship, the possibilities for disaster multiply. And when the matching partner is not another person but an organization, those possibilities multiply yet again. This guide looks at employees' behaviors and how they can impede an organization's productivity, and it reveals how they can be addressed.

180 PP.

Jeannette Goodstein

TK7874.G10 1998

BILL GATES @ THE SPEED OF THOUGHT: USING A DIGITAL NERVOUS SYSTEM

Bill Gates with

Collins Hemingway

[Self Development](#)

BF455.D363 1986

DE BONOS THINKING COURSE

This course represents a new dimension in self-help for anyone seeking to improve their mental powers. Those who read this book carefully will find their ability to think considerably and gainfully improved.

208 PP.

Edward De Bono

BF575.A86 2002

DEVELOPING POSITIVE ASSERTIVENESS: PRACTICAL TECHNIQUES FOR PERSONAL SUCCESS (Third Edition)

Make positive assertiveness a productive force in your life. This book will help you examine your posture, language, and attitude while learning to deal openly with others. Find your natural style of communication. Use assertive words appropriately.

130 PP.

Sam R. Lloyd

BF637.L10 1994

LIFE SKILLS: TAKING CHARGE OF YOUR PERSONAL AND PROFESSIONAL GROWTH

Improve your quality of life by recapturing your personal vision and purpose. Key concepts of life and work planning are presented in a fast-paced, interactive handbook including exercises, self-assessments, and inspirational coaching that will motivate you to live authentically.

196 PP.

Richard J. Leider

BF637.P10 1992

WINNING ATTITUDE, A: HOW TO DEVELOP YOUR MOST IMPORTANT ASSET
80 PP.

Michelle F. Poley

BF637.S412 1991

TWELVE STEPS TO SELF IMPROVEMENT: A CRISP ASSESSMENT PROFILE
107 PP.

Crisp Publications

BF637.S4L10 1992

SELF EMPOWERMENT: GETTING WHAT YOU WANT FROM LIFE

Understand the benefits of self-empowerment and dramatically improve your self-esteem and interpersonal skills.
90 PP.

Sam R. Lloyd and
Tina Berthelot

BF637.S8C37 1988

HOW TO WIN FRIENDS AND INFLUENCE PEOPLE

Written in 1936, it is based on courses in public speaking that had been taught in adult education courses by Dale Carnegie since 1912. It is an unusual little book, written in a highly personalized, colloquial style that is reminiscent of a lecture.
160 PP.

Dale Carnegie

BF637.S8F67 1989

PATH OF LEAST RESISTANCE, THE: LEARNING TO BECOME THE CREATIVE FORCE IN YOUR OWN LIFE

Robert Fritz demonstrates that any of us has the innate power to create. Discover the steps of creating; the importance of creating what you truly love, how to focus on the creative process to move from where you are to where you want to be, and much more.
285 PP.

Robert Fritz

BF697.5.S46S83 1996

SELF-TRAPS: THE ELUSIVE QUEST FOR HIGHER SELF-ESTEEM

Not a self-help book, Self-Traps is a fascinating, multidimensional exploration of how self-esteem conflicts develop and are played out in all our relationships, and how the authentic achievement of self-esteem is often undermined by American social norms that tell us how to approach our love relationships and work.
256 PP.

William Swan

HD5525.B65 2010

WHAT COLOR IS YOUR PARACHUTE? A PRACTICAL MANUAL FOR JOB-HUNTERS AND CAREER-CHANGERS

This book continues to be the job-hunter's bible - even in times of a strong, robust economy, when - conventional wisdom says "Job-hunting books don't sell." It is a fixture on best-seller lists, and exists in ten languages - around the world. This book remains the gold standard of career guides, and is always current and up to date, with the - latest evidence of this are tips about job-hunting currently available on the Internet.
311 PP.

Richard Nelson Bolles

HD8038.A1S35 1982

REFLECTIVE PRACTITIONER, THE: HOW PROFESSIONALS THINK IN ACTION

This is an important contribution to the literature of planning theory and practice.

Donald A. Schon

HF5548.8.WA87 1993

DEVELOPING MANAGEMENT SKILLS: DEVELOPING SELF AWARENESS

David Whetten

HQ1200.B10 1992

POSITIVE MANAGEMENT: ASSERTIVENESS FOR MANAGERS

166 PP.

Paddy O'Brien

JF2051.M395 1994

POSITIVE POLITICS AT WORK

Makes sense of the unwritten rules of work politics so readers can build and maintain healthier relationships with co-workers. The authors distinguish positive politics from negative politics and include practical advice for effectively dealing with negative politics and include practical advice for effectively dealing with negative office "politicians."

100 PP.

Douglas McKenna and

Jeff McHenry

LB234.H10 1996

BEING OK JUST ISN'T ENOUGH: THE POWER OF SELF-DISCOVERY

173 PP.

Doris W. Helmering

RC489.A77B44 1993

ASSERTIVENESS: A POSITIVE PROCESS

This personal workbook illustrates three main types of behavior-- Assertive, Aggressive, and Unassertive. Learn the value of becoming more assertive in the workplace and at home.

82 PP.

Mike Scally and

Barrie Hopson

Stress

BF575.S75G66 1999

COMPREHENSIVE STRESS MANAGEMENT [6th Edition]

Between work, classes, activities, friends, and money, college can be a difficult balancing act for many students. This edition assists your students in identifying, understanding, and combating the stressors that most impact their lives.

342 PP.

Jerrold S. Greenberg

RA785.H375 1998

TOTAL RELAXATION: HEALING PRACTICES FOR BODY, MIND & SPIRIT

Whether it shows up as lower-back pain, insomnia, low-level anxiety, or just general malaise, tension can grip our lives and keep us from living up to our full potential. Dr. John Harvey has organized his relaxation techniques into five different categories to help you discover where your tension resides. Learn the proven techniques that will guide you to a relaxed, tension-free state quickly and effectively. A sixty-minute CD containing four guided relaxation techniques is included at the back of this book.

185 PP.

John R. Harvey

BF575.S75R53 1992

STRESS AND HEALTH [Second Edition]

With clear, non-technical language packed with lively examples, the author helps readers to identify personally with content and process. He includes the information, techniques, and skills needed to deal effectively with both physical and psychological stress.

493 PP.

Phillip L. Rice

BF673.S8J10 1996

DON'T GET MAD, GET FUNNY! A LIGHT-HEARTED APPROACH TO STRESS MANAGEMENT

What's the easiest, most practical, and most affordable way to cope with stress? Respond to stress-filled days with the transforming power of laughter. Use this resource to enhance your stress management seminars as you add punch to your presentations and engage your listeners through the power of laughter.

116 PP.

Leigh Anne Jasheway

HF5548.85.M57 1994

OVERCOMING ANXIETY AT WORK

This book offers specific pointers for overcoming job jitters, cooling hot tempers, and taming other common types of anxious energy. By understanding the types of situations and fears, which trigger their anxious reactions, readers can more effectively control them.

100 PP.

Vincent Miskell and
Jane Miskell

HF5548.85.S737 1996

STRESS AND HUMAN PERFORMANCE

This book presents basic and applied research that addresses the effects of acute stress on performance. There are a large number of applied settings that share the commonalities of high demand, high risk performance conditions, including aviation; military operations; nuclear, chemical, and other industrial settings; emergency medicine; mining; firefighting; and police work, as well as everyday settings in which individuals face stressors such as noise, time pressure, and high task load.

328 PP.

James E. Driskell and
Eduardo Salas, Editors

HF5548.85.W44 1993

DEVELOPING MANAGEMENT SKILLS: MANAGING STRESS

David Whetten

RA785.D374 2008

RELAXATION & STRESS REDUCTION WORKBOOK, THE: [Sixth Edition]

This book offers well-organized chapters on breathing, relaxation, meditation, thought stopping, and body awareness guide the reader through copious self-help techniques. There are chapters on subjects including job stress management, goal setting and time management, and assertiveness training, focus on daily scenarios people often find distressing.

