

**Books**  
**Center for Management and Executive**  
**Leadership Library**

**How to conduct a search:** From the Menu Bar click on "Edit", then "Find" and put in your key word. To begin the search Click on "Find Next".

**SUBJECT GROUPS**

**Aviation**

**Biography**

**Change**

**Communication**

**Customer Relations**

**Diversity**

**Decision Making**

**Delegation**

**Discipline**

**Economics**

**Health Awareness**

**Human Relations**

**Innovation**

**Interviewing**

**Leadership**

**Management**

**Motivation**

**Negotiation**

**Organizational Behavior**

**Organizational Development**

**Performance Management**

**Planning**

**Presentations**

**Problem Solving**

**Professional Development**

**Self Development**

**Stress**

**Substance Abuse**

**Systems Thinking**

**Team Management**

**Time Management**

**Training**

**Writing**

## **Aviation**

FAA 1617 1996

### **BENEFITS OF CONTROLLER-PILOT DATA LINK ATC COMMUNICATIONS IN TERMINAL AIRSPACE**

Federal Aviation Administration and Department of Transportation and  
The Data Link Benefits Study Team

**FAA 1618 1995**

### **USER BENEFITS OF TWO-WAY DATA LINK ATC COMMUNICATIONS: AIRCRAFT DELAY AND FLIGHT EFFICIENCY IN CONGESTED EN ROUTE AIRSPACE**

Federal Aviation Administration and Department of Transportation and  
The Data Link Benefits Study Team

**HD3089.ATC10 1997**

### **IN SEARCH OF THE FUTURE OF AIR TRAFFIC CONTROL**

Tekla Perry, Editor

**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

**HF309.E10 1993**

### **HOW TO ASSURE THE FUTURE OF YOUR AIRPORT**

Roy A. Eckrose and  
William A. Green

**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.

Pamel 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 photographs.

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.

**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, teamwork, cross cultural issues, learning, role negotiation, and empowerment.

208 PP.

Roger Harrison

**HD9696.C62G3379 1997**

**OVERDRIVE: BILL GATES AND THE RACE TO CONTROL CYBERSPACE**

James Wallace

**HD9696.C6414887 1990**

**FATHER SON AND CO: MY LIFE AT IBM AND BEYOND**

Thomas Watson and  
Peter Petre

**JF1351.P831 1996**

**PUBLIC SECTOR EMPLOYMENT: IN A TIME OF TRANSITION**

Dale Belman, et al., Editors

**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 humankind.

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

**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.P12 1993**

**CULTURE SHIFT: THE EMPLOYEE HANDBOOK FOR CHANGING CORPORATE CULTURE**

35 PP.

Price Pritchett, Ph.D.

**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, which 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

93 PP.

Richard S. Deems

**BF774.I54 2007**

INFLUENCER, THE: THE POWER TO CHANGE ANYTHING

Whether you are 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. However, 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 step of the influence process-including robust strategies for making change inevitable in your personal life, your business, and 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 engineers - in short, by anyone.  
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

**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 are not. 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 the  
RCL 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 and Human Resources Development Institute

**HD58.2.C52 1991**

IMAGE BY DESIGN: FROM CORPORATE VISION TO BUSINESS REALITY

Chajet, Chairman and CEO of Lippincott & Margulies, is a top image consultant who helped create and shape the images of such corporations as Coca-Cola, Chrysler, and American Express. In this book, he discusses his efforts to communicate verbally and visually the vision, goals, and leadership of his clients' companies.

216 PP.

Clive Chajet and  
Tom Shachtman

**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.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, *Strategic Organizational Change*, Dr. Beitler begins by providing a systematic approach for diagnosing organizational problems. Then he offers his systematic 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, PhD

**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.

**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 RAPID CHANGE**

*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 desire.

101 PP.

Richard Y. Chang

**HD58.8.C453 1993**

**CHANGE AT WORK: A COMPREHENSIVE MANAGEMENT PROCESS FOR TRANSFORMING ORGANIZATIONS**

Offering a human systems approach to organizational change, *Change At Work*, 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 problems.

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.  
108 PP.

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

*The Change Monster*, 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.F68 1989

### UNDERSTANDING ORGANIZATIONAL CHANGE: CONVERTING THEORY TO PRACTICE

86 PP.

Lynn B. Fossum

## 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.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.G83 Unkn**

**ORGANIZATIONAL CHANGE THROUGH EFFECTIVE LEADERSHIP**

Robert Guest and  
Paul Hersey

**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 organizations.

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.

Ken Hultman

**HD58.8.H865 1995**

**CRISIS AND RENEWAL: MEETING THE CHALLENGE OF ORGANIZATIONAL CHANGE**

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.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**

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.

314 PP.

Allan M. Mohrman, Jr., 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.

**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.

**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 systematic 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. This book is 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.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.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.P10 1990**

**EXECUTIVE LIBRARY FOR ORGANIZATIONAL CHANGE, VOLUMES 1-14**

*Business as Unusual*, is part of this series and is a reference for the course Managing Change.

Price Pritchett

**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.S39 1989**

**MANAGING ORGANIZATIONAL CHANGE: A PRACTICAL GUIDE FOR MANAGERS**

This self-study book offers examples and exercises which help managers and supervisors help their employees cope with organizational change.

96 PP.

Cynthia D. Scott and  
Jaffe Scott

**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.S728 1991**

**MANAGING CHANGE THROUGH TRAINING AND DEVELOPMENT**

Jim Stewart

**HD58.8.S77 1992**

**BREAKPOINTS: HOW MANAGERS EXPLOIT RADICAL BUSINESS CHANGE**

Many companies have fallen from grace, not because they ignored customers or lacked superior management skills, but because business conditions shifted beneath them. In this book are strategies and real-life scenarios which show readers how to create competitive discontinuities--and become true market leaders.

261 PP.

Paul Strebel

**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.W386 1990**

**ADHOCRACY: THE POWER TO CHANGE**

In an era of accelerating change, the people, organizations, and national economies most likely to succeed are those with the ability to adjust and adapt. The coauthor of, *In Search of Excellence*, offers clear instructions on how to make adhocracy work. An essential handbook for managers at all levels.

88 PP.

Robert H. Waterman, Jr.

**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

**HD58.8W10 1992**

**CHANGE: COPING WITH TOMORROW TODAY**

118 PP.

Patricia Wilson

**HD58.9.H10 1998**

THIN BOOK OF APPRECIATIVE INQUIRY, THE [2nd Edition]

This is an easy to read introduction to Appreciative Inquiry.

63 PP.

Sue Annis Hammond

**HD58.9.K37 1995**

MANAGING THE RAPIDS: STORIES FROM THE FOREFRONT OF THE LEARNING ORGANIZATION

124 PP.

Kellie W. O'Reilly

**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

**HD66.D94 1987**

TEAM BUILDING: ISSUES AND ALTERNATIVES

This book is written for managers and consultants interested in knowing how to design and conduct an effective program in team development.

William G. Dyer

**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

**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

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 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

Robert Kriegel and  
Louis Patler

**HF5386.W456 1993**

WORKING SCARED: ACHIEVING SUCCESS IN TRYING TIMES

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.

**HF5548.8.S626 1993**

YOU CAN MAKE IT HAPPEN: A GUIDE TO SELF ACTUALIZATION AND ORGANIZATION

Len Sperry

**HF5548.85.P68 1987**

PREVENTING JOB BURNOUT: TRANSFORMING WORK PRESSURES INTO PRODUCTIVITY

This book offers intelligent and insightful alternatives to burning out on the job.

104 PP.

Beverly A. Potter

**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

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



## ORGANIZATIONS

This book 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 Toffler and  
Heidi Toffler

### **HN17.5.T6417 1990**

#### POWERSHIFT: KNOWLEDGE, WEALTH, AND VIOLENCE AT THE EDGE OF THE 21<sup>ST</sup> CENTURY

Toffler argues that while headlines focus on shifts of power at the global level, equally significant shifts are taking place in our everyday world--supermarkets, hospitals, banks, television, and politics. As old antagonisms fade, Toffler identifies where the next, far more important world division will arise . . . between the "fast" and the "slow. Thought-provoking on every page.

592 PP.

Alvin Toffler

### **HN18.T6418 1991**

#### DO IT! LET'S GET OFF OUR BUTS

400 PP.

John Roger and  
Peter McWilliams

### **HQ1121.C10 1996**

#### CAREER TRANSITION: A GUIDE FOR FEDERAL EMPLOYEES IN A TIME OF TURMOIL

Robert Carey

### **JK1764.L36 1994**

#### QUICKENING OF AMERICA, THE: REBUILDING OUR NATION, REMAKING OUR LIVES

This book is an extremely useful and practical guide. It reaffirms that personal and social change are intertwined; that each of us counts; that our lives do make a difference; and that, through involvement and by developing our skills, we can make an even greater difference.

338 PP.

Frances Moore Lappe' and  
Paul Martin DuBois

### **LC5225.T4V45 1995**

#### TRAINING THROUGH DIALOGUE: PROMOTING EFFECTIVE LEARNING AND CHANGE WITH ADULTS

Jane Vella

### **RC492.R87 1986**

#### I WANT TO CHANGE BUT I DON'T KNOW HOW!

350 PP.

Tom Rush and  
Randy Read

## **Communication**

### **BC177.G54 1995**

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

This is 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. This book offers real-life examples illustrating the use of the principles.

208 PP.

Michael Gilbert

**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.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

**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.

256 PP.

Kerry Patterson, et al.

**BF637.C45H66 1993**

COMMUNICATION: SKILLS TO INSPIRE CONFIDENCE

84 PP.

Barrie Hopson and  
Mike Scally

**BF637.C45H7 1982**

EMPATHIC COMMUNICATOR, THE

272 PP.

William S. Howell

**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 systematic guide to weathering conversational storms. It breaks down a conversation into three parts, illuminating the moments where misunderstandings arise. The techniques in this book will not surprise you.

272 PP.

Douglas Stone, et al.

**BF637.C74H371 1990**

**GIVING AND RECEIVING CRITICISM: YOUR KEY TO INTERPERSONAL SUCCESS**

This book explores the factors that hinder giving criticism and presents a systematic 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, HOW TO USE 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**

101 PP.

Shirley Poertner and  
Karen M. Miller

**BJ1581.2.C523 1995**

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

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 1995**

**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 was 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.G447 1995**

**COMMUNICATING, TRAINING, AND DEVELOPING: FOR QUALITY PERFORMANCE**

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.H13 1995**

**INTERACTIVE TOASTER, THE**

120 PP.

Sidney Harris

**HD30.3.L33 1983**

**INFLUENCING WITH INTEGRITY: MANAGEMENT SKILLS FOR COMMUNICATION AND NEGOTIATION**

235 PP.

Genie Z. Laborde

**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 and  
Kim Cameron

**HD30.3.W492 1993**

DEVELOPING MANAGEMENT SKILLS: COMMUNICATING SUPPORTIVELY

146 PP.

David Whetten and  
Kim Cameron

**HD38.2.F10 1995**

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

106 PP.

Nancy J. Friedman

**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.C810 1993**

NETWORKING: HOW TO CREATIVELY TAP YOUR PEOPLE RESOURCES

Coleen Clarke

**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 charming and dramatically improve their social lives and business relationships.

145 PP.

Brian Tracy and  
Ron Arden

**HF5541.T4F58 1994**

**TELEPHONE SKILLS AT WORK**

Judith E. Fisher

**HF5549.5.C6M29 1994**

**FEEDBACK TOOLKIT: 16 TOOLS FOR BETTER COMMUNICATION IN THE WORKPLACE**

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.B10M8 1999**

**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 well-informed 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.H284 1989**

**HOW TO TALK SO PEOPLE LISTEN**

Sonya Hamlin

**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.S22 1994**

**PRACTICAL BUSINESS COMMUNICATION**

Through this book's contemporary examples and exercises, you will discover how to organize concise, logical messages, deliver good and bad news, develop professional writing habits, and avoid communication styles that are bland, confusing, or culturally insensitive.

94 PP.

Tim J. Saben

**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 DESERVE**

In this book, you will 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 POWER**

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 competitive.

368 PP.

Deborah Tannen

**HF5718.T464 1989**

**LITTLE BLACK BOOK OF BUSINESS SPEAKING, THE**

Michael C. Thomsett

**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. The foundation for this book is based on his acclaimed corporate workshops in executive communications.

204 PP.

Granville N. Toogood

**HF5781.F74 1986**

**HOW TO GET YOUR POINT ACROSS IN 30 SECONDS OR LESS**

You can get your point across in 30-seconds. Media research proves it. Television commercials capitalize on it. People are only able to give their full, undivided attention in 30-second "bites." Milo Frank, former CBS television talent and casting head, who teaches communication skills to the top executives of such Fortune 500 companies as AT&T, IBM and Bank of America, shows you how easy it is to get your point across in 30 seconds — and get what you want.

Milo O. Frank

**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 does not harm the relationship--and in fact, even strengthens it.

284 PP.

**HM131.S797 1975**

OPEN ORGANIZATION, THE: THE IMPACT OF SECRECY AND DISCLOSURE ON PEOPLE  
240 PP.

Fritz Steele

**HM132.B10 1996**

EFFECTIVE PEOPLE SKILLS [MBTI section]

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

**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

**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.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.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.B66K76 1991**

**COMMUNICATING IN THE BUSINESS ENVIRONMENT**

Gloria Boone and  
Richard P. Kropp

**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

**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**

In this book you will learn the risks, rights, and responsibilities for individuals and organizations using e-mail.

153 PP.

Diane B. Hartman and  
Karen S. Mantz

**Book/Videos**

**Communication - Cont.**

**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

**Customer Relations**

**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

**HF5415.335.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.G547 1994**

**BUILDING CUSTOMER LOYALTY: HOW YOU CAN HELP KEEP CUSTOMERS RETURNING**

Barbara A. Glanz

**HF5415.5.L58 1995**

**SHARED EXPECTATIONS: SUSTAINING CUSTOMER RELATIONSHIPS**

Spend an hour with this author and find new ways to assure quality customer relationships.  
41 PP.

Wayne A. Little

**HF5415.5.M13 1994**

**CUSTOMER SERVICE EXCELLENCE**

Debra J. MacNeill

**HF5415.5.M53 1995**

**BUILDING BRIDGES TO CUSTOMERS**

Customers give you repeat business when you have built bridges they want to cross. Every employee in your organization is responsible for creating and maintaining links to your customers. Spend the time with this author and learn the blueprints and guiding principles for building great bridges to customers.

69 PP.

Gerald A. Michaelson

**HF5415.5.S44 1995**

**CREATING CUSTOMERS FOR LIFE**

In this book, you will find ways to delight your customers, and you will find rewards that translate into more profit and more business for your organization.

53 PP.

Eberhard E. Scheuing

**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.

Patricia B. Seybold

**HF5415.5.Z45 1990**

**DELIVERING QUALITY SERVICE: BALANCING CUSTOMER PERCEPTIONS AND EXPECTATIONS**

The authors' groundbreaking model tracks five attributes of quality service - reliability, empathy, assurance, responsiveness, and tangibles. The model provides marketing managers with a two-part measure of perceived quality that enables them to segment a market into groups with different service expectations.

Valerie A. Zeithaml, et al.

**HF5415.C10 1994**

**SATISFYING INTERNAL CUSTOMERS FIRST! A PRACTICAL GUIDE TO IMPROVING INTERNAL AND**

## EXTERNAL CUSTOMER SATISFACTION

External customer satisfaction is key to your organization's success. However, just as important are an organization's internal customers and how they work together to produce products and services. Your team must go beyond merely tracking to actually improving customer satisfaction.

Richard Chang and  
P. Keith Kelly

## **HF5415.G11 2005**

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

This handbook captures the essence of what makes Southwest Airlines 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

## **HF5415.H11 1999**

### 180 WAYS TO WALK THE CUSTOMER SERVICE TALK: THE HOW-TO HANDBOOK FOR EVERYONE IN YOUR ORGANIZATION

56 PP.

Eric Harvey

## **HF5415.H43 1990**

### SERVICE BREAKTHROUGHS: CHANGING THE RULES OF THE GAME

Building on five years of exhaustive research in 14 service industries, the authors demonstrate how one or two companies in each industry constantly set new standards for quality that force competitors to either adapt or fail.

306 PP.

James L Heskett and  
W. Earl Sasser, Jr.

## **HF5415.P10 1991**

### SERVICE EXCELLENCE!

Price Pritchett, Ph. D.

## **HF5438.25.A424 1992**

### IDEA-A-DAY GUIDE TO SUPER SELLING AND CUSTOMER SERVICE, THE

This book provides a personal roadmap for increased personal productivity. It contains a wealth of information for anyone who has the desire to be known as a professional in their chosen career.

310 PP.

Tony Alessandra, et al.

## **HF5541.T4B43 1994**

### CUSTOMER SERVICE AND THE TELEPHONE

Dennis Becker and  
Paula Becker

## **HF5548.5.B10 1995**

### WINNING AT CUSTOMER RETENTION: 101 WAYS TO KEEP 'EM HAPPY, KEEP 'EM LOYAL, AND KEEP 'EM COMING BACK!

Joanna Brandi

**LD1780.M10 1993**  
GREAT IDEAS ON...CUSTOMER SATISFACTION  
Harold R. McAlindon, Editor

## **Decision Making**

**BF448.B42 1990**

IMAGE THEORY: DECISION MAKING IN PERSONAL AND ORGANIZATIONAL CONTEXTS

This book focuses on the theoretical and empirical nature of images and their constituent principles, goals and plans, and up the details of the compatibility and profitability tests.

254 PP.

Lee Roy Beach, Editor

**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 and  
Ken Brousseau

**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.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.

**HD30.28.RG76 1987**

MANAGING WITH STYLE

Analyzes psychological styles used in decision-making and shows how an understanding of style helps one to manage successfully.

256 PP.

Alan J. Rowe and  
Richard O. Mason

**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 MAKING**

This book presents a systematic 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

**Delegation**

**HD50.S73 1976**

**ART AND SKILL OF DELEGATION, THE**

Lawrence L. Steinmetz

**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.

**Discipline**

**HF5548.6.R460 2000**

**FEDERAL MANAGER'S GUIDE TO DISCIPLINE, THE [4th Edition]**

85 PP.

FPMI Communications

**HF5549.12.M38 1994**

**SUPERVISING THE DIFFICULT EMPLOYEE**

Ann M. McGill

**LB1715.C12 2003**

**TAKING DISCIPLINARY ACTIONS: A FEDERAL SUPERVISOR'S GUIDE TO CORRECTIVE DISCIPLINE**

This book is about establishing and enforcing written and unwritten rules of the workplace. It is written specifically for the federal supervisor and when disciplining employees with appeal rights, you not only have to do the right thing you have to do things right.

192 PP.

Michael Corum

**Diversity**

**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 America.

317 PP.

Ann M. Morrison

**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 "its entire people, regardless of their diversity" in the work force.

344 PP.

John Fernandez and

Mary Barr

**HF538.7.H10 1995**

**SEXES AT WORK, THE: WORKSHOP DESIGNS AND ACTIVITIES FOR IMPROVING GENDER RELATIONS IN THE WORKPLACE**

Lois B. Hart and

David Dankle

**HF5549.5.B10 1997**

**MANAGING DIVERSITY: A PRACTICAL GUIDE**

Kenneth Burger and

Alvin Ray

**HF5549.5.B11 1994**

**HUMAN DIVERSITY WORKSHOP: PARTICIPANT WORKBOOK**

George Banks

**HF5549.5.B12 1994**

**HUMAN DIVERSITY WORKSHOP: INSTRUCTOR'S GUIDE**

George Banks

**HF5549.5.C6T49 1990**

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

Sondra Thiederman

**HF5549.5.M3F467 1991**

MANAGING A DIVERSE WORK FORCE: REGAINING THE COMPETITIVE EDGE

John P. Fernandez

**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.

**HF5549.5.M5T46 1991**

BEYOND RACE AND GENDER: UNLEASHING THE POWER OF YOUR TOTAL WORK FORCE BY MANAGING DIVERSITY

250 PP.

R. Roosevelt Thomas, Jr.

**HF5549.5.M5T464 1996**

REDEFINING DIVERSITY

R. Roosevelt Thomas, Jr.

**HF5549.5.M5W34 1994**

CULTURAL DIVERSITY IN THE WORKPLACE

Sally J. Walton

**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

**HM131.C749 1993**

CULTURAL DIVERSITY IN ORGANIZATIONS: THEORY, RESEARCH, AND PRACTICE

328 PP.

Taylor Cox, Jr.



**HM132.S446 1990**

**MEN AND WOMEN-PARTNERS AT WORK**

George F. Simons

**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 and  
Warren Schmidt

**Economics**

**TS156.6.H686 2003**

**ISO9000: 2000: AN A-Z GUIDE**

This book is fully aligned with the standard, it covers the development, implementation and assessment of quality systems - perfect for the quality professional on the move or as a memory jogger when preparing that all important proposal. Includes a CD-ROM.

155 PP.

David Hoyle

**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.

**HC59.D69 1968**

**AGE OF DISCONTINUITY, THE: GUIDELINES TO OUR CHANGING SOCIETY**

Peter F. Drucker

**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

**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.J10M10 1992**

ACCOUNTING CYCLE, THE: A PRIMER FOR NONFINANCIAL MANAGERS: A PRACTICAL GUIDE TO ACCOUNTING BASICS

Jay L. Jacquet and  
William C. Miller, Jr.

**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

**HF5693.P10.W10 1998**

IT ALL ADDS UP: AN INTRODUCTION TO BASIC BUSINESS MATH

Carla Berg Pope and  
Kathryn Shaw Whitver

**HG13.G10 1990**

UNDERSTANDING FINANCIAL STATEMENTS: A PRIMER OF USEFUL INFORMATION: PRACTICAL FINANCIAL APPLICATIONS FOR NON-FINANCIAL MANAGERS

James O. Gill

**HG179.K10 1993**

PERSONAL FINANCIAL FITNESS: A PRACTICAL GUIDE TO IMPROVE THE HEALTH OF YOUR WEALTH

A systematic plan to help reduce taxes, increase investment income, builds wealth, and plan for a more secure retirement.

120 PP.

Allen Klosowski

**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

**HG4910.W365555 1986**

**AFTER THE TRADE IS MADE: PROCESSING SECURITIES TRANSACTIONS**

Written for both securities industry personnel and individual investors, this edition reflects the changes in the industry - in terms of new products like swaps and collateralized mortgage obligations and how they are processed.

David M. Weiss

**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. Globalization 3.0, as he calls it, is driven not by major corporations or giant trade organizations like the World Bank, but by individuals: desktop freelancers and innovative startups all over the world (but especially in India and China) that can compete--and win--not just for low-wage manufacturing and information labor but, increasingly, for the highest-end research and design work as well. (He does not forget the "mutant supply chains" like Al-Qaeda that let the small act big in ways that are more destructive.)

660 PP.

Thomas L. Friedman

**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

**HD29.R45 1992**

**FEDERAL MANAGER'S GUIDE TO PREVENTING SEXUAL HARASSMENT, THE**

Dennis K. Reischl

**HD6060.D10 1998**

**LEGAL ISSUES FOR MANAGERS: ESSENTIAL SKILLS FOR AVOIDING YOUR DAY IN COURT**

Mike Deblieux

**HD6060.M427 1997**

**STOPPING SEXUAL HARASSMENT BEFORE IT STARTS: A BUSINESS AND LEGAL PERSPECTIVE**

112 PP.

Mike Deblieux

**HD6060.W10 1992**

**SEXUAL HARASSMENT IN THE WORKPLACE: A GUIDE TO PREVENTION**

This is a concise, self-study workbook explaining legal, professional, and personal aspects of sexual harassment.

116 PP.

Juliana Lightle and  
Betsy Doucet

**HF28.G57 2005**

**FEDERAL MANAGER'S GUIDE TO EEO, THE (7<sup>th</sup> 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 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

**KF3464.P762 1989**

PROMOTING MINORITIES AND WOMEN

This book presents a special report for employers who must adapt to demographic changes as well as legislative developments, and includes case studies and appendices of sample corporate promotion plans, court decisions, surveys.

Bureau of National Affairs

**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.B56 1988**

**POWER OF ETHICAL MANAGEMENT, THE**

Kenneth Blanchard and  
Norman Vincent Peale

**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. In addition, while everyone must do their part, ultimately it is 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.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.

Louie V. Larimer

**HF5549.5.B64C73 1991**

READINGS IN MARKETING ETHICS

Jan Willem Bol and  
Charles Crespy, et al.

**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

**GV1201.T10 1994**

QUICK START ICEBREAKERS AND ENERGIZERS: EXPERIENTIAL TRAINING ACTIVITIES

Louis E. Tagliaferri

**GV181.2.R64 1994**

BOTTOMLESS BAG AGAIN, THE

335 PP.

Karl Rohnke

**GV360.R10 1995**

QUICKSILVER: ADVENTURE GAMES, INITIATIVE PROBLEMS, TRUST ACTIVITIES, AND A GUIDE TO EFFECTIVE LEADERSHIP

304 PP.

Karl Rohnke and  
Steve Butler

**GV361.1.R6 1991**

BOTTOMLESS BAGGIE  
384 PP.

Karl Rohnke

**HD66.C14 1998**

TEAMWORK AND TEAMPLAY: A GUIDE TO COOPERATIVE, CHALLENGE, AND ADVENTURE

512 PP.

Jim Cain and  
Barry Jolliff

**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. However, 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

**Group Dynamics**

**HD30.3.S373 1994**

SKILLED FACILITATOR, THE: PRACTICAL WISDOM FOR DEVELOPING EFFECTIVE GROUPS

This book shows what makes a group effective and how a facilitator can improve group effectiveness by identifying patterns of behavior that are getting in the way, helping the group stick to a few critical ground rules, and encouraging them to deal more openly with conflict.

314 PP.

Roger M. Schwarz

**HD58.8.S73 1990**

TEAMWORK: WE HAVE MET THE ENEMY AND THEY ARE US

147 PP.

Matt M. Starcevich and  
Steven J. Stowell

**HD66.C59 1990**

STRAIGHT TALK FOR MONDAY MORNING

A best-selling author and one of America's most sought-after consultants, Cox provides guidance and inspiration for anyone who relies on others to get things done at work.

376 PP.

Allan Cox

**HD66.G76 1989**

GROUPS THAT WORK: AND THOSE THAT DON'T

Explores the design and leadership of groups, providing detailed descriptions of twenty-seven diverse work groups to offer insights into what factors affect group productivity, and what leaders and group members can do to improve work group effectiveness.

512 PP.

J. Richard Hackman, Editor

**HD66.K39 1996**

MINING GROUP GOLD: HOW TO CASH IN ON THE COLLABORATIVE BRAIN POWER OF A GROUP

Throughout the 1980s, a handful of Xerox employees devoted their time exclusively to working on a new approach to doing business. Kayser, who was one of these employees, now reveals the philosophy and techniques of management that were the fruits of the team's labor.

248 PP.

Thomas Kayser

**HM131.J613 1996**

**JOINING TOGETHER: GROUP THEORY AND GROUP SKILLS**

Providing an overview of group dynamics, this textbook introduces the theory, research findings, and practical skills related to building effective groups.

612 PP.

David W. Johnson

**HM132.O25 1992**

**OPEN SPACE TECHNOLOGY: A USER'S GUIDE**

Harrison Owen

**Health Awareness**

**AC672.G10 1993**

**HEALTHY HEART CUISINE: HEALTHY HEART RECIPES FROM PHYSICIANS ACROSS THE COUNTRY**

Antonio M. Gotto

**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

**GV481.R1008 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

**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

**QP85.B66 1991**

**WE LIVE TOO SHORT AND DIE TOO LONG**

How to achieve and enjoy your natural life-span.

364 PP.

Walter M. Bortz



**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 public.

320 PP.

Diane Dahm and  
Jay Smith, Editors in Chief

**R726.5.T3 1992**

**HEALTH PSYCHOLOGY: AN INTRODUCTION TO BEHAVIOR AND HEALTH**

Kenneth Thompson

**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, the authors have conducted tireless research. They 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 is not 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

**RA776.9.L54 1992**

**LIFE CHOICES [2<sup>nd</sup> Edition]**

Lori Turner and  
Frances Sizer

**RA776.T10 1991**

**SEEKING YOUR HEALTHY BALANCE: A DO-IT-YOURSELF GUIDE TO WHOLE PERSON WELL-BEING**

203 PP.

Donald A. Tubesing and  
Nancy Loving Tubesing

**RA777.8.D375 1999**

**MAN'S HEALTH SOURCEBOOK, THE [2<sup>nd</sup> Edition]**

This book 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

**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

**RA778.W748 1995**

**WOMEN'S COMPLETE HEALTHBOOK, THE**

The American Medical  
Women's Association, Inc.

**RA781.6.B34 1991**

NEW FIT OR FAT BOOK, THE  
Covert Bailey

**RA781.65.M35 1995**

AEROBIC WALKING: THE WEIGHT-LOSS EXERCISE: A COMPLETE PROGRAM TO REDUCE

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 because of this aerobic walking agenda.

232 PP.

Mort Malkin

**RA784.S654 1995**

MEGAHEALTH

Marcus B. Sorenson

**RA784.Z563 2008**

EAT THIS NOT THAT! THOUSANDS OF SIMPLE FOOD SWAPS THAT CAN SAVE YOU 10, 20, 30 POUNDS - OR MORE!

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 are not interested in helping you make healthy choices.

304 PP.

David Zinczenko and  
Matt Goulding

**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 do not 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

**RC632.H83B97 1991**

UNDERSTANDING AND MANAGING CHOLESTEROL: A GUIDE FOR WELLNESS PROFESSIONALS  
344 PP.