317 PP.

Martha Davis, et al

RA785L86 2005

STRESS FREE FOR GOOD: 10 SCIENTIFICALLY PROVEN LIFE SKILLS FOR HEALTH AND HAPPINESS

We live in an age of stress. Constant stress significantly affects our ability to lead healthy and happy lives at work and home. Stress damages our physical and emotional well-being, our relationships, and our productivity. The authors spent years at the Stanford University School of Medicine developing skills for eliminating the stress, anxiety, and pain that occur in daily life. Delivering sound advice, "Stress Free for Good" is easy to use and starts working immediately.

222 PP.

Fred Luskin and
Kenneth R. Pelletier

RC455.4.R4P4 1997

PEOPLE OF THE LIE

With his classic best-selling book, *The Road Less Traveled*, Dr. M. Scott Peck has introduced over three million readers to an integration of the deepest insights of psychiatry with those of religion. In *People of the Lie*, an absorbing and equally inspiring companion volume, Dr. Peck utilizes the same approach to probe brilliantly the essence of human evil. This disturbing, fascinating book offers a strikingly original approach to the age-old problem of human evil.

269 PP.

Scott M. Peck

RC685.H8B4 2000

RELAXATION RESPONSE, THE

When you look at the popularity of mind-body medicine today, it's hard to understand what a groundbreaking book this was when it was first published in 1975. Based on studies at Boston's Beth Israel Hospital and Harvard Medical School, Dr. Herbert Benson showed that relaxation techniques such as meditation have immense physical benefits, from lowered blood

pressure to a reduction in heart disease. If you want to understand the beginnings of today's alternative medicine movement, this is a good place to start.

240 PP.

Herbert Benson

Substance Abuse

HV5132.J39 2000

LOVE FIRST: A NEW APPROACH TO INTERVENTION FOR ALCOHOLISM AND DRUG ADDICTION

If alcoholics and addicts won't accept help until they're ready, what gets them ready? This book provides an answer in clear, concise terms. Dispelling two damaging myths -- that an addict has to hit bottom and that intervention must be confrontational -- the authors' proven approach puts love first and shows families, step by step, what to do next.

280 PP.

Jeff Jay and
Debra Jay

HV5132.W43 1989

ANOTHER CHANCE: HOPE AND HEALTH FOR THE ALCOHOLIC FAMILY

For the millions of Americans who suffer in alcoholism-torn lives of loneliness, fear, shame, guilt, hurt, anger, and frustration, Another Chance offers invaluable insights and solid steps towards recovery. It shows what is happening with the alcoholic, within the alcoholic family, and within the world of professional treatment for chemical dependents, their co-dependents, and their adult children.

317 PP.

Sharon W. Cruse

HV5276.F36 1996

ADDICTION BOOK, THE: A STEP-BY-STEP GUIDE TO QUITTING ALCOHOL AND DRUGS

Focusing on the most current research in the field of drug addiction that treats dependence as a disruption of normal brain chemistry and abuse as a behavioral disorder, the authors present a step-by-step program tracing a path from recognition to avoiding a relapse.

149 PP.

Patrick Fanning and
John T. O'Neill

HV5278.A432 1993

ALCOHOLICS ANONYMOUS BIG BOOK [Fourth Edition]

First published in 1939, Alcoholics Anonymous sets forth cornerstone concepts of recovery from alcoholism and tells the stories of men and women who have overcome the disease. With publication of the second edition in 1955, the third edition in 1976, and now the fourth edition in 2001, the essential recovery text has remained unchanged while personal stories have been added to reflect the growing and diverse fellowship. The long-awaited fourth edition features 24 new personal stories of recovery.

191 PP.

Alcoholics Anonymous World

RC565.A32 2007

ADDICTION: WHY CAN'T THEY JUST STOP?

This companion book to the HBO documentary of the same name sheds light on the hidden American epidemic of addiction. Blending compelling personal narratives with statistics and expert opinion, all gleaned from over two years of research and reporting, ADDICTION offers a comprehensive and provocative look at the impact of chemical dependency on addicts, their loved ones, society, and the economy. Breaking the stigma that addicts are simply weak and immoral, it delves into new brain research proving that drugs and alcohol change the chemical composition of addicts' brains, making it veritably impossible for them to quit. The nation's top experts persuasively argue that the time has come for the blame to stop and the healing to begin.

256 PP.

John Hoffmand and
Susan Froemke, Editors

RC596.5.C63.B429 1992

CODEPENDENT NO MORE: HOW TO STOP CONTROLLING OTHER AND START CARING FOR YOURSELF

For twenty years Melody Beattie has been writing lucidly about codependency--the pattern of trying to control or change someone who repeatedly makes trouble for themselves and others, and who usually is manipulating and controlling others as well. The problem is often part of an addictive or depressive syndrome or both.

264 PP.

Melody Beattie

Systems Thinking

HD30.28.H333 2008

ENHANCING YOUR STRATEGIC IQ: WINNING STRATEGIES: FROM A TO Z

The purpose of this book is to provide progressive leaders and executives of all types and business/government/non profit sectors with a better and more practical understanding of Strategy from a day to day decision making basis. It is a compilation of lessons learned from the Best Practices on Strategy and Positioning in today s most successful organizations, no matter what their industry or sector, public or private. This book is a proactive attempt to help executives understand and learn strategies at a Best Practices Level in order to help them lead their organizations successfully in today s dynamic and changing global economy and environment.

224 PP.

Stephen Haines with
Stephen Lin

BF408.F75 1991

CREATING: A GUIDE TO THE CREATIVE PROCESS

This book is about creating. It is about helping you create what you want to be.

305 PP.

Robert Fritz

HD20.5.O10 1997

ART OF SYSTEMS THINKING, THE: ESSENTIAL SKILLS FOR CREATIVITY AND PROBLEM SOLVING

This book will provide you with the following information: You can get a huge result for a small effort; obvious solutions can often do more harm than good. To avoid recurrent misfortunes that seems to happen automatically. To know the best time to change strategy, your attempted solution can cause the problem you are trying to solve; and you can never do just one thing because there are always side effects.

265 PP.

J. O'Connor and
Ian McDermott

HD30.19.A53 1997

SYSTEMS THINKING BASICS: FROM CONCEPTS TO CASUAL LOOPS

This book introduces the power of system thinking tools - clearly and precisely - clearly engaging you in a step-by-step process.

144 PP.

V. Anderson
L. Johnson

HD30.28.H3338 2000

SYSTEMS THINKING APPROACH TO STRATEGIC PLANNING AND MANAGEMENT, THE

This book presents the first practical application of "systems thinking", a concept first introduced by Peter Senge in the Fifth Discipline. It provides a unique Systems Thinking Approach that places equal emphasis on planning, strategies, and change management processes in support of customer satisfaction.

392 PP.

Stephen G. Haines

HD53.B10 1996

IMAGINATION ENGINEERING: THE TOOLKIT FOR BUSINESS CREATIVITY

This book presents a tool kit of creativity techniques in an innovative style. It covers all stages of the creative problem solving process from identifying a problem to implementing a solution with easy-to-learn and remember techniques.

225 PP.

Paul Birch and

Brian Clegg

HD53.B354 1995

THINK OUT OF THE BOX

This book is the treasure chest of Vance's operational creativity--the same creative solutions that major corporations have clamored after for three decades are consolidated for the first time.

216 PP.

Mike Vance

HD58.82.D36 1999

DANCE OF CHANGE, THE: THE CHALLENGES TO SUSTAINING MOMENTUM IN LEARNING ORGANIZATIONS

This book identifies universal challenges that organizations ultimately find themselves confronting, including the challenge of "Fear and Anxiety"; the need to diffuse learning across organizational boundaries; the ways in which assumptions built in to corporate measurement systems can handcuff learning initiatives; and the almost unavoidable misunderstandings between "true believers" and nonbelievers in a company.

596 PP.

Peter Senge

HD58.9.F54 1994

FIFTH DISCIPLINE FIELDBOOK, THE: STRATEGIES AND TOOLS FOR BUILDING A LEARNING ORGANIZATION

The Fieldbook is an intensely pragmatic guide. It shows how to create an organization of learners where memories are brought to life, where collaboration is the lifeblood of every endeavor, and where the tough questions are fearlessly asked.

593 PP.

Peter Senge

HD58.9.S46 2006

FIFTH DISCIPLINE, THE: THE ART AND PRACTICE OF THE LEARNING ORGANIZATION [Revised and Updated]

This guide provides a blueprint for establishing a learning organization -- that is, one where people expand their capacity to create results and where new patterns of thinking are nurtured. The updated and revised Currency edition of this business classic contains over one hundred pages of new material based on interviews with dozens of practitioners at companies like BP, Unilever, Intel, Ford, HP, Saudi Aramco, and organizations like Roca, Oxfam, and The World Bank. It features a new Foreword about the success Peter Senge has achieved with learning organizations since the book's inception, as well as new chapters on Impetus (getting started), Strategies, Leaders' New Work, Systems Citizens, and Frontiers for the Future. .

464 PP.

Peter Senge

HD58.OD10 2000

SYSTEMS THINKING

16 PP.

Carol Zulauf

HD61.R487 1991

FEEDBACK THOUGHT IN SOCIAL SCIENCE AND SYSTEMS THEORY

This is an original investigation in the history of an idea and a way of thinking in the social sciences - - the loop concept underlying the notions of feedback and circular causality.

374 PP.

George P. Richardson

HF5549.5.B10B13 2006

ONCE UPON A COMPLEX TIME: USING STORIES TO UNDERSTAND SYSTEMS

Systems thinking is thinking with a wide-angle lens, a way of thinking about the whole instead of the parts. It is seeing connections and patterns in the isolated events that occur around us. Books about systems thinking have generally followed a pattern of moving from general principles to specific examples. In Richard Brynteson's new book, Once Upon a Complex Time: Using Stories to Understand Systems, he takes a unique perspective. He reverses this traditional methodology by using stories to illuminate complex systems theory.

80 PP.

Richard Brynteson

HF5549.5.K11 1999

INTRODUCTION TO SYSTEMS THINKING

Systems thinking is the crucial "fifth discipline" of organizational learning. Discover how its perspective, language, and tools can dramatically strengthen our ability to grasp complexity. An excellent primer for the field.

Daniel H. Kim

LB1028.3.H10 1998

MANAGER'S POCKET GUIDE TO SYSTEMS THINKING AND LEARNING, THE

Systems Thinking is a more natural and better way to think, learn, act, and achieve desired results. Effectively implemented, it can dramatically improve a manager's effectiveness in today's complex and interconnected business world. This book provides managers with many practical new Systems Thinking tools and the main concepts of Systems Thinking to enhance individual, team, and organizational learning, change, and performance. Every manager should have a copy!

228 PP.

Stephen G. Haines

LB1028.K10 1995

SYSTEMS THINKING TOOLS: A USER'S REFERENCE GUIDE

55 PP.

Daniel H. Kim and

Kellie Wardman

LB2822.82.S38 2000

SCHOOLS THAT LEARN: A FIFTH DISCIPLINE FIELDBOOK FOR EDUCATORS, PARENTS, AND EVERYONE WHO CARES ABOUT EDUCATION

Author Peter Senge and his Fifth Discipline team have written Schools That Learn because educators have asked for a book that focuses specifically on schools and education, to help reclaim schools even in economically depressed or turbulent districts. One of the strengths of Schools That Learn is its description of practices that are meeting success across the country and around the world, as schools attempt to learn, grow, and reinvent themselves using the principles of organizational learning.

608 PP.

Peter Senge, et al

QA402.M425 2008

THINKING IN SYSTEMS: A PRIMER

Long anticipated, "Thinking in Systems", is a concise and crucial book offering insight for problem solving on scales ranging from the personal to the global. It brings systems thinking out of the realm of computers and equations and into the tangible world, showing readers how to develop the systems thinking skills that thought leaders across the globe consider critical for 21st-century life.

240 PP.

Donella H. Meadows

RC488.B10 1995

SYSTEMS THINKING PLAYBOOK, THE

In this book every game works well and provokes a deep variety of new insights about paradigms, system boundaries, causal loop diagrams, reference modes, and leverage points.

Linda Booth

T57.6.G52 1999

SYSTEMS THINKING: MANAGING CHAOS AND COMPLEXITY

Concisely, this book is about systems. However, it goes beyond the simple declaration of desirability of systems thinking. With a practical orientation and yet a profound theoretical depth, the book offers an operational handle on the whole by introducing an elaborate scheme called iterative design. The iterative design explicitly recognizes that choice is at the heart of human development.

328 PP.

Jamshid Gharajedaghi

T59.7.M34 1990

MANPRINT: AN APPROACH TO SYSTEMS INTEGRATION

A sourcebook for the application of human factors to the complex relationships among people, machines, and organizations. MANPRINT, the acronym for Manpower and Personnel Integration, developed by the US Army, urges organizational and management changes in institutional ways of doing business by converting equipment-dominated mindsets to those that are more people oriented. Discusses new advancements in macro- and microergonomic techniques, computer-aided ergonomics, life-cycle costing, and engineering error-reduction.

612 PP.

Harold R. Booher

Team Management

HD4901.G756 2006

BRIDGING THE GENERATION GAP: HOW TO GET RADIO BABIES, BOOMERS, GEN XERS, AND GEN YERS TO WORK TOGETHER AND ACHIEVE MORE

The key to making encounters between the generations successful is learning to understand the point of view of each generation and respect their differences. The individuals and organizations that do this will be the ones to succeed. This book will show you how.

222 PP.

Linda Gravett and
Robin Throckmorton

HD51.F72 1992

IMPROVING WORK GROUPS: A PRACTICAL MANUAL FOR TEAM BUILDING

Aimed at any manager, consultant, or employee responsible for developing effective teams, Improving Work Groups offers a step-by-step system for initiating and evaluating team performance.

309 PP.

Dave Francis and
Don Young

HD57.7.D09 2001

LAUNCHING PRODUCTIVE PARTNERSHIPS WITH COWORKERS AND CUSTOMERS [VOL.1]

Volume 1 of the High-Performance Teams Series, First Team shows you how to lay the groundwork that will let your new team tackle its assignments with verve and imagination.

176 PP.

David Dee

HD57.7.D10 2001

STRENGTHENING TEAM UNITY THROUGH INDIVIDUAL SKILL-BUILDING [VOL.2]

One-on-One: Where the Real Work in Teamwork Gets Done offers practical, hands-on lessons in the critical process of being a team. Plus it offers dozens of Quick Tips that you can put into action immediately.

171 PP.

David Dee

HD57.7.LRP10 2001

10 WAYS FOR FEDERAL EMPLOYEES TO BE TERRIFIC TEAM PLAYERS

Designed for federal employees, this easy-to-understand pamphlet shows you how to become the ultimate team player so you can advance team goals and your own career. You learn how to: manage time more effectively, turn conflicts into productive group meetings, motivate others to give their best and more.

LRP Publication

HD57.7.M10T8 2006

MANAGING THE GENERATION MIX: FROM URGENCY TO OPPORTUNITY

This book is full of insight and advice for tackling the age-related challenges you face every day and maximizing the strengths of your age-diverse team members. Author Bruce Tulgan examines in-depth how to redefine the manager-employee relationship to achieve one major goal: Getting the best results for your organization while addressing the needs and demands of individual contributors.

235 PP.

Carolyn A. Martin and
Bruce Tulgan

HD57.7.M13 2001

17 INDISPUTABLE LAWS OF TEAMWORK, THE: EMBRACE THEM AND EMPOWER YOUR TEAM

The author of, "The 21 Indispensable Laws of Leadership", now offers 17 rock-solid, couldn't-be-more-succinct guidelines for leaders who want to build bridges with their coworkers and the community beyond. Memorable points and great presentation.

256 PP.

John C. Maxwell

HD57.H376 1990

SUCCEEDING AS A SELF DIRECTED WORK TEAM: 20 IMPORTANT QUESTIONS ANSWERED

Discover the key tools for making self-directed work teams function as true teams. Work team leaders and managers involved in creating and developing teams will benefit from this guide covering self-managed team models, the transition to self-managed teams, and more.