Kevin P. Byrne

**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.

**RC800.C66 1990**

YOU DON'T HAVE TO GO HOME FROM WORK EXHAUSTED; THE EMERGING ENGINEERING APPROACH

Ann McGee Cooper

**RC81.V5 1990**

TAKE CARE OF YOURSELF: YOUR PERSONAL GUIDE TO SELF-CARE AND PREVENTING ILLNESS

Donald M. Vickers and

James F. Fries

**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

**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 is 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 are 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 are going to learn how to crack the code on true and lifelong waist management.

370 PP.

Michael F. Rozien and  
Mehmet C. Oz

**RM722.H10 2001**

**SELF-CARE ESSENTIALS: A SIMPLE GUIDE TO MANAGING YOUR HEALTH CARE AND LIVING WELL**

128 PP.

David Hunnicutt and  
Craig Johnson

**TX361.A8C54 1997**

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

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

**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

**BF636.P45 1980**

**HANDBOOK OF STRUCTURED EXPERIENCES FOR HUMAN RELATIONS TRAINING, A**

Readers and users benefit from the fresh and thoughtful approach that underlies Pfeiffer's experientially-based materials, books, workbooks, instruments, and other learning resources and programs.

148 PP.

J. William Pfeiffer and  
John Jones

**FAA 1582 1997**

**GETTING RESULTS THROUGH LEARNING**

Human Resource Development Council

**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

**HF5549.5.S8J5613 1990**

**SERVICE INDUSTRY IDEA BOOK, THE: EMPLOYEE INVOLVEMENT IN RETAIL AND OFFICE IMPROVEMENT**

This is an abundant book with literary "snapshots" of ideas on how to improve the way we conduct business in the future. For those of us interested in total employee involvement and quality, this is the way to go!

273 PP.

Japan Human Relations Association

**HF5549.5.S8K3515 1995**

**IMPROVEMENT ENGINE, THE: CREATIVITY & INNOVATION THROUGH EMPLOYEE INVOLVEMENT**

This book presents a methodology for developing and sustaining an employee suggestion (teian) program that is simple, flexible, cost effective, and creates a corporate culture of continuous improvement (kaizen).

Japan Human Relations Association

**RC969.T10 1997**

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

Marilyn L. Teplitz

**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  
Scott A. Shappell

## **Innovation**

### **BF408.C665 1990**

#### **DRAWING THE LIGHT FROM WITHIN: KEYS TO AWAKEN YOUR CREATIVE POWER**

This remarkable book can help you awaken the dormant artist within you and tap into your deepest resources of creative energy to enhance all aspects of your life.

272 PP.

Judith Cornell

### **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 would find their ability to think considerably and gainfully improved.

208 PP.

Edward De Bono

### **BF408.B55 1990**

#### **CREATIVE MIND, THE: MYTHS AND MECHANISMS**

This book includes recent developments in artificial intelligence, with a new preface, introduction, and conclusion by the author. It is an essential work for anyone interested in the creativity of the human mind.

Margaret A. Boden

### **BF408.M484 1998**

#### **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. The book presents brilliantly creative strategies that are explained, and then broken down into simple lessons. They are illustrated liberally, 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.T46 1992**

#### **WHAT A GREAT IDEA!: KEY STEPS CREATIVE PEOPLE TAKE**

*What a Great Idea!* Instructs readers on how to challenge and defeat widely held notions that stifle creativity. Based on his hugely successful seminars, Chic Thompson, one of the country's leading students of the creative process, promotes aggressive and visionary thinking and unleashes readers' creative processes.

Charles Thompson

### **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. Illustrations

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--which 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

**BF455.D433 1985**

**SIX THINKING HATS**

The author presents a simple but effective way to become a better thinker. He separates thinking into six distinct modes, identified with six colored "thinking hats".

173 PP.

Edward De Bono

**HD2346.U5.D78 1985**

**INNOVATION AND ENTREPRENEURSHIP: PRACTICE AND PRINCIPLES**

This is the first book to present entrepreneurship as a systematic discipline and to explain its great challenges and opportunities.

265 PP.

Peter F. Drucker

**HD45.K335 1983**

**CHANGE MASTERS, THE: INNOVATION AND ENTREPRENEURSHIP IN THE AMERICAN CORPORATION**

432 PP.

Rosabeth Moss Kanter

**HD53.D4 1992**

**SUR / PETITION: CREATING VALUE MONOPOLIES WHEN EVERYONE ELSE IS MERELY COMPETING**

De Bono's term "sur/petition" means choosing not to compete in the same race as everyone else, but rather in one's own race. This can only be accomplished through rethinking the way organizations value and support what de Bono calls "serious creativity."

Edward De Bono

**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

**HD5650.S8 1990**

**MINDWORKS: HOW TO BECOME MORE CREATIVE AND CRITICAL THINKER**

**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

**HD58.8.K365 1989**

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

Invest in the future, but meet your short-term goals. Support entrepreneurial risk-taking, but don't lose the company money. Streamline your operation, but make it a great place to work.

415 PP.

Rosabeth Moss Kanter

**HD58.8.M10 1993**

POCKET COURSE IN...INNOVATION, A  
80 PP.

Harold R. McAlindon, Editor

**HD58.8.M11 1993**

GREAT IDEAS ON...INNOVATION AND CREATIVITY

Harold R. McAlindon, Editor

**HD58.8.P394 1997**

MARS PATHFINDER, THE: APPROACH TO "FASTER-BETTER-CHEAPER"

85 PP.

Price P Pritchett and  
Brian Muirhead

**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

**L273.D67 1970**

LATERAL THINKING: CREATIVITY STEP-BY-STEP

The seminal book that introduced a new way of reasoning and decision-making. "Dr. de Bono does not claim to be able to turn us all into Miltons, da Vinci's, and Einstein's. . . . The Muse never appears to most of us - hence the value of this book."

Edward De Bono and  
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

**QA76.9.C66P46 1990**

IDEAS AND INFORMATION



For a beginner, or professional, an accessible, exciting book on the power and limits of computer technology from the Nobel Prize-winning physicist.

224 PP.

Arno Penzias

**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 that 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 TODAY'S JOB MARKET**

Joyce Lain Kennedy and  
Thomas J. Morrow

**HF5415.2.T46 1994**

**FOCUS GROUP, THE: A STRATEGIC GUIDE TO ORGANIZING, CONDUCTING AND ANALYZING THE FOCUS GROUP INTERVIEW**

The Focus Group provides a complete and clear framework for staging effective interview sessions, accurately interpreting their results, and using them in successful marketing strategies.

308 PP.

Jane Farley Templeton

**HF5549.5.16M326 1994**

**HIRING THE BEST**

An engaging, fast-paced book that is 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.G67 1988**

## SUCCESSFUL INTERVIEWING: HOW TO FIND AND KEEP THE BEST PEOPLE

Jack Gratus

### **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

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.I6U73 1988**

#### 88 MISTAKES INTERVIEWERS MAKE AND HOW TO AVOID THEM

252 PP.

Auren Uris

## **Labor Relations**

### **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

### **HD58.9.R45 1994**

#### SUPERVISOR'S GUIDE TO FEDERAL LABOR RELATIONS, THE

Dennis Reischl and  
Ralph R. 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 [6<sup>th</sup> 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

**HD69.C6B66 1981**

**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.

Peter Block

**HF5549.5.G7D46 1990**

**EMPLOYEE COMPLAINT HANDLING: TESTED TECHNIQUES FOR HUMAN RESOURCE MANAGERS**

K. Denton and

Charles Boyd

**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 [3<sup>rd</sup> Edition]**

FPMI Communications

**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 decisions.

258 PP.

Sean D. Hurley

**Leadership**

**BF637.H10 2001**

**CASES IN EFFECTIVE LEADERSHIP**

67 PP.

David Hornstay

**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

**HD9600.S10 1997**

**CONFESSIONS OF A MANAGEMENT CONSULTANT TURNED CEO: A BALANCED VIEW OF LEADERSHIP**

Written from the author's own perspective of leadership. The ideas about leadership reflect how they might fit with Dr. W.

Edwards Deming's Fourteen Points.

Anita C. Simonton and  
Georgeanna Kiser

**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.L4M43 1990**

**MEASURES OF LEADERSHIP**

636 PP.

Kenneth E. Clark and  
Miriam B. Clark

**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

**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

**HD38.2.A56 1990**

**SERVICE WITHIN: SOLVING THE MIDDLE MANAGEMENT LEADERSHIP CRISIS**

Mobilize your middle management team and deliver quality service within your organization. Albrecht shows how to increase cooperation between departments so that the entire organization works together more efficiently.

203 PP.

Karl Albrecht

**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 will learn how to think, act, and communicate like a C-level executive (CEO, CFO, CIO, etc.), and you will discover powerful tools for developing and fine-tuning the complete executive charisma skill set.

2001 PP.

D. A. Benton

**HD38.2.S8 1992**

**TAKING CHARGE: STRATEGIC LEADERSHIP IN THE MIDDLE GAME**

240 PP.

Stephen A. Stumpf and  
Thomas P. Mullen

**HD38.2.SMI 1994**

**LEADERSHIP THROUGH INFLUENCE**

148 PP.

Self Management Institute and  
Terry Bacon

**HD38.HBR10 2006**

**LEADING PEOPLE: EXPERT SOLUTIONS TO EVERYDAY CHALLENGES**

Becoming a leader does not 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.B35 1996**

**BALANCING ACT, THE: MASTERING THE COMPETING DEMANDS OF LEADERSHIP**

The authors deliver bold, balanced, and proven ideas for moving your organization away from death, and toward vitality by combining solid academic research with more than 70 years of testing what really works in the trenches.

456 PP.

Kerry Patterson, et al.

**HD57.7.B377 1989**

**LEADERSHIP EQUATION, THE: LEADERSHIP, MANAGEMENT, AND THE MYERS-BRIGGS [MBTI]**

There are sixteen types of personalities in the Myers-Briggs system; the authors propose that leaders should develop the ability to identify and work with all types. [MBTI]

175 PP.

Lee Barr and  
Norma Barr

**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. This is 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 does not mean always having the right answers, but having the right questions--about yourself and the work you do. That is what this book by noted consultant, Bob 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.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.C10 1990**

**LEARNING TO LEAD: AN ACTION PLAN FOR SUCCESS**

Pat Heim and  
Elwood Chapman

**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 will 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.G33 2003**

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

Whom 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 organization is doing the right things), organizational trust (belief in the way things are being done), and personal trust (confidence between leader and employees). 271 PP.

Robert Galford and  
Anne Siebold Drapeau

**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 resounds 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.

**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.H836 1985**

**TAO OF LEADERSHIP, THE: LEADERSHIP STRATEGIES FOR A NEW AGE**

161 PP.

John Heider

**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.K478 1993**

**LEADERS, FOOLS, AND IMPOSTORS: ESSAYS ON THE PSYCHOLOGY OF LEADERSHIP**

The author identifies distinct leader types, and shows that entrepreneurs possess many of the qualities of the impostor, including a capacity for self-dramatization and a deep understanding of how to profit by others' wishes and desires.

224 PP.

Manfred R. Kets DeVries

**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.M10 1993**

A POCKET COURSE IN...LEADERSHIP

80 PP.

Harold R. McAlindon, Editor

**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.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.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.P10 1989**

POSITIVE LEADERSHIP: HOW TO BUILD A WINNING TEAM

Mike Pegg

**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.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.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.W335 1995**

EMPIRES OF THE MIND: LESSONS TO LEAD AND SUCCEED IN A KNOWLEDGE-BASED WORLD

Empires of the Mind is a revolutionary book that explains why standard management practices, job descriptions, and career tracks are obsolete.

252 PP.

Denis Waitley

**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 job.

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.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 business women 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 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. Teerlink.

278 PP.

Rich Teerlink and  
Lee Ozley

**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

**HF5415.153.N38 1994**

**BREAKTHROUGHS! HOW LEADERSHIP AND DRIVE CREATE COMMERCIAL INNOVATIONS THAT SWEEP THE WORLD**

The authors talk about mutual trust, mutual understanding, passionate caring, and change in a company's destiny. In this well-written ramble through a variety of case histories---the authors make a fair case for business.

400 PP.

P. Ranganath Nayak and  
John M. Ketteringham

**HF5549.12.T727 1992**

**10 STEPS TO EMPOWERMENT: A COMMON-SENSE GUIDE TO MANAGING PEOPLE**

163 PP.

Diane Tracy

**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 have 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.

**HF5549.5.E3J33 1996**

360-DEGREE FEEDBACK: STRATEGIES, TACTICS, AND TECHNIQUES FOR DEVELOPING LEADERS

John E. Jones and  
William L. Bearley

**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=MC<sup>2</sup>): 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**

PERILS OF EMPOWERMENT, THE: ENGAGING THE 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

David Peterson and  
Mary Hicks

**HF5718.3.M10 1993**

MEMOS TO MANAGEMENT: THERE'S NOTHING WRONG WITH SERVING A LOUSY CUP OF COFFEE

Michael H. Mescon, et al.

**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

**HM141.B434 1989**

**WHY LEADERS CAN'T LEAD: THE UNCONSCIOUS CONSPIRACY CONTINUES**

Warren Bennis

**HM141.C54 1987**

**CLASSIC TOUCH, THE: LESSONS IN LEADERSHIP FROM HOMER TO HEMINGWAY**

John K. Clemens and  
Douglas F. Mayer

**HM141.R6 1989**

**LEADERSHIP SECRETS OF ATTLA 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. This is 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

**JC330.3.G37 1990**

**ON LEADERSHIP**

A vision relevant for us today will build on values deeply embedded in human history and in our own tradition. It is not as though we come to the task unprepared. Men and women from the beginning of history have groped and struggled for various pieces of the answer. The materials out of which we build the vision will be the moral strivings of the species, today and in the distant past.

220 PP.

John W. Gardner

**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

**LB2376.H10 1994**

144 WAYS TO WALK THE TALK

Eric Harvey and  
Alexander Lucia

**LB2376.H11 1995**

WALKING THE TALK TOGETHER: AN EMPLOYEE HANDBOOK

Eric Harvey and  
Alexander Lucia

**LB2806.45.C10 1996**

TAKING AIM ON LEADERSHIP

Peter Capezio and  
Debra Morehouse

**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

**TS156.A32 1986**

TRANSFORMING LEADERSHIP: FROM VISION TO RESULTS

This is a valuable resource for leaders of any Organization. The challenges of leadership, the changing view of leaders, and actual case studies all provide a comprehensive overview necessary to a complete understanding of how best to lead your organization.

John D. Adams and  
Sabina A. Spencer

**TS156.C37 1990**

LANGUAGE OF LEADERSHIP, THE

253 PP.

Marlene Caroselli

**TS156.J79 1989**

JURAN ON LEADERSHIP FOR QUALITY

Juran provides top-level managers with the specific, field-tested methods they need to successfully lead their companies on the quest for superior quality.