103 PP.

Bob Harper and
Ann Harper

HD58.8.P18 1992

TEAM MEMBER HANDBOOK FOR TEAMWORK, THE

Issues the 16 guidelines for turning any group into a tightly-knit, high-powered team capable of achieving outstanding results.

60 PP.

Price Pritchett

HD60.H387 1993

TEAM BUILDING TOOL KIT, THE: TIPS, TACTICS, AND RULES FOR EFFECTIVE WORKPLACE TEAMS

Harrington-Mackin shows how to manage the human factors and nitty-gritty details that can hamper teamwork as she explains how to define roles and responsibilities, select team members, encourage positive behavior, maintain control, evaluate and reward teams, and more.

176 PP.

Deborah Harrington-Mackin

HD60.P10 2009

HOW NASA BUILDS TEAMS: MISSION CRITICAL SOFT SKILLS FOR SCIENTISTS, ENGINEERS, AND PROJECT TEAMS

Every successful organization needs high-performance teams to compete and succeed. Yet, technical people are often resistant to traditional "touchy-feely" teambuilding. To improve communication, performance, and morale among NASA's technical teams, former NASA Astrophysicist Dr. Charlie Pellerin developed the teambuilding process described in "How NASA Builds Teams"—an approach that is proven, quantitative, and requires only a fraction of the time and resources of traditional training methods.

288 PP.

Charlie J. Pellerin

HD66.068 1998

HORIZONTAL ORGANIZATION, THE: WHAT THE ORGANIZATION OF THE FUTURE ACTUALLY LOOKS LIKE AND HOW IT DELIVERS VALUE TO CUSTOMERS

In The Horizontal Organization, Frank Ostroff provides managers with the first all-inclusive and tested alternative to the vertical organization. Indeed, he offers nothing less than the first view of what the organization of the future looks like and how it works.

257 PP.

Frank Ostroff

HD66.2.L56 1997

VIRTUAL TEAMS: REACHING ACROSS SPACE, TIME, AND ORGANIZATIONS WITH TECHNOLOGY

The authors address major issues associated with virtual teams, and how offers ideas on how to work together electronically.

There are descriptions of team principles, details on how to link the people (teams) together via technology which will enhance communications and increase productivity.

256 PP.

Jessica Lipnack and
Jeffrey Stamps

HD66.B10 1997

PRACTICAL GUIDE TO SELF MANAGED TEAMS, A

Discover the key tools for making self-directed work teams function as true teams. Work team leaders and managers involved in creating and developing teams will benefit from this guide covering self-managed team models, the transition to self-managed teams, and more.

62 PP.

Kenneth Burger and
Alvin Ray

HD66.B55 1991

ONE MINUTE MANAGER BUILDS HIGH PERFORMANCE TEAMS, THE

With 50 to 90 percent of most managers' time spent in some form of group activity, the practicality of the One Minute Manager's advice is a powerful way toward increasing any working group's productivity and satisfaction.

118 PP.

Kenneth Blanchard

HD66.B56 2009

HOW TO MANAGE IN A FLAT WORLD: 10 STRATEGIES TO GET CONNECTED TO YOUR TEAM WHEREVER THEY ARE

Through interviews and questionnaires, the authors extract insights from successful managers and distill their experiences into strategies and key learning points. With case studies from multinational corporations such as Coca-Cola, Shell and United Biscuits, the book is divided into two sections, focusing on the team and the individual. The team section covers direction, communicating in a virtual world, culture, leadership skills and creating a good team.

192 PP.

Susan Bloch and
Philip Whiteley

HD66.C10 1994

BUILDING A DYNAMIC TEAM: A PRACTICAL GUIDE FOR MAXIMIZING TEAM PERFORMANCE

As changes occur, the team will need to take different steps and meet certain goals. Understanding and anticipating the natural phases of a team structure, from formation to a high-performance team, will help enhance the team's success and each team member's individual contribution.

120 PP.

Richard Y. Chang

HD66.C11 1994

SUCCESS THROUGH TEAMWORK: A PRACTICAL GUIDE TO INTERPERSONAL TEAM DYNAMICS

A team is only as successful as the individuals who make up the group. By using the techniques detailed in this guidebook, managers, leaders, and team members will understand the importance of interpersonal skills, conflict resolution, and positive motivation to optimize a team's performance.

93 PP.

Richard Y. Chang

HD66.C12 1994

MEASURING TEAM PERFORMANCE: A PRACTICAL GUIDE TO TRACKING TEAM SUCCESS

The roles and responsibilities of teams are changing and expanding. The traditional methods of measuring work group performance do not work. This guidebook gives teams new, practical methods to measure their performance, dynamics, and effectiveness.

109 PP.

Richard Y. Chang

HD66.C13 1994

SUCCEEDING AS A SELF-MANAGED TEAM

Making the transition from a traditionally managed department or work group to a self-managed team is not an easy task. You will benefit from knowing how to successfully plan, organize, and implement the transition to a self-managed team.

104 PP.

Richard Y. Chang and
Mark J. Curtin

HD66.C15 1997

TEAM UP FOR SUCCESS: BUILDING TEAMS IN THE WORKPLACE

113 PP.

Charles Cadwell

HD66.H10 1990

SELF MANAGING TEAMS: CREATING AND MAINTAINING SELF MANAGED WORK GROUPS

Written for organizations who want to encourage and support employee involvement through this increasingly popular idea of self-managing teams.

91 PP.

Robert Hicks and
Diane Bone

HD66.H47 1994

FORCE OF ONES, A: RECLAIMING INDIVIDUAL POWER IN A TIME OF TEAMS, WORK GROUPS, AND OTHER CROWDS

This book celebrates the power of the individual in the workplace, and offers support and guidance for enlightened individualism at work. The author provides tools and guidance for enhancing one's personal effectiveness on the job.

261 PP.

Stanley Herman

HD66.K108P 2007

HOW TO LAUNCH A TEAM: START RIGHT FOR SUCCESS

To launch a team in a way that increases its chance of success, managers and team leaders should pay attention to four critical points: setting purpose and direction, defining roles and responsibilities, designing procedures and practices, and building cooperation and relationships. Understanding and implementing these elements is key to a successful launch and, in the end, essential to a team's achieving the organization's goals.

30 PP.

Kim Kanaga and
Sonya Prestridge

HD66.K384 1993

WISDOM OF TEAMS, THE: CREATING THE HIGH-PERFORMANCE ORGANIZATION

The best selling book that thoroughly explores the remarkable benefits of teams at all levels of the organization. The authors provide dozens of real accounts and case studies that illustrate successes and failures and demonstrate what can be learned from these examples. A must-read guide for business leaders.

260 PP.

Jon R. Katzenbach and
Douglas K. Smith

HD66.K45 1991

ADVENTURES OF A SELF MANAGING TEAM, THE

These materials are designed for the HRD practitioner who wants access to a broad range of training and intervention technologies as well as background in the field.

121 PP.

Mark Kelly

HD66.K56 1991

DEVELOPING SUPERIOR WORK TEAMS: BUILDING QUALITY AND THE COMPETITIVE EDGE

224 PP.

Dennis C. Kinlaw

HD66.K563 1992

TEAM-MANAGED FACILITATION: CRITICAL SKILLS FOR DEVELOPING SELF SUFFICIENT TEAMS

150 PP.

Dennis Kinlaw

HD66.L456 2002

FIVE DYSFUNCTIONS OF A TEAM, THE: A LEADERSHIP FABLE

This book is filled with useful information that will prove easy to comprehend and implement. This time, Lencioni weaves his lessons around the story of a troubled Silicon Valley firm and its unexpected choice for a new CEO. Showing exactly how existing personnel failed to function as a unit, precisely how the new boss worked to reestablish that essential conduct, and why existing personnel failed to function as a unit. The new boss worked to reestablish that essential conduct by applying Lencioni's "five dysfunctions"; absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.

228 PP.

Patrick Lencioni

HD66.L565 1993

TEAMNET FACTOR, THE: BRINGING THE POWER OF BOUNDARY CROSSING INTO BUSINESS

Your People...the only true competitive advantage. It's a commonly heard phrase but an extremely difficult concept to translate into business reality. Now, with an innovative, proven approach Steven Rayner shows companies how to continuously improve performance by creating a High Performance Work System.

400 PP.

Jeffrey Stamps and
Jessica Lipnack

HD66.M634 1997

DESIGNING AND LEADING TEAM-BASED ORGANIZATIONS: A WORKBOOK FOR ORGANIZATIONAL SELF-DESIGN

Proven-to-work tools for building or fine-tuning teams.

126 PP.

Susan A. Mohrman and
Allan M. Mohrman, Jr.

HD66.P345 1994

CROSS-FUNCTIONAL TEAMS: WORKING WITH ALLIES, ENEMIES AND OTHER STRANGERS

In the only book to focus exclusively on cross-functional teams, Parker offers a no-nonsense, practical approach to what works and what doesn't in cross-functional teams, presenting case studies from such corporate giants as Motorola, 3M, Honeywell, and Chrysler.

228 PP.

Glenn M. Parker

HD66.P346 1994

CROSS-FUNCTIONAL TEAMS TOOLKIT

Create high-performing teams that achieve amazing results! Implement successful cross-functional teams in your organization. This useful tool kit and book are packed with examples and ideas for effective team building.

228 PP.

Glenn Parker

HD66.R10 1994

INTERVENTION SKILLS: PROCESS CONSULTATION FOR SMALL GROUPS AND TEAMS

This functional guide focuses on putting the concept of group-process consultation into actual practice! You'll learn how and under what circumstances a process consultant should intervene to make a group's work more effective.

236 PP.

W. Brendan Reddy

HD66.R38 1993

RECREATING THE WORKPLACE: THE PATHWAY TO HIGH PERFORMANCE WORK SYSTEMS

Rayner demonstrates how a traditional company can become a highly flexible, agile organization by using an innovative proven approach--the Transformation Pathway. He details the six phases of this technique, focusing on the critical success factors and common pitfalls of each.

281 PP.

Steven R. Rayner

HD66.R394 1991

HOW TO LEAD WORK TEAMS: FACILITATION SKILLS

The move toward more employee participation has resulted in the formation of many kinds of decision-making work teams. In taking some first steps toward sharing the responsibility of leadership, managers and team leaders begin to let their people work with them as well as for them.

160 PP.

Fran Rees

HD66.R3943 1997

TEAMWORK FROM START TO FINISH: 10 STEPS TO RESULTS

Discover the dimensions essential for well functioning teams: getting work done, and building and maintaining the spirit and momentum of the team. You will learn how to develop step-by-step procedures to get work done. Empower your team with the ability to chart its own course, evaluate its progress, and self-correct.

209 PP.

Fran Rees

HD66.S10 1994

MANAGER'S OFFICIAL GUIDE TO TEAM WORKING

This book is every manager's best friend when putting a team together. The authors outline a step-by-step model to recruit, assess, build, and facilitate a high-performing team.

159 PP.

Cresencio Torres

HD66.S38 2003

TEAM HANDBOOK, THE [Third Edition]

High-performing teams can only exist when they revel in discovery, battle well, grow together, and live their purpose. This handbook is the foremost resource on teamwork for both leaders and team members.

356 PP.

Peter R. Scholtes, et al

HD66.S45 1990

SELF DIRECTED WORK TEAMS: THE NEW AMERICAN CHALLENGE

Show employees from diverse areas of your company how to work together more efficiently and compete more effectively.

354 PP.

Jack D. Osborne

HD66.S56 1992

TEAM-BASED ORGANIZATIONS: DEVELOPING A SUCCESSFUL TEAM

ENVIRONMENT James H. Shonk shows you how to structure and manage an organization that is built around teams versus forcing a team approach into an existing structure.

200 PP.

James H. Shonk

HD66.T34 1992

HOW TO MEET, THINK, AND WORK TO CONSENSUS

142 PP.

Daniel A. Tagliere

HD66.T63 1991

SELF DIRECTED WORK TEAMS: A PRIMER

You'll learn to help workers feel like partners in their organizations by contributing to the improvement of products and services. Use these guiding principles, working models, key strategies, and action steps to create successful self-directed teams!

99 PP.

Cresencio Torres and
Jerry Spiegel

HD66.V36 1990

BUILDING PRODUCTIVE TEAMS: AN ACTION GUIDE AND RESOURCE BOOK

Practical step-by-step guidance on how to improve teamwork and increase the productivity and efficiency of groups within any organization.

150 PP.

Glenn H. Varney

HD66.W4 1997

MANAGERS AS FACILITATORS: A PRACTICAL GUIDE TO GETTING WORK DONE IN A CHANGING WORKPLACE

Written for business leaders and managers, here is a practical, innovative guide to becoming effective facilitators of teams and groups.

250 PP.

Roger G. Weaver and
John D. Farrell

HD66.W45 1991

EMPOWERED TEAMS: CREATING SELF DIRECTED WORK GROUPS THAT IMPROVE QUALITY, PRODUCTIVITY, & PARTICIPATION

Provides the frank answers to questions about how teams work, what makes them effective, when they are useful, how to get them going, and how to maintain their vigor and productivity over the long haul.

258 PP.

Richard S. Wellins

HD66.W46 1994

INSIDE TEAMS: HOW 20 WORLD-CLASS ORGANIZATIONS ARE WINNING THROUGH TEAMWORK

A rich expose' of 20 of the world's best team-based companies, Inside Teams shows managers, team members and human resource specialists how to benchmark their own organization's team implementation plans against the leaders.

366 PP.

Richard S. Wellins

HD9696.2.U64H48 2001

POWER OF NETWORKED TEAMS, THE: CREATING A BUSINESS WITHIN A BUSINESS AT HP IN COLORADO SPRINGS

Hewlett-Packard has long been one of the world's most respected companies--universally heralded for its leadership, unique corporate culture (called the HP Way), superior products, and sustained financial performance. This book takes the reader into the trenches of financial transaction processing at HP.

Pamela Shockley-Zalbak and
Sandra B. Burmester

HF5386.M363 1993

TEAM THINK: USING THE SPORTS CONNECTION TO DEVELOP, MOTIVATE, AND MANAGE

Don Martin

HF5415.5.T55 1993

TEAMWORK FOR CUSTOMERS: BUILDING ORGANIZATIONS THAT TAKE PRIDE IN SERVICE

Dean Tjosvold

HF5548.8.M4924 1994

CORPORATE COACH, THE: HOW TO BUILD A TEAM OF LOYAL CUSTOMERS AND HAPPY EMPLOYEES

Jim Miller's best-selling book provides a revolutionary approach to team management and customer service that has helped his own company's sales rise from \$50,000 to \$150 million.

256 PP.

James Miller and
Paul Brown

HF5549.5.M5L36 2003

WHEN GENERATIONS COLLIDE: WHO ARE THEY, WHY THEY CLASH, HOW TO SOLVE THE GENERATIONAL PUZZLE AT WORK

This book, like the consultants' mission statement, "bridge[s] the gap between generations by helping people look beyond their own perspectives." No matter how well intentioned, this approach ensures a few inherent problems. And as any manager can attest, people can be difficult no matter what their age. Acknowledging that people of various ages see things differently is worthwhile.

352 PP.

Lynne C. Lancaster and
David Stillman

HF5549.5.T7H324 1995

TEAM TRAINING: FROM STARTUP TO HIGH PERFORMANCE

Carl Harshman and
Steve Phillips

HM131.S569 1997

PARADOXES OF GROUP LIFE

Smith and Berg offer a different way of thinking about groups that will open new avenues of inquiry for professors and students of group behavior, and they propose many innovative ideas that will prove valuable to consultants, trainers, therapists, and others who work with groups on a regular basis.