253 PP.

J. M. Juran

**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

### **G154.R67 1992**

#### **CUSTOMER COMES SECOND, THE: AND OTHER SECRETS OF EXCEPTIONAL SERVICE**

240 PP.

Hal Rosenbluth and  
Diane McFerrin Peters

### **HD30.27.B36 1992**

#### **FUTURE EDGE: DISCOVERING THE NEW PARADIGMS OF SUCCESS**

From a strategic exploration viewpoint, this is an excellent guidebook. Understanding and mastering your paradigms (or mental models) is one of the most important things for making progress in life - and in business.

240 PP.

Joel A. Barker

### **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

### **HD30.3.K49 1992**

#### **INFOTRENDS: THE COMPETITIVE USE OF INFORMATION**

The fantastic success stories of companies like Federal Express, American Express, Banker's Trust, Time Warner, and United Airlines are more than just interesting reading for sharp executives; they also demonstrate the brilliant use of information technology.

284 PP.

Jessica Keys

### **HD30.4.M626 1994**

#### **MODELING FOR LEARNING ORGANIZATIONS**

A compilation of articles examining not only how to use modeling to simulate the actual performance of a system, but how



to use that information to make major changes in an organization.

400 PP.

John D. W. Morecroft and  
John D. Sterman, Editors

**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

**HD30.4.W463 1993**

**DEVELOPING MANAGEMENT SKILLS: GAINING POWER AND INFLUENCE**

104 PP.

David Whetten and  
Kim Cameron

**HD31.2.M36 1988**

**PERFORMANCE: MANAGING FOR EXCELLENCE**

George Manning

**HD31.A356 1978**

**SUCCESSFUL MANAGEMENT BY OBJECTIVES: AN ACTION MANUAL**

226 PP.

Karl Albrecht

**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 year's 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.B36942 1994**

**MANAGEMENT**

This Management text takes a functional approach and emphasizes four themes: managing diversity, global perspectives, managing innovation and valuing quality. Bartol captures the excitement of the business world by showing students how successful companies implement management concepts and techniques.

552 PP.

Kathryn M. Bartol and  
David C. Martin

**HD31.B369485 1990**

**MANAGEMENT: FUNCTION AND STRATEGY**

752 PP.

T. S. Bateman and  
C. P. Zeithaml

**HD31.B523 1984**

**MANAGERIAL GRID III, THE: KEY ORIENTATIONS FOR ACHIEVING PRODUCTION THROUGH PEOPLE**

300 PP.

Robert R. Blake

**HD31.B527 1981**

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

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.

K. Blanchard and  
S. 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.

Ken 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 in your first management job.

278 PP.

Larry Bossidy and  
Ram Charan

**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

**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 De Bono

**HD31.D594 1990**

FUNDAMENTALS OF MANAGEMENT [7<sup>th</sup> Edition]

Fundamentals of Management emphasizes three managerial tasks facing managers: 1) Managing work and organizations 2) Managing people and 3) Managing production and operations. This type of organization has been described as the "Schools Approach": The Classical School, The Behavioral School, and The Quantitative School.

828 PP.

James H. Donnelly and  
James L. Gibson

**HD31.D7713 1987**

FRONTIERS OF MANAGEMENT, THE

A practical and incisive capsule of Drucker's thinking on economics, management, and people.

384 PP.

Peter F. Drucker

**HD31.D773 1974**

MANAGEMENT: TASKS, RESPONSIBILITIES, PRACTICES

Management is an organized body of knowledge. "This book," in Peter Drucker's words, "tries to equip the manager with the understanding, the thinking, the knowledge and the skills for today's and also tomorrow's jobs.

854 PP.

Peter F. Drucker

**HD31.D774 1977**

PEOPLE AND PERFORMANCE: THE BEST OF PETER DRUCKER ON MANAGEMENT

366 PP.

Peter F. Drucker

**HD31.F27 1993**

SEARCHING FOR THE SPIRIT OF ENTERPRISE: DISMANTLING THE TWENTIETH-CENTURY CORPORATION-  
LESSONS FROM ASIAN, EUROPEAN, AND AMERICAN ENTREPRENEURS

Farrell, a former president of a consulting firm with experience as a vice president at Xerox, recommends a revival of the spirit of enterprise characteristic of new and small businesses. This book is recommended for large public and academic library collections and, in particular, for executives in profit and nonprofit situations.

288 PP.

Larry C. Farrell

**HD31.F756 1994**

MANAGEMENT 2000: THE PRACTICAL GUIDE TO WORLD CLASS COMPETITION

Comprehensive and detailed, yet designed for action, Management 2000 fulfills a crying need for usable advice. This exceptional resource emphasizes the understanding of customer needs - and translating customer needs and expectations into products and services.

478 PP.

Harry K. Jackson, Jr. and  
Normand L. Frigon

**HD31.G438 1997**

**LIVING COMPANY, THE: HABITS FOR SURVIVAL IN A TURBULENT BUSINESS ENVIRONMENT**

The author draws a sharp distinction between "living companies", the purpose of which is to fulfill their potential and perpetuate themselves as ongoing communities, and "economic companies", which are in business solely to produce wealth for a small group of individuals.

240 PP.

Arie de Geus

**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.H489 1979**

**INCREASING MANAGERIAL EFFECTIVENESS: KEYS TO MANAGEMENT AND MOTIVATION**

Norman C. Hill

**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.L425 1990**

**HUMAN ORGANIZATION, THE: IT'S MANAGEMENT AND VALUE**

Rensis Likert

**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.N452 1997**

**NEW BUSINESS OF BUSINESS, THE: SHARING RESPONSIBILITY FOR A POSITIVE GLOBAL FUTURE**

"The New Business of Business" is a collection of 20 articles designed to stimulate dialogue on what the new role of business should be.

278 PP.

Willis Harman and  
Maya Porter, Editors

**HD31.N4542 1993**

**NEW PARADIGM IN BUSINESS, THE: EMERGING STRATEGIES FOR LEADERSHIP AND ORGANIZATIONAL**

## CHANGE

This book consists of essays that effectively address the concerns of business leaders as they contemplate the future.  
320 PP.

Michael Ray and  
Alan Rinzler, Editors

## **HD31.R797 2005**

MANAGEMENT: SKILLS AND APPLICATION [11<sup>th</sup> Edition]

This edition of our classic Rue and 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.T36 1990**

GETTING COMMITMENT AT WORK

128 PP.

Michael C. Thomas and  
Tempe S. Thomas

## **HD38.15.B47 1996**

MANAGER'S DESK REFERENCE, THE [2<sup>nd</sup> 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.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.D439W35 1986**

DEMING MANAGEMENT METHOD, THE

Dr. Deming's management techniques are all carefully explained in this detailed, step-by-step treatment of their major points and their practical application to everyday business life.  
288 PP.

Mary Walton

## **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

**HD41.P668 1998**

**COMPETITIVE ADVANTAGE: CREATING AND SUSTAINING SUPERIOR PERFORMANCE**

In this book, the author focuses on the business itself. The book is based on the activity-based theory of the firm. Activities are what generate cost and create value for buyers/customers, and are the basic units for competitive advantage.  
557 PP.

Michael E. Porter

**HD45.A4813 1991**

**TECHNO-SHIFTS: MEETING THE CHALLENGE OF TECHNOLOGICAL CHANGE**

The author recognizes the emergence of intelligent interaction with their markets. His insight is exciting.  
236 PP.

Smail Ait-El-Hadj

**HD45.HBR22 1991**

**DRUCKER IN THE HARVARD BUSINESS REVIEW**

This review presents four concepts that show us how the factory of 1999 must be built and managed.  
83 PP.

Harvard Business Review

**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

**HD50.5.M453 1994**

**NEW PARTNERSHIP, THE: PROFIT BY BRINGING OUT THE BEST IN YOUR PEOPLE, CUSTOMERS, AND YOURSELF**

The real lesson of, *The New Partnership*, is simple. If you reach out and genuinely care for your fellow employees, there is no limit to what you can accomplish. In addition, you can achieve these same results in your job, at no added cost.  
265 PP.

Tom Melohn

**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.I867 1991**

**OPEN-BOOK MANAGEMENT: GETTING STARTED**

Read and learn what your organization can gain by open-book management, how company leaders can make open-book management a success for your company, the best ways to present financial information for fun and comprehension, and how to determine which incentives will increase motivation in your organization.

103 PP.

Cathy Ivancic and  
Jim Bado

**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

**HD57.8.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. *Beyond Generation X*, 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

**HD60.5.U5S8 1994**

**BUSINESS, GOVERNMENT, AND SOCIETY: A MANAGERIAL PERSPECTIVE: TEXT AND CASES**

The interactions between business and the other two elements, government and society, are dynamic and that in some historical periods they cause large-scale, rapid change. The U.S., Japan, and European countries have created fundamental

changes in the directions of governments and public policies. The end of this current era is not yet in sight.  
662 PP.

George A. Steiner and  
John F. Steiner

**HD62.15.B46 1993**

**BENCHMARKING MANAGEMENT GUIDE, THE**

This guide contains practical and comparative information gleaned from surveys provided by 87 members of its International Benchmarking Clearinghouse, along with resource guidance.

American Productivity & Quality Center

**HD62.15.T53 1995**

**PRACTICAL BENCHMARKING: FOR MUTUAL IMPROVEMENT**

This book brings systematic thinking about comparison to an area where previously the superior judgment of a single expert was the driver. As a manager, you need information from those who have already experimented, learned, and recorded the results. Therefore, it is with this purpose to help you confront the difficult tasks of managing in these turbulent times.

43 PP.

Carl G. Thor

**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.C655175 1990**

**HOW TO SELECT AND MANAGE CONSULTANTS: GUIDE TO GETTING WHAT YOU PAY FOR**

This book, offers accessible advice on the basics from a management consultant, and the bibliography is annotated.  
192 PP.

Howard L. Shenson

**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



**HD6957.O68549 1997**

MANAGING BY VALUES

Ken Blanchard and  
Michael O'Connor

**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

**HD8000.FMG10 2008**

2008 FEDERAL MANAGER'S GUIDE

*The Federal Manager's Guide* 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: Recruiting and retaining, Handling sick leave, Workplace conflict, Accommodating disabilities, Religious expression, Retirement and career development.

346 PP.

LRP Publications

**HD8038.A1S53 1985**

MANAGING PROFESSIONAL PEOPLE: UNDERSTANDING CREATIVE PERFORMANCE

Albert Shapiro

**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.C64M536 1996**

**MICROSOFT WAY, THE: THE REAL STORY OF HOW THE COMPANY OUTSMARTS ITS COMPETITION**

New in paperback, this book takes an engaging, well-documented look at Bill Gates and his corporation's approach to doing business.

Randall E. Stross

**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 1996**

**MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING**

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.C10 1992**

NEW SUPERVISOR, THE

Elwood N. Chapman

**HF5549.12.F68 1990**

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

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 will 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.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

**HF5549.12.T46 1994**

NEW SUPERVISOR, THE: SKILLS FOR SUCCESS

Bruce B. Tepper

**HF5549.12T10 1991**

SUPERVISOR'S HANDBOOK, THE

Mark R. Truitt

**HF5549.2.U5R677 1998**

GOOD COMPANY: CARING AS FIERCELY AS YOU COMPETE

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

*The First Four Weeks*, 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 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.H367 1990**

STEPPING UP TO SUPERVISOR

Marion E. Haynes

**HF5549.J3333 1975**

OK BOSS, THE

Muriel James

**HF5549.M33957 1991**

STRATEGIC MANAGEMENT OF HUMAN KNOWLEDGE, SKILLS, AND ABILITIES

Eugene B. McGregor, Jr.

**JF1351.C3526 1995**

TRUSTWORTHY GOVERNMENT: LEADERSHIP AND MANAGEMENT STRATEGIES FOR BUILDING TRUST AND HIGH PERFORMANCE

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

**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**

Management Lessons from Mayo Clinic reveals for the first time how this complex service organization fosters a culture that exceeds customer expectations and earns deep loyalty from both customers and employees. Service business authority Leonard Berry and Mayo Clinic marketing administrator Kent Seltman explain 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. Berry and  
Kent D. Seltman

**TS156.A35 1991**

**DR. DEMING: THE AMERICAN WHO TAUGHT THE JAPANESE ABOUT QUALITY**

Dr. W. Edwards Deming became the prime catalyst behind the incredible success of Japanese industry. In fact, since 1951, the Deming Prize has been the most coveted and prestigious award among Japanese corporations, similar to the Malcolm Baldrige Award for quality in business in the United States. Today, Deming is finally becoming a household name in his own country. The lessons he has to teach American business are more urgent than ever.

304 PP.

Rafael Aguayo

**Motivation**

**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.

Bob Nelson

**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  
Anne Lohr

**HF5549.5.D10 1993**

**MOTIVATING AT WORK: EMPOWERING EMPLOYEES TO GIVE THEIR BEST**

97 PP.

Twyla Dell

**HF5549.5.H10 1991**

**MOTIVATING PEOPLE: HOW TO MOTIVATE OTHERS TO DO WHAT YOU WANT AND THANK YOU FOR THE OPPORTUNITY**

Kurt Hanks

**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.I5N45 1994**

1001 WAYS TO REWARD EMPLOYEES

Bob Nelson

**HF5549.5.M11 1993**

POCKET COURSE IN...GOAL SETTING, A

Harold R. McAlindon, Editor

**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.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.M63M566 1994**

MOTIVATION AT WORK

Jane Miskell and  
Vincent Miskell

**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.M63W49 1993**

DEVELOPING MANAGEMENT SKILLS: MOTIVATING OTHERS

David Whetten and  
Kim Cameron

**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

**HF5549.5M63K10 1992**

**PEAK PERFORMANCE: HOW TO MOTIVATE YOUR EMPLOYEES TO ACHIEVE THEIR BEST**

Christie Kennard

**HF5549.6.I5D43 1994**

**HOW TO RECOGNIZE AND REWARD EMPLOYEES**

Donna Deepröse

**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. Moreover, 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**

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 [3<sup>rd</sup> 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.

**HF5549.M2994 1990**

**MANAGE PEOPLE, NOT PERSONNEL: MOTIVATION AND PERFORMANCE APPRAISAL**

Victor H. Vroom

**LC5219.W53 1985**

**ENHANCING ADULT MOTIVATION TO LEARN: A GUIDE TO IMPROVING INSTRUCTION AND INCREASING LEARNER ACHIEVEMENT**

Raymond J. Wlodkowski

**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

*Getting Past No*, is 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.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.F57 1994**

**NEGOTIATING FOR BUSINESS RESULTS**

100 PP.

Judith E. Fisher

**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** [3<sup>rd</sup> 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.

**HD6970.W10 1992**

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

William B. Wiley

**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 focus on continuous negotiations and ongoing dialogue.

242 PP.

David S. Weiss

**HD6971.R14 2000**

**PRACTICAL GUIDE TO INTEREST-BASED BARGAINING, A** [3<sup>rd</sup> Edition]

43 PP.

FPMI Communications

**HD6971.S12 2003**

**BARGAINING BOOK, THE: A GUIDE TO COLLECTIVE BARGAINING IN THE FEDERAL GOVERNMENT** [4<sup>th</sup> 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**

Richard B. Grant, Esq.