281 PP.

Kenwyn Smith

HS57.7.W10Z10 1997

TEAM LEADER'S IDEA-A-DAY GUIDE, THE: 250 WAYS TO MAKE YOUR TEAM MORE EFFECTIVE AND PRODUCTIVE-EVERY WORKING DAY OF THE YEAR

300 PP.

Susan F. Woodring
Drea Zigarmi

JF1525.T67K6324 1996

TEAMS IN GOVERNMENT: A HANDBOOK FOR TEAM-BASED ORGANIZATIONS

Jerry W. Koehler and
Joseph M. Pankowski

LC5215.H10 1992

SKILL-BUILDING FOR SELF-DIRECTED TEAM MEMBERS: A COMPLETE COURSE

This book/workbook was designed to help Team Members develop the critical skills needed. It will increase your awareness that what you do and think makes all the difference.

Ann Harper and
Bob Harper

Time Management

BJ1581.2.C66 1994

FIRST THINGS FIRST: TO LIVE, TO LOVE, TO LEARN, TO LEAVE A LEGACY

First Things First offers a principle-centered approach that will transform the quality of everything you do by showing how it involves the need to live, to love, to learn, and to leave a legacy. It empowers readers to define what is truly important; to accomplish worthwhile goals; and to lead rich, rewarding, and balanced lives.

384 PP.

Stephen R. Covey

HD69.T54.L45 2008

TIME MANAGEMENT IN AN INSTANT: 60 WAYS TO MAKE THE MOST OF YOUR DAY

The In An Instant series is a new brand of user-friendly, engaging, and practical reference guides on core business topics, which capitalizes on the authors' extensive experience and knowledge, as well as interviews they have conducted with leading business experts. Written in an upbeat and engaging style, the series presents 60 tips and techniques with anecdotes, examples, and exercises that the reader can immediately apply to make their work life more efficient, effective, and satisfying.

160 PP.

Karen Leland and
Keith Bailey

HD69.T54.M33 2009

TIME TRAP, THE (4th Edition)

The all-time classic book on time management, "The Time Trap", has shown countless readers how to squeeze the optimal efficiency and satisfaction out of their work day. Based on decades of research with businesspeople around the world, and now completely updated. Filled with smart tactics, revealing interviews, and handy time management tools, the book has been extensively revised to cover time management challenges caused by new technologies and the Internet, and to provide technology-based solutions.

304 PP.

Alec Mackenzie and
Pat Nickerson

HD69.T54F45 2009

ORGANIZING YOUR DAY: TIME MANAGEMENT TECHNIQUES THAT WILL WORK FOR YOU

What do you get when a popular professional organizer teams up with a time management expert? More time to enjoy what's important. Nothing beats the satisfaction of coming to the end of the day and feeling it was a successful one. Well-managed time makes that possible. It reduces stress, helps you accomplish more in less time, and, most importantly, gives you greater freedom to enjoy doing what you love. This book shows you how to make it all happen.

266 PP.

Sandra Felton and
Marcha Sims

HD69.T54H388 2001

PERSONAL TIME MANAGEMENT [Third Edition]

In this guidebook, Haynes offers a system of time management that includes applying the tests of Necessity, Appropriateness, and Efficiency to every task, and then moves on to basic time management techniques.

110 PP.

Marion E. Haynes

HD69.T54M37 2003

TIME MANAGEMENT

Now, readers can develop better time management systems to meet deadlines and succeed in today's competitive work environment! This Express book explains how to prioritize and delegate, overcome procrastination, and create uninterrupted time.

162 PP.

Marc Mancini

HD69.T54M39 1990

IF YOU HAVEN'T GOT THE TIME TO DO IT RIGHT, WHEN WILL YOU FIND THE TIME TO DO IT OVER?

Jeffrey Mayer's unique approach to staying afloat in a sea of paperwork provides quick, practical ways to become organized and efficient. A nationally known expert on time management, Mayer offers more tips guaranteed to save up to an hour a day. Serial rights Glamour and Cosmopolitan. 14 line drawings.

160 PP.

Jeffrey J. Mayer

HD69.Z54Z10 2008

SUCCESSFUL TIME MANAGEMENT FOR DUMMIES

Feel like you never have enough hours in the day? No matter what career and job role you're in, this plain-English guide delivers solutions for working better and faster, getting rid of time-wasting distractions, and ultimately, reducing stress. You'll see how to eliminate late nights at the office and spend more time with family, friends or even yourself!

384 PP.

Dirk Zeller

HD9025.25.G35 1994

MANAGING THE DEMANDS OF WORK AND HOME

Carol R. Galginaitis

HF5414.155.N67 1993

CYCLE TIME MANAGEMENT: THE FAST TRACK TO TIME-BASED PRODUCTIVITY MANAGEMENT

As much as 90% of the operational activities in a traditional plant are nonessential or pure waste. This book presents a proven methodology for eliminating this waste within 24 to 30 months by measuring productivity in terms of time instead of revenue or people. From this succinct, highly focused book, you'll learn what cycle time management is how to implement it, and how to manage it.

184 PP.

Patrick Northerly and
Nigel Southway

HN90.T5H67 1993

TIME MANAGEMENT: CONQUERING THE CLOCK

94 PP.

Mike Scally and
Barrie Hopson

Training

BF481.L43 1994

LEARNING, REMEMBERING, BELIEVING: ENHANCING HUMAN PERFORMANCE LEARNING, REMEMBERING, BELIEVING: ENHANCING HUMAN PERFORMANCE

Can such techniques as sleep-learning and hypnosis improve performance? Do we sometimes confuse familiarity with mastery? Can we learn without making mistakes? This book addresses these and other key issues in learning, performance, presents leading-edge theories, and findings.

416 PP.

Daniel Druckman

G156.5.B86D67 1997

DO'S AND TABOOS AROUND THE WORLD FOR WOMEN IN BUSINESS

This incomparable guide tells you everything you need to know to guarantee that your trip abroad is economical, safe, enjoyable, and productive.

252 PP.

Roger Axtell, et al

HD30.26.J66 1993

IMAGINATIVE EVENTS FOR TRAINING: A TRAINER'S SOURCEBOOK OF GAMES, SIMULATIONS AND ROLE PLAY EXERCISES

Featuring 48 of the most tried-and-true yet inventive games, simulations, role-playing exercises, and puzzles ever assembled in one volume, this book focuses on specific skill enhancement goals that help employees become more creative, innovative, cooperative, and able to deal with organizational changes. And, unlike other books of its kind, Imaginative Events for Training provides detailed instructions and materials.

310 PP.

Ken Jones

HD30.3.F10 2000

PRACTICAL GUIDE TO FACILITATION, THE: A SELF-STUDY RESOURCE

This unique guide enables people to thoroughly learn the role of facilitator at their own pace. Versatile enough to be used not

only in an independent study program, but also as part of a traditional classroom training program. Specifically structured to help users retain what they have read, this resource goes beyond merely informing the reader to actually making a difference in a person's day-to-day work.

150 PP.

John D. Farrell and
Richard G. Weaver

HD30.4.D67 1998

ACTION LEARNING: HOW THE WORLD'S TOP COMPANIES ARE RE-CREATING THEIR LEADERS AND THEMSELVES

The authors believe companies can recreate themselves by first creating their leaders through Action Learning. The method requires immersing executives in a team-oriented strategic boot camp that addresses the immediate needs of the organization, erases entrenched thinking, and encourages new attitudes and behaviors.

214 PP.

David L. Dotlich and
James L. Noel

HD30.4.W53 1993

LEARNING EDGE, THE: HOW SMART MANAGERS AND SMART COMPANIES STAY AHEAD

Today, more than ever before, knowledge is power. Fortune magazine recently proclaimed that "the most successful corporation of the 1990s will be something called a learning organization." The Learning Edge responds to this new market reality with a dynamic, concrete approach executives can use to take charge of their futures. Illustrated.

256 PP.

Calhoun Wick and
Lou S. Leon

HD30.412C745 1997

CRITICAL GUIDE TO MANAGEMENT TRAINING MEDIA, A

The top sourcebook for business trainers, now includes over 40% new material. Revised and expanded with more than 200 critical evaluations of the best training media on the market.