**HD8005.FPMI10 2001**

**ALTERNATIVE DISPUTE RESOLUTION: A PROGRAM GUIDE**

93 PP.

Alvin E. Ray, 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

**HF5354.A83 1990**

**NEGOTIATION SOURCEBOOK, THE**

Asherman and Asherman, Editors

**HF5354.H10 1990**

**PRACTITIONER'S GUIDE TO FEDERAL SECTOR NEGOTIABILITY, THE**

Jerome P. Herdman

**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 [2nd Edition]**

Christopher W. Moore

**HM136.S633 1996**

**WHEN PUSH COMES TO SHOVE: A PRACTICAL GUIDE TO MEDIATING DISPUTES**

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.

**KF3424.H10 1996**

**SUCCESSFUL ALTERNATIVE DISPUTE RESOLUTION IN THE FEDERAL WORKPLACE**

Ken Hughes, et al.

**Organizational Behavior**

**BF637.L4A10 2001**

**LOVE AND WORK: A CONVERSATION WITH JAMES AUTRY**

Composed of refreshing 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.T4D40 2001**

SERVANT LEADERSHIP CHARACTERISTICS IN ORGANIZATIONAL LIFE

Don DeGraff, et al.

**HD2741.M65 1990**

EVERYBODY'S BUSINESS: A FIELD GUIDE TO THE 400 LEADING COMPANIES IN AMERICA

800 PP.

Milton Moskowitz, et al.

**HD31.5.K63 1986**

ANATOMY OF AN EXECUTIVE

Aldolph M. Kaplan

**HD31.B6135 1997**

REFRAMING ORGANIZATIONS: ARTISTRY, CHOICE, AND LEADERSHIP

The authors consolidate key learnings from organization theory into four practical, easy-to-understand perspectives or "frames": structural, human resource, political, and symbolic. These frames provide a complete portrait of an organization and allow managers to clarify issues and create a flexible, dynamic, "big picture" management strategy.

380 PP.

Lee G. Bolman and  
Terrence E. Deal

**HD31.M298 1993**

ORGANIZATIONS

Organizations have become a classic work and a seminal book in organization theory. Written by two of the world's most important contributors to the field, one a Nobel Prize winner, it is an essential reference for every serious student of organizations.

287 PP.

James March and  
Herbert Simon

**HD31.M628 1996**

IMAGES OF ORGANIZATION [2<sup>nd</sup> Edition]

496 PP.

Gareth Morgan

**HD31.M6281 1997**

TEACHING NOTES: TO ACCOMPANY IMAGES OF ORGANIZATION AND CREATIVE ORGANIZATION THEORY [2<sup>nd</sup> Edition]

These are notes to accompany the book, *Images of Organization*.

Gareth Morgan and  
Asaf Zohar

**HD38.4.P56 1993**

END OF BUREAUCRACY AND THE RISE OF THE INTELLIGENT ORGANIZATION, THE

Everyone complains about bureaucracy--this book shows what can be done to replace it with more humane and effective systems of organization. The Pinchots describe effective organizations that fully utilize the intelligence of all employees, not just those at the top.

399 PP.

Gifford Pinchot and  
Elizabeth Pinchot

**HD38.M612 1997**

IMAGIN-I-ZATION: NEW MINDSETS FOR SEEING, ORGANIZING, AND MANAGING

*Imagization*, is a way of thinking and organizing. A key managerial skill 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*, will not just be reading about management. They will be harvesting timeless tips from a master of business thinking. In addition, they will be uncovering a road map that leads to enhanced effectiveness and job satisfaction.

204 PP.

Peter Block

**HD58.7.H376 1988**

ABILENE PARADOX AND OTHER MEDIATIONS ON MANAGEMENT, THE

The author recounts the story behind the title with the purpose of explaining why people and organizations often make decisions that are at odds with their true collective purpose.

Jerry B. Harvey

**HD58.7.H45 1993**

MANAGEMENT OF ORGANIZATIONAL BEHAVIOR: UTILIZING HUMAN RESOURCES [6th Ed.]

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.S33 1992**

ORGANIZATIONAL CULTURE AND LEADERSHIP [1<sup>st</sup> and 2<sup>nd</sup> Editions]

The author 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

**HD58.8.A75 1978**

ORGANIZATIONAL LEARNING: A THEORY OF ACTION PERSPECTIVE

Chris Argyris

**HD58.8.H362 1989**

AGE OF UNREASON, THE

Named one of the ten best business books of 1990 by Business Week, The Age of Unreason is now available in paperback. Charles Handy maintains that in an era of random change, it is necessary to break out of old ways of thinking in order to use change to one's advantage.

Charles Handy

**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. This book explores modes of thought and processes of leadership that stimulate, cooperation, and enhance creativity while 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 is 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

**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.

**HF5548.8.I10 1988**

WORKING TOGETHER: A PERSONALITY CENTERED APPROACH TO MANAGEMENT

Unlike so many quick-fix texts on management and leadership, what you are about to read is not intended to be yet another popularized theory or some platitudinal concept of situations where people are working together.

Olaf Isachsen and  
Linda V. Berens

**HF5549.5.M63M368 1991**

WHY THIS HORSE WON'T DRINK: HOW TO WIN AND HOW TO KEEP EMPLOYEE COMMITMENT

Ken Matejka

**HM131.P1450 1997**

POWER PRINCIPLE, THE: INFLUENCE WITH HONOR

Blaine Lee

**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 and his blessings authors, Leinberger and Tucker researched and 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 and  
Bruce Tucker

**JK421.N34 1996**

BEST KEPT SECRETS IN GOVERNMENT: HOW THE CLINTON ADMINISTRATION IS REINVENTING THE WAY WASHINGTON WORKS

In this highly readable report, the fourth in a series by the National Performance Review, the former Vice President reveals some new government secrets, chief of which is that the government is now costing less and working better.

Former Vice President Al Gore

**Organizational Development**

**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

**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

**HD30.28.E33 1993**

ADDING VALUE: A SYSTEMATIC GUIDE TO BUSINESS-DRIVEN MANAGEMENT AND LEADERSHIP

Gerard Egan

**HD30.285.J66 1995**

SAY IT AND LIVE IT: THE 50 CORPORATE MISSION STATEMENTS THAT HIT THE MARK

*Say It and Live It*, is the first collection of the most intriguing corporate mission statements, and will be an invaluable source for individuals who are beginning to think about and write their own corporate mission statements.

266 PP.

Patricia Jones and  
Larry Kahaner

**HD30.C0J0 2005**

PROCESS-BASED ORGANIZATION, THE: A NATURAL ORGANIZATION STRATEGY

This book 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.

300 PP.

Gustavo Crosetto and  
Jorge Macazaga

**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.

300 PP.

Gustavo Crosetto and  
Jorge Macazaga

**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.G34B45 1991**

GAIN SHARING: THE NEW PATH TO PROFITS AND PRODUCTIVITY

216 PP.

John G. Belcher

### **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 book delivers an integrated approach that you can begin using today as a blueprint for transformation. You will 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

### **HD5650.L354 1992**

ULTIMATE ADVANTAGE, THE: CREATING THE HIGH-INVOLVEMENT ORGANIZATION

*The Ultimate Advantage*, is an informed and detailed overview of how an organization must be designed to encourage innovation, increase cost-effectiveness, and deliver enhanced quality, customer service, and speed.

371 PP.

Edward E. Lawler

### **HD58.8.82.G37 2003**

LEARNING IN ACTION: A GUIDE TO PUTTING THE LEARNING ORGANIZATION TO WORK

This book 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 KNOWLEDGE

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.

**HD58.82.B78 1996**

**AN UNUSED INTELLIGENCE: PHYSICAL THINKING FOR 21<sup>ST</sup> CENTURY LEADERSHIP**

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.K10 1994**

**REFLECTIONS: ON CREATING LEARNING ORGANIZATIONS**

124 PP.

Kellie T. Wardman, Editor

**HD58.82.L4 1995**

**LEARNING ORGANIZATIONS: DEVELOPING CULTURES FOR TOMORROW'S WORKPLACE**

*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

**HD58.9.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**

*The HR Scorecard*, 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 are underdogs up against a powerful foe and that they are 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.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.S384 1996**

**POWER OF OPEN-BOOK MANAGEMENT, THE: RELEASING THE TRUE POTENTIAL OF PEOPLE'S MINDS, HEARTS, AND HANDS**

Practical, comprehensive, and in many ways, inspirational, *The Power of Open-Book Management*, gives executives, managers, and team leaders the tools for initiating a direct route to greater profitability and growth.

288 PP.

John P. Schuster, et al.

**HD58.9.V63 1990**

**EMPOWERMENT IN ORGANIZATIONS: HOW TO SPARK EXCEPTIONAL PERFORMANCE**

246 PP.

Ken Murrell and  
Judith Vogt

**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

**HD58.9.W66 1990**

**UNBLOCKING YOUR ORGANIZATION**

234 PP.

Mike Woodcock and  
Francis Woodcock

**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

**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

**HF5415.12.J3.J63 1996**

**RELENTLESS: THE JAPANESE WAY OF MARKETING**

Johnny K. Johansson and  
Ikujiro Nonaka

**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 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

**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.

Catherine Stenzel

**HD38.G10 2007**

**MAKING PERFORMANCE MANAGEMENT WORK: AN UPDATE TO FEDERAL EMPLOYEE PERFORMANCE MANAGEMENT**

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 2002**

COACHING FOR PERFORMANCE: GROWING PEOPLE, PERFORMANCE, AND PURPOSE [3<sup>rd</sup> 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 benefit 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.

**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 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, straightforward 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.E42B76 1993**

**HANDLING THE DIFFICULT EMPLOYEE: SOLVING PERFORMANCE PROBLEMS**

80 PP.

Marty Brounstein

**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.

30 PP.

Mark W. Morgan

**HF5549.5.OPM01 1998**

ADDRESSING AND RESOLVING POOR PERFORMANCE: A GUIDE FOR SUPERVISORS

United States Office of Personnel Management

**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 will get job aids, design templates, and implementation examples that direct you through the basics of performance analysis.

241 PP.

Allison Rossett

**HF5549.5.P37H36 1992**

HANDBOOK OF HUMAN PERFORMANCE TECHNOLOGY: A COMPREHENSIVE GUIDE FOR ANALYZING AND SOLVING PERFORMANCE PROBLEMS IN ORGANIZATIONS

In forty-four original chapters, leading researchers and practitioners offer a state-of-the-art perspective on the evolving field of HPT--a study of technologies designed to enhance human performance and capabilities in the workplace.

864 PP.

Harold D Stolovitch and

Erica J Keeps

**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.R3M23 1993**

EFFECTIVE PERFORMANCE APPRAISALS

Robert B. Maddux

**HF5549.5.R3N4 2006**

EFFECTIVE PHRASES FOR PERFORMANCE APPRAISALS, 11<sup>th</sup> 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.

James E. Neal, Jr.

**HF5549.5.R3W10 1993**

FEDERAL MANAGER'S GUIDE TO IMPROVING EMPLOYEE PERFORMANCE, THE

106 PP.

William Wiley

**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 Urlich, et al.

**HF5549.FAA12 1997**

SUPERVISOR'S GUIDE TO ADDRESSING PERFORMANCE PROBLEMS, A

Federal Aviation Administration

Office of Human Resource Management

**HF5549.PPRS 1996**

PERFORMANCE PLANNING AND RECOGNITION SYSTEM

Department of Transportation

Federal Aviation Administration

**HF5549.S10 1996**

PERFORMANCE MANAGEMENT: PERFORMANCE STANDARDS AND YOU

Ralph R. Smith,

Dennis K. Reischl, et al.

**JK2445.P76W33 1998**

MEASURING UP: GOVERNING'S GUIDE TO PERFORMANCE MEASUREMENT FOR GENIUSES [AND OTHER PUBLIC MANAGERS]

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

**LB1050.45.T10 1999**

PERFORMANCE IMPROVEMENT THEORY AND PRACTICE

Richard Torracco, Editor

**NA90.M37 1988**

POSITIVE PERFORMANCE MANAGEMENT: A GUIDE TO "WIN-WIN" REVIEWS

53 PP.

John Mattone

**Personnel Management**

**HD3334.FEND02 1999**

YOUR FURLOUGH GUIDE

32 PP.

Don Mace and

Eric Yoder, Editors

**HD5650.G327 1992**

SECOND TO NONE: HOW OUR SMARTEST COMPANIES PUT PEOPLE FIRST

454 PP.

Charles Garfield

**HD5658.FEND01 1997**

YOUR BUYOUT OFFER: WHAT YOU NEED TO KNOW

32 PP.

Federal Employee News Digest, Inc.

**HD5724.FPG16 2008**

FEDERAL PERSONNEL GUIDE 2008

Look to the, *2008 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.  
319 PP.

LRP Publications

**HD5724.FPG18 2009**

FEDERAL PERSONNEL GUIDE 2009: EMPLOYMENT, PAY, BENEFITS, POSTAL SERVICE, CIVIL SERVICE  
Look to the 2009 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 nondisciplinary actions available when further action is required; and the medical, disability and retirement issues that may arise.

85 PP.

Cynthia L. Field

**HQ1046.M13 2009**

2009 FERS RETIREMENT PLANNING GUIDE

There is no secret to successful retirement. This guide is easy to use and to the point. You will find this self-help volume useful and direct. It is simplified, logically organized, and designed to take the mystery out of the process for you.

135 PP.

Don Mace, Editor

**JK671.F10 2008**

2008 FEDERAL EMPLOYEES HANDBOOK

211 PP.

FedWeek

**JK671.F44 2008**

FEDERAL EMPLOYEES ALMANAC 2008: 55<sup>th</sup> ANNIVERSARY EDITION

In this book you will find information on the following: Pay, Benefits, Medical insurance, Thrift savings plan, Life insurance, Leave of absence, Voluntary separation incentives, Taxation of federal payments and benefits, Legal trends and rulings, Relocation allowances, Sick leave, Medicare, CSRS and FERS retirement, Systems, Workplace policies and practices, Grades and classifications, Employment policies and procedures, Divorce and separation, Social security benefits, Agency roles and responsibilities, Early retirements and buyouts, Demonstration projects, and more.

548 PP.

Federal Employees News Digest

**JK671.FH10 2007**

2007 FEDERAL TRAVEL HANDBOOK

48 PP.

Federal Handbooks

**JK671.FH11 2007**

2007 FEDERAL PERSONNEL HANDBOOK

100 PP.

Federal Handbooks

**JK671.FH12 2007**

2007 FEDERAL HEALTH BENEFITS HANDBOOK

84 PP.

Federal Handbooks

**JK671.FH13 2007**

2007 LTC PLANNING HANDBOOK

30 PP.

Federal Handbooks

**JK671.FH14 2007**

2007 FEDERAL BENEFITS HANDBOOK

109 PP.

Federal Handbooks

**JK671.FH15 2007**

2007 FEDERAL RETIREMENT HANDBOOK

109 PP.

Federal Handbooks

**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.E76 1993**

MANAGING INFORMATION STRATEGICALLY: INCREASE YOUR COMPANY'S COMPETITIVENESS AND EFFICIENCY BY USING INFORMATION AS A STRATEGIC TOOL

The authors emphasize that organizations must learn to view information itself as a potent tool - and manage it as a resource that is more strategically important than labor or capital. They show how active management of information is required to define customers and market segments and discover the full nature of the competition.

272 PP.

James McGee and  
Laurence Prusak

**JK468.P75P76 1999**

POSITIVE OUTCOMES: RAISING THE BAR ON GOVERNMENT REINVENTION

This book presents an argument that public governmental administration should be conducted more along the lines of a business enterprise. The authors cover strategy, tactics, outcome monitoring, and risk evaluation. Included are four case studies on the federal and state levels demonstrating some of the principles discussed earlier.

306 PP.

Ted Gaebler and  
John Blackman, et al.

**HD30.2.G10 2002**

MAKING STRATEGY WORK: THE EMPLOYEE HANDBOOK FOR IMPLEMENTING STRATEGY

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

**HD30.28.B10 1993**

STRATEGY FORMULATION FOR GENERAL MANAGERS [2<sup>nd</sup> Edition]

This book presents a strategy guide for establishing corporate policy.

120 PP.

Henry H. Beam

**HD30.28.B349 1990**

CORPORATE IMAGINATION PLUS: FIVE STEPS TO TRANSLATING INNOVATIVE STRATEGIES INTO ACTION

The author presents the creative planning process in a clear and ordered way complete with many illustrative examples.

313 PP.

James F. Brandrowski

**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.B45 1987**

EXECUTIVE GUIDE TO STRATEGIC PLANNING, THE

Offers a comprehensive approach to strategic planning: how to formulate strategic plans that will develop the company's strengths, be responsive to changing business conditions, and chart a productive and profitable company future. Provides numerous charts, worksheets, and other resources.

136 PP.

Patrick Below, et al.

**HD30.28.B454 1990**

MASTERING THE POLITICS OF PLANNING: CRAFTING CREDIBLE PLANS AND POLICIES THAT MAKE A DIFFERENCE

314 PP.

Guy Benveniste

**HD30.28.B79 1995**

STRATEGIC PLANNING FOR PUBLIC AND NONPROFIT ORGANIZATIONS: A GUIDE TO STRENGTHENING AND SUSTAINING ORGANIZATIONAL ACHIEVEMENT

Shows leaders and managers of public and nonprofit organizations both how and why they should use strategic planning to improve the performance of their organizations.

324 PP.

John M. Bryson

**HD30.28.D57 1993**

DISCOVERING COMMON GROUND: HOW FUTURE SEARCH CONFERENCES BRING PEOPLE TOGETHER TO ACHIEVE BREAKTHROUGH INNOVATION

This book brings together cases from around the world on a breakthrough approach to strategic planning, empowerment, consensus building, and whole systems improvement.

442 PP.

Marvin R. Weisbord

**HD30.28.F10 1989**

TAKING CHARGE: A PERSONAL GUIDE TO MANAGING PROJECTS AND PRIORITIES

78 PP.

Michael E. Feder

**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.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

**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 implications for new organizations.

324 PP.

Nicholas Imparato

**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 tomorrow's - breakthrough business strategies.

220 PP.

Constantinos C. Markides

**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.R418 1990**

**READINGS IN STRATEGIC MANAGEMENT [3<sup>rd</sup> Edition]**

Thompson/Strickland READINGS is the soft cover readings component of this market-leading strategic management package. The readings reflect current thought in strategic management.

511 PP.

A. A. Thompson and  
William Fulmer

**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**

The hopes and fears 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

**HD30.28.V56 1989**

**VISION IN ACTION: IMPLEMENTING YOUR STRATEGIC PLAN**

Unlike much of the current literature on creating successful organizations, this is a practical, easy-to-use blueprint to guide strategy formulation and implementation. The authors, who run a management consulting company, identify eight driving forces for formulating strategy in a dynamic environment.

223 PP.

B. B. Tregoe and  
J. W. Zimmerman

**HD3028.Y10M11 1999**

**ACTION LEARNING: SUCCESSFUL STRATEGIES FOR INDIVIDUAL, TEAM, AND ORGANIZATIONAL DEVELOPMENT**

Lyle Yorks, et al.

**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.

**HD41.H24 1994**

**COMPETING FOR THE FUTURE**

Authors Hamel and Prahalad challenge executives the world over to stop the unrewarding and ultimately dead-end process of downsizing and enter the dynamic realm of industry transformation.

357 PP.

Gary Hamel and  
C. K. Prahalad

**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

**HD69.075P733 1998**

**PROJECT MANAGEMENT INSTITUTE: PROJECT MANAGEMENT HANDBOOK**

This book takes a critical look at the technical, organizational, administrative, and interpersonal elements of this burgeoning field. In clear, readable language, more than twenty-five project management experts in the fields of academia, consulting, and private industry provide guidance that is both accessible to novices and rich with new insights for seasoned professionals looking to improve their project management processes.

468 PP.

Jeffery K. Pinto, Editor

**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.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.P75F73 1994**

**NEW PROJECT MANAGEMENT, THE: TOOLS FOR AN AGE OF RAPID CHANGE, CORPORATE REENGINEERING, AND OTHER BUSINESS REALITIES**

J. Davidson Frame

**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.

**HD69.T10 1991**

**DOWNSIZING WITHOUT DISASTER: A THOUGHTFUL APPROACH TO PLANNED WORKFORCE REDUCTION**

Lynn Tylczak

**T175.5.R68 1991**

**THIRD GENERATION R & D: MANAGING THE LINK TO CORPORATE STRATEGY**

325 PP.

Philip A. Roussel and  
Kamal N. Saad

**T56.8.A7 1992**

**MANAGING HIGH-TECHNOLOGY PROGRAMS AND PROJECTS: A COMPLETE, PRACTICAL, AND PROVEN APPROACH TO MANAGING LARGE-SCALE PROJECTS WITH EMPHASIS ON THOSE INVOLVING ADVANCED TECHNOLOGY**

It offers proven methodologies and professional guidance for managing any project or program from start to finish.

Completely updated, revised, and improved to keep up with the changing world of project management, it covers all the new technologies and methodologies project managers rely on for success.

396 PP.

Russell D. Archibald

**T57.85.G49 1985**

**AN INTRODUCTION TO PROJECT PLANNING**

Designed for anyone involved in any type or size project, this book provides a clear concise explanation of the basic concepts of project planning, scheduling, and control. It enables the reader to quickly learn how to graphically illustrate all project task another interrelationships, and to analyze the schedule and circumvent potential problems.  
155 PP.

Jack Gido

**T58.64.G34 2003**

**STRATEGIC INFORMATION MANAGEMENT: CHALLENGES AND STRATEGIES IN MANAGING INFORMATION SYSTEMS [3<sup>rd</sup> 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**

**HD59.Y32 1995**

**PUBLICITY AND MEDIA RELATIONS-CHECKLISTS: 59 PROVEN CHECKLISTS TO SAVE TIME, WIN ATTENTION, AND MAXIMIZE EXPOSURE WITH EVERY PUBLIC RELATIONS AND PUBLICITY CONTACT]**

This concise, easy-to-use compendium of publicity and media relations checklists is an essential tool for newcomers and veterans alike. Every major aspect of the field is covered in a user-friendly format that will be as useful for your first media contact as for your thousandth.  
200 PP.

David R. Yale

**HF5718.22.A77 1991**

**HOW TO PRESENT LIKE A PRO: GETTING PEOPLE TO SEE THINGS YOUR WAY**

Here is how to gain acceptance for your ideas and visibility for yourself! Information alone does not persuade people; strong presentation skills do! In addition, here's a complete presentation workshop packed with all the ingredients for success.  
180 PP.

Lani Arrendondo

**HF5718.22.B43 1994**

**POWERFUL PRESENTATION SKILLS**

Dennis Becker and  
Paula B. Becker

**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.  
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

**PN4121.F526 1995**

HOW TO DESIGN & DELIVER A SPEECH

Leon Fletcher

**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 systematically 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 in daily living.

Edward De Bono

**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 is 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 his or her 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

**BF637.W11 2005**

**STOP WHEN YOU SEE RED [Revised Edition]**

Through this powerful book, you will learn why your actions or reactions to people are motivated by how you perceive them.

277 PP.

Carol M. Welsh

**H95.T48 1981**

**MAKING CHANGES: A FUTURES-ORIENTED COURSE IN INVENTIVE PROBLEM SOLVING [TEACHER'S GUIDE]**

An interdisciplinary, multi-faceted new approach to futures studies...promises to challenge gifted students in four skill areas: problem solving, inventing, futuring, and working in groups.

J. W. Thomas, Developer

**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.D44 1982**

**30 MOST COMMON PROBLEMS IN MANAGEMENT AND HOW TO SOLVE THEM, THE**

182 PP.

William A. Delaney

**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 and  
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 and  
Kim Cameron

**HD31.J49 1991**

**POLARITY MANAGEMENT: IDENTIFYING AND MANAGING UNSOLVABLE PROBLEMS**

267 PP.

Barry Johnson

**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 and  
Kim Cameron

**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**

This book offers practical ways to create better relationships with the people at work who make your life miserable. You will find invaluable techniques for handling such diverse types as bootlickers, evaders, martyrs, slave drivers, whiners, tyrants, hypocrites, & 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 [4<sup>th</sup> Edition]

This book provides federal managers with the basic legal principles that 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.

Daniel Dana

**HF5549.15.S77 1997**

RAPID PROBLEM SOLVING WITH POST-IT NOTES

As the author of this unusual book explains, most problems consist of 'chunks' of information, and identifying and manipulating these chunks can lead us to a solution. Post-it Notes provide the ideal medium for this process: they can hold information, they stay where they're put and they can be combined and rearranged to reflect further analysis. They are particularly suited to group problem-solving, where both the information and the process need to be shared.

David Straker

**HF5549.5.C10 1997**

FACE TO FACE: A GUIDE FOR GOVERNMENT SUPERVISORS WHO COUNSEL PROBLEM EMPLOYEES

James M. Carroll

**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. However, 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

Some of the warning signs of workplace negativity are: 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, *Managing Workplace Negativity*.

193 PP.

Gary S. Topchik

**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

**HM136.H43 1992**

**HIDDEN CONFLICT IN ORGANIZATIONS: UNCOVERING BEHIND-THE-SCENES DISPUTES**

Deborah M. Kolb, Editor

Jean M. Bartunek, Editor

**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

**LB1060.M37 1990**

**MASTERING THE INFORMATION AGE**

240 PP.

Michael J McCarthy

**PN4121.D36 1990**

**TALK IT OUT! 4 STEPS TO MANAGING PEOPLE PROBLEMS IN YOUR ORGANIZATION**

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

**RC554.K10 1995**

**MANAGING NEGATIVE PEOPLE: STRATEGIES FOR SUCCESS**

Develop skills to cope with negativity in others and make your own work more satisfying and productive.

72 PP.

S. Michael Kravitz

**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. This book 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 and  
Carl G. Thor

**HF5549.5.G6H554 1994**

**GOAL MANAGEMENT AT WORK**

Hans R. Hilgermann

**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.

**HD71.L42 1991**

**IS COFFEE BREAK THE BEST PART OF YOUR DAY?**

248 PP.

Dick Leatherman and  
Iwao Kobayashi

**Professional Development**

**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

**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

**BF408.R10 1995**

MANAGING EFFECTIVELY IN A REINVENTED GOVERNMENT: THE FEDERAL MANAGER'S ROADMAP TO SUCCESS

144 PP.

Rus Ritter

**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

**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 to survive there. In senior management, you no longer answer to just one boss.

256 PP.

David F. D'Allesandro

**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**

This is every employee's straight-talk guide to personal responsibility and job success. It is perfect for employees at every business level, from seasoned co-workers to new staff additions.

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.C37 1982**

**PROMOTABLE WOMAN, THE: BECOMING A SUCCESSFUL MANAGER**

445 PP.

Norma Carr-Ruffino

**HF5381.M10 1993**

**GREAT IDEAS ON...ATTITUDE AND SUCCESS**

Harold R. McAlindon, Editor

**HF5382.75.U6L328 1997**

**NON-PROFITS AND EDUCATION JOB FINDER: 1997 - 2000**

Daniel Lauber

**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 is a guide for aspiring women at any level - from entry level right on up to CEO.

256 PP.

Donna Brooks and  
Lynn Brooks

**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 Haneberg

**HF5386.K834 1989**

**DIRECTORY FOR BUILDING COMPETENCIES, THE**

Dennis J. Kravetz

**HF5386.S77 1992**  
GREAT GAME OF BUSINESS, THE  
Jack Stack

**HF5489.D10 1990**  
BUSINESS ETIQUETTE AND PROFESSIONALISM: YOUR GUIDE TO CAREER SUCCESS  
M. Kay duPont

**HF5500.2.PDI10 1996**  
SUCCESSFUL MANAGER'S HANDBOOK: DEVELOPMENT SUGGESTIONS FOR TODAY'S MANAGERS  
A trusted resource for over 700,000 managers around the world. This practical, easy-to-use guide provides development suggestions that managers in any industry will find helpful.  
799 PP.  
Susan H. Gebelein, et al.

**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 characters 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 and  
S. S. Dubin

**HF5549.5.C49 1997**  
PROMOTABLE WOMAN, THE: 10 ESSENTIAL SKILLS FOR THE NEW MILLENNIUM [3<sup>rd</sup> 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.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.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.P4718 Unkn**

PERSONAL SKILL BUILDING FOR THE EMERGING MANAGER

Marlene A. Pinkstaff

**HF5549.S11 1993**

WOMAN MANAGER, THE: DEVELOPING ESSENTIAL SKILLS FOR SUCCESS

Connie Sitterly

**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 I, THE: A POCKET GUIDE OF TOOLS FOR CONTINUOUS IMPROVEMENT AND EFFECTIVE PLANNING

Michael Brassard and  
Diane Ritter

**LB1060.R10B11 1994**

PROBLEM SOLVING MACHINE FOR THE MEMORY JOGGER II: THE IDEAL JOB-AID FOR APPLYING  
PROBLEM SOLVING METHODS OF THE MEMORY JOGGER

Michael Brassard and  
Diane Ritter

**LB1060.R10B12 1995**

TEAM MEMORY JOGGER, THE: A POCKET GUIDE FOR TEAM MEMBERS

Michael Brassard and  
Diane Ritter

**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. 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 PRAGMATIC: PRAGMATIC MAGIC FOR EVERYDAY LIVING

This is a unique and authoritative treasury of information. It can help us step into the forefront of our changing world.