535 PP.

William Ellet, Editor

HD30.42.U5S74 2001

EXTREME MANAGEMENT: WHAT THEY TEACH AT HARVARD BUSINESS SCHOOL'S ADVANCED MANAGEMENT PROGRAM

The origins of Harvard's Advanced Management Program are rooted in World War II. Today's program teaches how to thrive in the combative global marketplace.

184 PP.

Mark Stevens

HD30.H10 1995

CONNECTIONS: 125 STRUCTURED ACTIVITIES FOR FAULTLESS TRAINING

Lois B. Hart

HD58.8.M245 1999

MAKING IT HAPPEN: STORIES FROM INSIDE THE NEW WORKPLACE

96 PP.

Pegasus Communications, Inc.

HD58.8.S10 1996

REENGINEERING THE TRAINING FUNCTION: HOW TO ALIGN TRAINING WITH THE NEW CORPORATE AGENDA

Anyone looking for answers to meeting the demands of the new economy, corporate and organizational agendas, and the demands of the new learner/worker will find them in this well-written and concise book. Learn how business reengineering and training practices must parallel the reengineering of business processes.

296 PP.

Donald Shandler

HD58.82.H88 1998

OUTLEARNING THE WOLVES: SURVIVING AND THRIVING IN A LEARNING ORGANIZATION
64 PP.

David Hutchens

HD58.82.T772 1997

IN ACTION: TRANSFERRING LEARNING TO THE WORKPLACE: SEVENTEEN CASE STUDIES FROM THE
REAL WORLD OF TRAINING

Jack J. Phillips and
Mary L. Broad, Editors

HD66.C6084 1997

DANGEROUS COMPANY: THE CONSULTING POWERHOUSE AND THE BUSINESSES THEY SAVE AND RUIN
Management consulting is a \$50 billion business worldwide, with \$25 billion in revenues generated in the U.S., according to the authors, who argue here that as business becomes more globalized, the influence of consultants is expanding. This fast-paced book provides practical advice on the best way for companies to use consultants.
355 PP.

Hames O'Shea
Charles Madigan

HD69.C6B45 1990

CONSULTANTS CALLING, THE: BRINGING WHO YOU ARE TO WHAT YOU DO

At once practical and personal, this book is for all types of consultants, all those who work with consultants, and all those who dream of being consultants.
238 PP.

Geoffrey Bellman

HD69.C6G54 1994

INTERNAL CONSULTING FOR HRD PROFESSIONALS: TOOLS, TECHNIQUES, AND STRATEGIES FOR
IMPROVING ORGANIZATIONAL PERFORMANCE

A how-to guide shows how to make the transition to the often-unfamiliar turf of internal consultant.
196 PP.

Jerry Gilley and
Amy Coffern

HF5549.5.K25 1998

ANOTHER LOOK AT EVALUATING TRAINING PROGRAMS: FIFTY ARTICLES FROM TRAINING &
DEVELOPMENT MAGAZINES COVER THE ESSENTIALS OF EVALUATION AND RETURN-ON-INVESTMENT
INVESTMENT

Fifty "best" articles from Training & Development and Technical Training magazines are assembled into the Four Levels of Evaluation in the widely accepted Kirkpatrick Model.
257 PP.

Donald L. Kirkpatrick

HF5549.5.P10 1995

FUTURE TRAINING: A ROADMAP FOR RESTRUCTURING THE TRAINING FUNCTION

The book brings together the understanding for the natural integration of work systems and human systems to foster business productivity optimization. A MUST read for those interested in developing a high performance enterprise!
250 PP.

James S. Pepitone

HF5549.5.P20 1997

EVALUATING THE IMPACT OF TRAINING: A COLLECTION OF TOOLS AND TECHNIQUES

This guidebook provides managers and supervisors with proven techniques for orienting and training employees at all levels, quickly and efficiently, without losing productivity.

216 PP.

Scott B. Parry

HF5549.5.R10 2001

CREDIBLE TRAINER, THE: CREATE VALUE FOR TRAINING, GET RESPECT FOR YOUR IDEAS, AND BOOST YOUR CAREER

New and experienced trainers alike will appreciate this book's tools, expert guidance, and practical advice on how to become a valued, strategic partner in your organization. Readers will learn how to bridge the gap between a trainer's dedication to the profession and the urgent need to find new and bottom-line ways to establish credibility with key organization stakeholders.

119 PP.

Robert J. Rosania

HF5549.5.T7.M323 1999

TRAINING DESIGN AND DELIVERY: A SINGLE-SOURCE GUIDE FOR EVERY TRAINER, TRAINING MANAGER, AND OCCASIONAL TRAINER

In clear step-by-step methodology, McArdle answers the three most critical questions of any training program developer: how to choose content, how to teach and deliver the materials, and how to ensure it is working.

205 PP.

Geri E. Mc Ardle

HF5549.5.T7D47 1996

IN ACTION: DESIGNING TRAINING PROGRAMS: EIGHTEEN CASE STUDIES FROM THE REAL WORLD OF TRAINING

Jack J. Phillips and
Donald J. Ford, Editors

HF5549.5.T7G535 1997

FIRST-TIME TRAINER, THE: A STEP-BY-STEP QUICK GUIDE FOR MANAGERS, SUPERVISORS, AND NEW TRAINING PROFESSIONALS

Tom W. Goad

HF5549.5.T7L10 1990

TRAINING TRILOGY, THE: ASSESSING
72 PP.

Dick Leatherman

HF5549.5.T7L11 1990

TRAINING TRILOGY, THE: FACILITATION SKILLS
96 PP.

Dick Leatherman

HF5549.5.T7L12 1990

TRAINING TRILOGY, THE: DESIGNING PROGRAMS
136 PP.

Dick Leatherman

HF5549.5.T7P436 2002

BOTTOM LINE ON ROI, THE: BASICS, BENEFITS, AND BARRIERS TO MEASURING

With this book you will learn who is a candidate for training ROI, what exactly is training ROI, where do ROI calculations begin and end, when should training ROI be measured, and why should your organization ever consider it.

Patricia P. Phillips

HF5549.5.T7P458 1997

50 CREATIVE TRAINING CLOSERS: INNOVATIVE WAYS TO END YOUR TRAINING WITH IMPACT!

They'll forget you as soon as they walk out the door...unless you make your training memorable. This essential resource is your way to make your mark.

Lynn Solem and
Bob Pike

HF5549.5.T7P46 1997

DEALING WITH DIFFICULT PARTICIPANTS: 127 PRACTICAL STRATEGIES FOR MINIMIZING RESISTANCE AND MAXIMIZING RESULTS IN YOUR PRESENTATIONS

Bob Pike and
Dave Arch

HF5549.5.T7R526 2008

PERFORMANCE CONSULTING: A PRACTICAL GUIDE FOR HR AND LEARNING PROFESSIONALS

Every HRD manager who wants to have a job past the year 2000 should read this book. . . . The world is changing and HRD must change with it. Dana and Jim Robinson tell HRD managers how they will need to operate to be of real value to their organizations.

268 PP.

Dana Gaines Robinson and
James C. Robinson

HF5549.5.T7R527 1989

TRAINING FOR IMPACT: HOW TO LINK TRAINING TO BUSINESS NEEDS AND MEASURE THE RESULTS

This book presents a straightforward twelve-step approach to results-oriented training that links training courses directly to important business needs, problems, and opportunities.

308 PP.

Dian Gaines Robinson and
James C. Robinson

HF5549.5.T7R659 1992

MASTERING THE INSTRUCTIONAL DESIGN PROCESS: A SYSTEMATIC APPROACH

William Rothwell

HF5549.5.T7R6598 2002

WORKPLACE LEARNER, THE: HOW TO ALIGN TRAINING INITIATIVES WITH INDIVIDUAL LEARNING COMPETENCIES

The increasing dominance of distance learning and Web-based training means employees no longer have to schedule a class weeks in advance to learn something they need to know immediately. And with so much learning taking place outside of the classroom, it's more important than ever for trainers to focus in on individual employees.