254 PP.

Wim Coleman and  
Pat Perrin

**BD698.3.G10 1998**

MAKING IT IN TODAY'S ORGANIZATIONS: USING THE STRONG AND THE MBTI

36 PP.

Judith Grutter

**BD698.3.G11 1998**

MAKING IT IN TODAY'S ORGANIZATIONS: USING THE STRONG AND THE MBTI

36 PP.

Judith Grutter

**BF632.D54 1983**

APPLICATIONS OF NEURO-LINGUISTIC PROGRAMMING [NLP]

Robert B. Dilts

**BF637.N46.D35 1983**

ROOTS OF NEURO-LINGUISTIC PROGRAMMING [NLP]

109 PP.

Robert Dilts

**BF149.B42 1990**

BEST OF PSYCHOLOGY TODAY, THE

All of the topics you are likely to teach in your introductory course are included in this scholarly but jargon-free reader.

268 PP.

Paul Chance and

T. George Harris

**BF176.K36 1993**

PSYCHOLOGICAL TESTING: PRINCIPLES, APPLICATIONS, AND ISSUES [3<sup>rd</sup> Edition]

703 PP.

Robert M. Kaplan and

Dennis P. Saccuzzo

**BF204.5.M247 1983**

DISCOVERY OF BEING, THE: WRITINGS IN EXISTENTIAL PSYCHOLOGY

192 PP.

Rollo May

**BF311.M343 1993**

MECHANISMS OF EVERYDAY COGNITION

257 PP.

James M. Plunkett and

Hayne W. Reese, Editors

**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 offers some 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 freethinking 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 does not repress natural emotions, yet where feelings and thoughts do not 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. However, 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. Moreover, if you are a control freak, Les will help you become willing to lose the control you love.

200 PP.

Les Parrott, Ph.D.

**BF637.58R63 1992**

**AWAKEN THE GIANT WITHIN: HOW TO TAKE IMMEDIATE CONTROL OF YOUR MENTAL, EMOTIONAL, PHYSICAL AND FINANCIAL 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.C6L56 1993**

**PERSONAL COUNSELING: HELPING OTHERS HELP THEMSELVES**

This book will help you select the best time and place for a counseling session, teach you how to intervene and initiate a counseling meeting, and provides dozens of techniques to help you develop your own style. The simple steps and practical advice will help you build better, more rewarding relationships.

94 PP.

Richard Knowdell and  
Elwood N. Chapman

**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 do not 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.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.S4D9 1991**

**YOUR ERRONEOUS ZONES: STEP-BY-STEP ADVICE FOR ESCAPING THE TRAP OF NEGATIVE THINKING AND TAKING CONTROL OF YOUR LIFE.**

If you believe that you have no control over your feelings and reactions, you give up the many choices that are available to you. Dyer shows how you can take charge of yourself and manage how much you will let difficult times - and people - affect you.

234 PP.

Wayne W. Dyer

**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.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.H57 1989**

LIFE TYPES: UNDERSTAND YOURSELF AND MAKE THE MOST OF WHO YOU ARE. [MBTI]

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.

Isabel Briggs-Myers

**BF698.3.P43 1997**

I'M NOT CRAZY, I'M JUST NOT YOU: THE REAL MEANING OF THE SIXTEEN PERSONALITY TYPES [MBTI]

This book answers the eternal question, "what is normal?" It is 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, AND CHANGE

"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. This book is 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

This book is 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

**BF698.9.03K10 1988**

TYPE TALK: THE 16 PERSONALITY TYPES THAT DETERMINE HOW WE LIVE, LOVE, AND WORK [MBTI]

With *Type Talk at Work*, you will never look at the office the same way again! Now, 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

Do others require a specific agenda at the meeting in order to focus on the job at hand? Get the most out of your employees - and employers -- using the authors' renowned expertise on typology. *With Type Talk at Work*, you will never look at the office the same way again!

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. However, 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

**BF76.5.M57 1992**

**RESEARCH DESIGN EXPLAINED [2<sup>nd</sup> Edition]**

644 PP.

Mark Mitchell and  
Janina Jolley

**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

**HM744.B36 1976**

**STRUCTURE OF MAGIC 2, THE: A BOOK ABOUT COMMUNICATION AND CHANGE**

John Grinder and  
Richard Bandler

**HM75.B36 1984**

**MAGIC IN ACTION [NLP]**

Richard Bandler

**HM77.D5G74 1980**

**NEURO-LINGUISTIC PROGRAMMING: THE STUDY OF THE STRUCTURE OF SUBJECTIVE EXPERIENCE [Vol. I - NLP]**

Robert Dilts and  
Richard Bandler

**HM74.B36 1975**

**STRUCTURE OF MAGIC, THE: A BOOK ABOUT LANGUAGE AND THERAPY**

225 PP.

Richard Bandler and

John Grinder

**BF778.M32 1979**

PEOPLE PUZZLE, THE: UNDERSTANDING YOURSELF AND OTHERS

Morris Massey consistently delivers refreshing insights into issues of gender, ethnicity, and age in this book.

Morris Massey

**BF800.T10 1995**

POSITIVE MENTAL ATTITUDE IN THE WORKPLACE

87 PP.

Marian Thomas

**BJ1476.J36 1985**

GOOD-BYE TO GUILT: RELEASING FEAR THROUGH FORGIVENESS

I know that the thousands all over the world who love Jerry and whose lives have been enhanced by his message are eagerly looking forward to this new book. They have a treat in store. In clear and beautiful prose, Jerry tells us that peace is a conscious choice. Saying good-bye to guilt is a vital step in making that choice.

213 PP.

Gerald G. Jampolsky

**BJ1477.S45 1992**

LEARNED OPTIMISM: HOW TO CHANGE YOUR MIND AND YOUR LIFE

Drawing from more than twenty years of clinical research, Dr. Seligman outlines easy-to-follow techniques that have helped thousands of people rise above pessimism and the depression that accompanies negative thoughts and build a life of rewards and lasting happiness.

292 PP.

Martin E. P. Seligman

**BJ1581.2.J657 1992**

CHOOSE TO LIVE PEACEFULLY

In this book, 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 is ahead, both individually and as a nation.

339 PP.

William Strauss

Neil Howe

**GV181.42.L43 1990**

EXCELLENCE PRINCIPLE, THE

272 PP.

Scout Lee

**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 misunderstood 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

**GV706.4.H8 1992**

THINKING BODY, DANCING MIND: TAO SPORTS FOR EXTRAORDINARY PERFORMANCE IN ATHLETICS, BUSINESS, AND LIFE

Written by a sports psychologist and a renowned T'ai Chi master, here is a guide to enriching all of life's pursuits through the practice of its simple mental tools and wisdom.

336 PP.

Chungliang Ai Huang and

Jerry Lynch

**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 ORGANIZATIONS

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

A manager for managers writes this book. 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, PhD.

**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.

Doug Hall and  
David Wecke

**HF1131.M58 1993**

**UNBOUNDED MIND, THE: BREAKING THE CHAINS OF TRADITIONAL BUSINESS THINKING**

In this groundbreaking work, two pioneering thinkers in business studies pinpoint the profound changes that must occur in the way executives think, make decisions, and solve problems in order for their businesses to remain competitive.

177 PP.

Ian I. Mitroff and  
Harold A. Linstone

**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

Judith M. Bardwick

**HF5548.8.B94 1994**

**HEROZ: EMPOWER YOURSELF, YOUR COWORKERS, YOUR COMPANY**

In this book, 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 - - 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

**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 resource 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

**LB1049.B85 1991**

**USE BOTH SIDES OF YOUR BRAIN: NEW MIND-MAPPING TECHNIQUES TO HELP YOU RAISE ALL LEVELS OF YOUR INTELLIGENCE AND CREATIVITY--BASED ON THE LATEST DISCOVERIES ABOUT THE HUMAN BRAIN**

Using the latest research on the workings of the human brain, Tony Buzan, one of the world's leading authorities on learning techniques, provides step-by-step exercises for discovering the powers of the right side of the brain and learning to use the left side more effectively.

Tony Buzan

**LB1050.5.M10 1993**

**POCKET COURSE IN...CREATIVE THINKING, A**

Harold R. McAlindon, Editor

**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

**LC32.G78 1990**

**PEAK LEARNING: A MASTER COURSE IN LEARNING HOW TO LEARN**

*Peak Learning*, presents a clear, practical, thorough program to help you learn anything better, easier, faster--and to help you master the skills of absorbing, retaining and using knowledge more effectively.

Ronald Gross

**Q175.W258 1992**

**COMPLEXITY: THE EMERGING SCIENCE AT THE EDGE OF ORDER AND CHAOS**

M. Mitchell Waldrop

**QC774.G45A3 1994**

**QUARK AND THE JAGUAR, THE: ADVENTURES IN THE SIMPLE AND THE COMPLEX**

Find out with Nobel laureate Murray Gell-Mann's personal account of his search for the connections between the universe's fundamental laws and nature at its most complex.

392 PP.

Murray Gell-Mann

**QH325.K388 1995**

**AT HOME IN THE UNIVERSE: THE SEARCH FOR THE LAWS OF SELF-ORGANIZATION AND COMPLEXITY**

This book offers a brilliant account of a new scientific revolution that rivals Darwin's theory of importance. It illuminates this new paradigm as it weaves together the excitement of discovery and a fertile mix of ideas. In addition, it provides stunning insights into the origin of life, the development of embryos and more.

Stuart Kauffman

**QP495.S47 1990**

**MIND SIGHTS: ORIGINAL VISUAL ILLUSIONS, AMBIGUITIES, AND OTHER ANOMALIES, WITH A COMMENTARY ON THE PLAY OF MIND PERCEPTION AND ART**

In *Mind Sights*, Roger N. Shepard introduces us to his drawings of visual tricks, discusses the origins of his scientific and artistic work, and shares his reflections on the nature of art, perception, and the mind.

288 PP.

Roger N. Shepard

**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

**RC465.S74 1993**

**STILL, LIFE: CLINICAL PORTRAITS IN PSYCHOPATHOLOGY**

This casebook in clinical psychopathology encourages the reader to try deductive diagnostic thinking. Each case includes the interview and assessment data that the original diagnosing clinician had when the person sought assistance, and includes a "Points to Consider" conclusion section that presents difficulties with the case and problems left unsolved.

226 PP.

Christopher F. Monte

**T14.5.W38 1997**

**TECHNOSTRESS: COPING WITH TECHNOLOGY @WORK, @HOME, @PLAY**

"Technotherapist" Michelle Weil and researcher Larry Rosen have spent the past two decades showing people how to thrive in the age of high-tech. Rather than teaching you how to avoid technology, they show you how to make it work for you.

231 PP.

Michelle M. Weil and

Larry D. Rosen

**TK7874.G10 1998**

**BILL GATES @ THE SPEED OF THOUGHT: USING A DIGITAL NERVOUS SYSTEM**

Bill Gates with

Collins Hemingway

**Self Development**

**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.. This is an unusual little book, written in a highly personalized, colloquial style that is reminiscent of a well-read 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 2001**

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

620 PP.

Richard Nelson Bolles

**HF5548.8.WA87 1993**

DEVELOPING MANAGEMENT SKILLS: DEVELOPING SELF AWARENESS

David Whetten and  
Kim Cameron

**HF57.7.P10 1995**

DEVELOPMENT FIRST: STRATEGIES FOR SELF-DEVELOPMENT

David Peterson and  
Mary Hicks

**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 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

**Statistics**

**HA32.N602 1998**

SPSS INTERACTIVE GRAPHICS 8.0  
SPSS

**HA32.N6637 1998**

SPSS BASE 8.0: USER'S GUIDE  
SPSS

**HA32.R10 1996**

**SURVEYS WITH CONFIDENCE: A PRACTICAL GUIDE TO SURVEY RESEARCH USING SPSS**

Mark Rodeghier

**TS156.6.L35 2001**

**INTERPRETING ISO 9001: 2000: WITH STATISTICAL METHODOLOGY**

This guide offers a paragraph-by-paragraph paraphrase of the ISO 9000:2000 standard complemented with numerous commentaries and examples. Requirements for each paragraph are highlighted in boxes, and 15 detailed statistical examples related to the standard, as well as non-statistical examples including tables, sample forms, and questionnaires, are presented.

205 PP.

James L. Lamprecht

**Stress**

**RA785.H375 1998**

**TOTAL RELAXATION: HEALING PRACTICES FOR BODY, MIND AND 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.S75G66 1999**

COMPREHENSIVE STRESS MANAGEMENT [6<sup>th</sup> 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 affect their lives.  
342 PP.

Jerrold S. Greenberg

**BF575.S75R53 1992**

STRESS AND HEALTH [2<sup>nd</sup> 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 and  
Kim Cameron

**HF5548.E10 1991**

STRESSMAP: THE CORPORATE EDITION

Essi Systems

**RA785.D374 2008**

RELAXATION AND STRESS REDUCTION WORKBOOK, THE: [6<sup>th</sup> 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.

**RA785L.86 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 is 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**

**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 Hoffman and  
Susan Froemke, Editors

**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 [4<sup>th</sup> 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 Services

**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**

**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

**BF441.F10 1971**

**PRINCIPLES OF SYSTEMS**

This book introduces the basic concepts of systems structure and then explains by example how structure determines behavior. It offers insights of a new way to think about our organizations. It provides strategic language and tools to support lasting, effective company-wide improvement.

320 PP.

Jay W. Forrester

**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 seem 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 systems thinking tools – clearly and precisely – fully engaging you in a step-by-step process of introduction, practice, and reinforcement.

144 PP.

V. Anderson  
L. Johnson

**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 Fifth Discipline 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 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.K10 1980**

SYSTEMS 1: AN INTRODUCTION TO SYSTEMS THINKING

Draper L. Kauffman, Jr.

**HF5549.5.K11 1999**

INTRODUCTION TO SYSTEMS THINKING

Daniel H. Kim

**LB1028.3.H10 1998**

MANAGER'S POCKET GUIDE TO SYSTEMS THINKING AND LEARNING, THE

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.

**RC488.B10 1995**

SYSTEMS THINKING PLAYBOOK, THE

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**

### **HD30.28.F64 1994**

TEAM-BASED STRATEGIC PLANNING: A COMPLETE GUIDE TO STRUCTURING, FACILITATING, AND IMPLEMENTING THE PROCESS

This unique guide takes strategic planning to a new level. Whether you are getting started or fine-tuning efforts in progress, this comprehensive book will help you make your vision work.

337 PP.

C. D. Fogg

### **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

**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.B82 1987**

**CREATING THE HIGH-PERFORMANCE TEAM**

This book shows how to foster teamwork in an organization by creating a sense of interdependence, shared responsibility and purpose, and creative freedom.

216 PP.

Steve Buchholz and  
Thomas Roth

**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.C53 1992**

CLASSIC READING IN SELF-MANAGING TEAMWORK: 20 MOST IMPORTANT ARTICLES

Rollin Glaser

**HD66.D10 1993**

MAKING TEAMS WORK: A GUIDE TO CREATING AND MANAGING TEAMS

142 PP.

Organizational Dynamics, Inc.