358 PP.

William J. Rothwell

HF5549.5.T7S3267 1997

VIRTUAL LEARNING: A REVOLUTIONARY APPROACH TO BUILDING A HIGHLY SKILLED WORKFORCE

Shows how to radically rethink a company's training process and integrate computer simulations and role-playing scenarios. Features real case histories of companies including Andersen Consulting, Target, and Bennigans, and strategies for motivating employees to learn and decreasing training costs, written in an engaging style. For trainers, CEOs, and managers.

Roger Sachank

HF5549.5.T7T10 2007

MANAGING DIFFICULT PARTICIPANTS POCKETBOOK

A pocketful of tips on how to handle challengers at training courses and meetings.

94 PP.

John Townsend

HF5549.5.T7T596 1997

KNOWLEDGE-ENABLED ORGANIZATION, THE: MOVING FROM "TRAINING" TO "LEARNING" TO MEET BUSINESS GOALS

Daniel R. Tobin

HF5549.5.Z11 1996
DELIVERING TRAINING: MASTERY IN THE CLASSROOM
Dave Zielinski, Editor

HF5549.8.C10 2000
PROMOTING EMOTIONAL INTELLIGENCE IN ORGANIZATIONS: MAKE TRAINING IN EMOTIONAL
INTELLIGENCE EFFECTIVE
200 PP.
Cary Cherniss

HF5718.T10 1991
50 ACTIVITIES FOR INTERPERSONAL SKILLS TRAINING
Sue Bishop and
David Taylor

LB1027.44.F74 1998
OPEN-ENDED QUESTIONING: A HANDBOOK FOR EDUCATORS
Robin Lee H. Freedman

LB1027.L623 1993
LAUGHING CLASSROOM, THE: EVERYONE'S GUIDE TO TEACHING WITH HUMOR AND PLAY
Diane Looman and
Karen Kolberg

LB1028.3.H33 1996
EDUCATIONAL TECHNOLOGY HANDBOOK, THE: A COMPREHENSIVE GUIDE: PROCESS AND PRODUCTS
FOR LEARNING
Steven Hackbarth

LB1028.3.Z10 1996
TRAINING MIX, THE: CHOOSING AND USING MEDIA AND METHODS
Dave Zielinski, Editor

LB1060.G357 1993
MULTIPLE INTELLIGENCES: THE THEORY IN PRACTICE
Howard Gardner

LC5215.S10 1993
ADULT LEARNER: STRATEGIES FOR SUCCESS, THE
This book looks at ways to make education happen later in life -- and pay off down the road.
Bob Steinbach

LC5251.N48 1998
USING LEARNING TO MEET THE CHALLENGES OF OLDER ADULTHOOD
This sourcebook views learning as a response to the various challenges confronting older adults and describes that learning
within the context of present practice and future challenges.
140 PP.
James C. Fisher and
Mary A. Wolfe, Editors

HM132.J10 1996
NEW FIELDBOOK FOR TRAINERS, THE: TIPS, TOOLS, AND TECHNIQUES
John E. Jones, et al

BF67.7.P82 1994

PUBLICATION MANUAL OF THE AMERICAN PSYCHOLOGICAL ASSOCIATION (Fourth Edition)

Guidelines to reduce bias, electronic media, legal materials, use of word processing, etc.

368 PP.

HD30.37.S5 2008

SEND: WHY PEOPLE E-MAIL SO BADLY AND HOW TO DO IT BETTER

Send the classic guide to email for office and home and an instant success upon its original publication has become indispensable for readers navigating the impersonal, and often overwhelming, world of electronic communication. Filled with real-life email success (and horror) stories and a wealth of entertaining examples, Send reveals the hidden minefields and pitfalls of email.

274 PP.

David Shipley

HE7551.B38 2006

EXECUTIVE GUIDE TO E-MAIL CORRESPONDENCE, THE: INCLUDING MODEL LETTERS FOR EVERY SITUATION

This book will show you how to rapidly transform basic writing skills into global communications expertise. Geared to the real-world writing by providing you with a range of E-mail templates that you can instantly adapt to your business needs.

721 PP.

Dawn-Michelle Baude

HF5383.P10 1995

TOP SECRET RESUMES AND COVER LETTERS

Steven Provenzano

HF5718.3.C67 1995

ERROR-FREE WRITING: A LIFETIME GUIDE TO FLAWLESS BUSINESS WRITING

Robin Cormier

HF5718.3.M10 1998

GOOF-PROFFER, THE: HOW TO AVOID THE 41 MOST EMBARRASSING ERRORS IN YOUR SPEAKING AND WRITING

Stephen J. Manhard

JK716.M110 2008

PLAIN LANGUAGE IN GOVERNMENT WRITING: A STEP-BY-STEP GUIDE

Guide shows you how to apply federal plain language guidelines to every type of writing from emails, memos, and letters to agency communications, technical procedures, and budget justification statements. Using examples from a variety of federal and state agencies, this practical guide walks you step-by-step through every phase of the writing process, providing tips for improved clarity, conciseness, and completeness.

430 PP.

Judith Gillespie Myers

LB2369.T8 1996

MANUAL FOR WRITERS OF TERM PAPERS, THESES, AND DISSERTATIONS, A [Sixth Edition]

Kate L. Turabian

LB306033.G45W75 2001

WRITE RIGHT! A DESKTOP DIGEST OF PUNCTUATION, GRAMMAR, AND STYLE (Fourth Edition)

Updated information and revision will make this book even more useful as a handy guide to grammar, punctuation, and spelling.

208 PP.

Jan Venolia

PE1479.B87B37 1993

WRITING WITH PRECISION: LEARNING TO WRITE LIKE A PRO AND WRITE SO THAT YOU CANNOT POSSIBLY BE MISUNDERSTOOD

In this book the author, Jefferson Bates, speaks to everyone who ever wanted to master 'creative writing'---Bates won't teach you how to create - no one really can - but this book will teach any willing learner how to write a clear and lively line.
285 PP.

Jefferson D. Bates

PE1479.B87R65 2000

WRITING THAT WORKS: HOW TO COMMUNICATE EFFECTIVELY IN BUSINESS

Writing That Works will show you how to improve anything you write: 1) Presentations that move ideas and action, 2) Memos and letters that get things done, 3) Plans and reports that make things happen, 4) Fund-raising and sales letters that produce results, 5) Resumes and letters that lead to interviews, 6) Speeches that make a point.
208 PP.

Kenneth Roman and
Joel Raphaelson

PE1479.B87V46 2000

REWRITE RIGHT! YOUR GUIDE TO PERFECTLY POLISHED PROSE (Second Edition)

This practical guide describes in clear, direct language how to effectively rewrite a report, letter, essay, or article, so that writers of all levels can improve.
189 PP.

Jan Venolia

PE1483.M26 2005

HOW TO SAY IT: CHOICE WORDS, PHRASES, SENTENCES, AND PARAGRAPHS FOR EVERY SITUATION (Third Edition)

The complete guide to every aspect of leadership communications, How to Say It(r) for Executives offers everything current and future leaders need to know to get their ideas across powerfully, efficiently, and humanely. Full of practical tips, words, outlines, and models. Learn how to: 1) Prepare and deliver effective speeches and talk to large and small audiences, 2) Reinforce a message with effective use of nonverbal language, 3) Avoid words and phrases that undermine authority, 4) Foster participation during meetings, 5) Handle difficult or hostile people with grace, and 6) Write briefly and clearly.
556 PP.

Rosalie Maggio

PN147.F10 2008

E-MAIL: A WRITE IT WELL GUIDE: HOW TO WRITE AND MANAGE E-MAIL IN THE WORKPLACE

The book is the updated version of "E-Mail: A Write It Well Guide". In today's fast-paced, competitive business environment, everyone needs to communicate clearly and use time
168 PP.

Janis Fisher-Chan

TK105.73.M10 2005

CONQUER YOUR EMAIL OVERLOAD: SUPERB TIPS AND TRICKS FOR BUSY

The author uses her marketing knowledge to help you manage incoming mail, get rid of junk, organize mail, file it, search it, and more..so you can acquire tools for efficiency and productivity. Conquer your e-mail fears, harness the power of the days most important business communications.
200 PP.

Debbie Mayo-Smith

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