**HD66.D42 1995**

FIRST TEAM: EVERYTHING YOU KNEED TO KNOW TO START A TEAM...LEAD A TEAM...AND BE A TEAM

Dartnell Corporation

**HD66.E10 1994**

TEAM BUILDING FOR THE FUTURE: BEYOND THE BASICS

This book provides you with comprehensive resources to build and develop teams.

349 PP.

Robin Elledge and  
Steven Phillips

**HD66.F56 1992**

LEADING SELF DIRECTED WORK TEAMS: A GUIDE TO DEVELOPMENT OF TEAM LEADERSHIP SKILLS

This book reveals how supervisors in any company can take advantage of the leadership skills that make and keep major corporations competitive.

258 PP.

Kimball Fisher

**HD66.FAA10 1995**

TEAMS: THE FEDERAL AVIATION ADVANTAGE

Federal Aviation Administration and  
Mike Monroney Aeronautical Center

**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.H324 1993**

TEAMING UP: ACHIEVING ORGANIZATIONAL TRANSFORMATION

208 PP.

Steven Phillips and  
Carl Harshman

**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.H57 1991**

MANAGING THE NEW TEAM ENVIRONMENT: SKILLS, TOOLS, AND METHODS

Essential reading for all managers in contemporary business organizations who are attempting to work productively in today's challenging economic environment.

Larry Hirschhorn

**HD66.K10 1994**

**TEAM DECISION-MAKING TECHNIQUES: A PRACTICAL GUIDE TO SUCCESSFUL TEAM OUTCOMES**

Making a decision on your own can be trying, but making a decision as a group can be even more difficult. By using the clear and concise techniques provided, the team decision-making process can be easier and more effective.

120 PP.

P. Keith Kelly

**HD66.K108P Unkn**

**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. This is 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.I.456 2002**

**FIVE DYSFUNCTIONS OF A TEAM, THE: A LEADERSHIP FABLE**

The author provides a practical discussion of the methods Peterson used. The five dysfunctions of the title -- lack of trust, fear of conflict, unwillingness to commit, avoidance of accountability, and inattention to results -- are ones that many leaders will recognize, but few will know exactly how to fix. Although Peterson's Yoda-like wisdom may seem unrealistic to some, the universality of the issues she confronts will ultimately win you over.

228 PP.

Patrick Lencioni

**HD66.L435 1993**

**LEADING TEAMS: MASTERING THE NEW ROLE**

This book shows how managers can carve an enduring and vital position for themselves in a team environment while becoming a valued navigator during the organizational transition to teams.

275 PP.

John H. Zenger

**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.M10 1992**

**TEAM BUILDING: AN EXERCISE IN LEADERSHIP**

A book that will help the manager increase productivity.

77 PP.

**HD66.M345 1994**

**EFFECTIVE TEAMWORK: THE BUSINESS SKILLS EXPRESS SERIES**

100 PP.

Michael D. Maginn

**HD66.M363 1993**

**BUSINESS WITHOUT BOSSES: HOW SELF MANAGING TEAMS ARE BUILDING HIGH PERFORMING COMPANIES**

This is a guide to understanding and implementing the essential building block for success in business: self-managing teams. This follow-up to Superleadership tells readers how to develop leadership skills to manage themselves and achieve quality productivity needed for a business environment.

256 PP.

Charles Manz  
Henry Sims, Jr.

**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.N55 1993**

**TEAM GAMES FOR TRAINERS: HIGH-INVOLVEMENT GAMES AND TRAINING AIDS FOR DEVELOPING THESE AND OTHER TEAM SKILLS**

322 PP.

Carolyn Nilson

**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 does not 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 filled 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 will 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.S11 1995****FEEDING THE ZIRCON GORILLA: AND OTHER TEAM BUILDING ACTIVITIES**

204 PP.

Sam Sikes

**HD66.S37 1988****TEAM HANDBOOK, THE: HOW TO USE TEAMS TO IMPROVE QUALITY**

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.

Peter R. Scholtes

**HD66.S38 2003****TEAM HANDBOOK, THE [3<sup>rd</sup> 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**

Author, 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.S64 1992**

**POWER OF TEAM BUILDING, THE: USING ROPES TECHNIQUES**

This book will help work teams achieve new levels of trust, camaraderie, and productivity! Improve teamwork through trust building! *The Power of Team Building* supports trainers, consultants, and business leaders in leading experiential ropes techniques.

216 PP.

Harrison Snow

**HD66.S84 1991**

**POWER OF PARTNERING, THE: VISION, COMMITMENT, AND ACTION**

118 PP.

Joanne G. Sujansky

**HD66.T10 1994**

**ABC'S OF EMPOWERED TEAMS, THE: BUILDING BLOCKS FOR SUCCESS**

99 PP.

Mark Towers

**HD66.T34 1992**

**HOW TO MEET, THINK, AND WORK TO CONSENSUS**

142 PP.

Daniel A. Tagliere

Kaleel Jamison

**HD66.T423 1995**

**TEAM EFFECTIVENESS AND DECISION MAKING IN ORGANIZATIONS**

Using a variety of methodologies, twenty-two leading researchers from the fields of management and social, industrial, and organizational psychology examine team-based projects worldwide, bringing their expertise to bear on core issues from member selection to conflict management to measurement of productivity.

414 PP.

Richard A. Guzzo, et al.

**HD66.T437 1992**

**TEAMS: THEIR TRAINING AND PERFORMANCE**

This book compiles state-of-the-art commentary on teamwork, team training, and team performance. It provides both practical and down-to-earth information on what we currently know about these topics from a research-based perspective, and forward-looking, theoretical views on where the field is going.

432 PP.

Robert W. Swezey and

Edwardo Salas, Editors

**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.T54H388 2001**

PERSONAL TIME MANAGEMENT [3<sup>rd</sup> 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.T54L59 1994**

GETTING AND STAYING ORGANIZED

100 PP.

Corinne R. Livesay

**HD69.T54M37 1994**

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.

154 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 J. Mayer

**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

Mike Scally and  
Barrie Hopson

**TX147.W75 1991**

GETTING ORGANIZED: THE EASY WAY TO PUT YOUR LIFE IN ORDER [Updated and Revised]

Stephanie Winston

**Total Quality Management**

**HD38.C10 1993**

CONTINUOUS IMPROVEMENT TOOLS: A GUIDE TO ACHIEVE QUALITY RESULTS [Vol .1]

The tools and techniques presented offer a common-sense approach to not only begin but to sustain any quality-improvement efforts already in place within an organization. Contains step-by step instructions and case examples that can be used in meetings and during team or individual process-improvement or problem-solving efforts.

100 PP.

Richard Chang and  
Matthew Neidzwiecki

**HD38.C11 1993**

**CONTINUOUS IMPROVEMENT TOOLS: A GUIDE TO ACHIEVE QUALITY RESULTS [Vol. 2]**

These two volumes offer a commonsense approach to creating and sustaining quality-improvement efforts. Your process improvement, problem-solving teams and self-managed work teams will function better with the tools and techniques presented in this book.

151 PP.

Richard Chang and  
Mat Neidzwiecki

**HD58.9.B76 1996**

**KEEPING SCORE: USING THE RIGHT METRICS TO DRIVE WORLD-CLASS PERFORMANCE**

Following a Baldrige approach, Mark Brown shows you how to evaluate your current approach to measurement and redesign inadequate metrics and systems used to collect and report data.

198 PP.

Mark Graham Brown

**HD62.15.L33 1992**

**MAKING QUALITY WORK: A LEADERSHIP GUIDE FOR THE RESULTS-DRIVEN MANAGER**

This TQM book for the 90s **and beyond** is packed with practical advice, tools, actionable ideas, and techniques that will make an organization more acute, competitive, and profitable.

320 PP.

George Labovitz

**HD62.15.M45 1995**

**PROCESS MANAGEMENT: A SYSTEMS APPROACH TO TOTAL QUALITY**

Every serious manager should have a few of these in their office reading backlog to help keep up with today's new management challenges.

53 PP.

Eugene H. Melan

**HD62.15C54 1992**

**FIRING ON ALL CYLINDERS: THE SERVICE/QUALITY SYSTEM FOR HIGH-POWERED CORPORATE PERFORMANCE**

At the heart of this book are 12 key service/quality improvement areas--or cylinders--that show how to signal commitment, listen to internal/external customers, improve processes, realign systems, and more.

Jim Clemmer

**HD62.C10 1994**

**IMPROVING THROUGH BENCHMARKING: A PRACTICAL GUIDE TO ACHIEVING PEAK PERFORMANCE [Vol. 1]**

Organizations often seek out and attempt to emulate examples of optimum performance. The benchmarking process is ideal to use to efficiently meet your customer's needs.

106 PP.

Richard Chang and  
Keith Kelly

**HD62.C11 1994**

**CONTINUOUS PROCESS IMPROVEMENT: A PRACTICAL GUIDE TO IMPROVING PROCESSES FOR MEASURABLE RESULTS [Vol. 2]**

Poor quality can cost organizations 20 to 25 percent of their gross revenues and can be disastrous in today's competitive environment. CPI philosophy and techniques will not only ensure your ability to compete for world-class performance, but also help you pull ahead of the competition.

120 PP.

Richard Y. Chang

**JF1331.B10 1995**

**PROCESS ANALYSIS WORKBOOK FOR GOVERNMENT, THE: HOW TO ACHIEVE MORE WITH LESS**

Gerard Bruno

**JF538.K64 1996**

QUALITY GOVERNMENT: DESIGNING, DEVELOPING, AND IMPLEMENTING TQM

Jerry W. Koehler and  
Joseph M. Pankowski

**LB2805.M10 1993**

GREAT IDEAS ON...QUALITY

Harold R. McAlindon

**TS156.S358 1990**

DEMING ROUTE TO QUALITY AND PRODUCTIVITY, THE: ROAD MAPS AND ROADBLOCKS

154 PP.

William W. Scherkenbach

**TS165.D615 1994**

THINKING ABOUT QUALITY: PROGRESS, WISDOM, AND THE DEMING PHILOSOPHY

Lloyd Dobyns and  
Clare Crawford

**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, and 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. In addition, 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 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  
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.S10 1994**

ON-THE-JOB ORIENTATION AND TRAINING: A PRACTICAL GUIDE TO ENHANCED PERFORMANCE

Larry R. Smalley

**HF5549.5.T10 1994**

TRAINING AND DEVELOPMENT SOURCEBOOK, THE [2<sup>nd</sup> Edition]

Craig E. Schneier, et al.

**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.T7A28 1992**

NEEDS ASSESSMENT

American Society for Training and Development

**HF5549.5.T7B654 1994**

LEARNING ALLIANCE, THE: SYSTEMS THINKING IN HUMAN RESOURCE DEVELOPMENT

Robert Brinkerhoff and

Stephen Gill

**HF5549.5.T7B718 1992**

TRANSFER OF TRAINING: ACTION-PACKED STRATEGIES TO ENSURE HIGH PAYOFF FROM TRAINING INVESTMENTS

Mary L. Broad and

John W. Newstrom

**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.T7D558 1990**

EVALUATION: A TOOL FOR IMPROVING HRD QUALITY

Nancy M. Dixon

**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.T7G548 1994**

SYSTEMIC TRAINING PROGRAM DESIGN: MAXIMIZING EFFECTIVENESS AND MINIMIZING LIABILITY

Sallie E. Gordon

**HF5549.5.T7I377 1995**

IN ACTION: CONDUCTING NEEDS ASSESSMENT: SEVENTEEN CASE STUDIES FROM THE REAL WORLD OF TRAINING

Jack J. Phillips, and  
Elwood F. Holton, III, Editors

**HF5549.5.T7L10 1990**

TRAINING TRILOGY, THE: ASSESSING NEEDS  
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.T7H285 1997**

WEB-BASED TRAINING COOKBOOK: EVERYTHING YOU NEED TO KNOW FOR ONLINE TRAINING  
Brandon Hall

**HF5549.5.T7N10 1992**

TRAINING EVALUATION HANDBOOK  
Tony Newby

**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.T7P628 1992**

INSTRUCTOR EXCELLENCE: MASTERING THE DELIVERY OF TRAINING  
Bob Powers

**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.T7R659 1992**

MASTERING THE INSTRUCTIONAL DESIGN PROCESS: A SYSTEMATIC APPROACH

William Rothwell

**HF5549.5.T7R95 1997**

CREATING TRAINING MIRACLES

Alastair Rylatt and  
Kevin Lohan

**HF5549.5.T7S3267 1997**

VIRTUAL LEARNING: A REVOLUTIONARY APPROACH TO BUILDING A HIGHLY SKILLED WORKFORCE

Roger Sachank

**HF5549.5.T7S555 1992**

ACTIVE TRAINING

Mel Silverman

**HF5549.5.T7T596 1997**

KNOWLEDGE-ENABLED ORGANIZATION, THE: MOVING FROM "TRAINING" TO "LEARNING" TO MEET BUSINESS GOALS

Daniel R. Tobin

**HF5549.5.T7T597 1993**

RE-EDUCATING THE CORPORATION: FOUNDATIONS FOR THE LEARNING ORGANIZATION

Daniel R. Tobin

**HF5549.5.T7W378 1993**

SCULPTING THE LEARNING ORGANIZATION: LESSONS IN THE ART AND SCIENCE OF SYSTEMATIC CHANGE

Karen Watkins and  
Victoria Marsic

**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

Promoting Emotional Intelligence in Organizations is the first book to offer training and development professionals the tools and data they need to sell and implement emotional intelligence training at their organizations. Organizations around the world spend billions of dollars annually to train key managers and leaders. Yet, not find little actual return on this investment, especially in the most important soft skill area of teaching these leaders how to recognize, acknowledge, and manage their personal feelings and the feelings of those around them.

200 PP.

Cary Cherniss and  
Mitchel Adler

**HF5718.T10 1991**

50 ACTIVITIES FOR INTERPERSONAL SKILLS TRAINING

Sue Bishop and  
David Taylor

**JK718.S5 1993**



TRAINING ENHANCEMENT IN GOVERNMENT ORGANIZATIONS

Ronald R. Sims

**L82342.4.U6R63 1994**

FALL OF THE IVORY TOWER, THE: GOVERNMENT FUNDING, CORRUPTION, AND BANKRUPTCY

George Roche

**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.B36 1995**

MULTIMEDIA TECHNOLOGIES FOR TRAINING: AN INTRODUCTION

Ann E. Barron and

Gary W. Orwig

**LB1028.3.H33 1996**

EDUCATIONAL TECHNOLOGY HANDBOOK, THE: A COMPREHENSIVE GUIDE: PROCESS AND PRODUCTS FOR LEARNING

Steven Hackbarth

**LB1028.3.M10 1991**

DEVELOPING INSTRUCTIONAL DESIGN: A STEP-BY-STEP GUIDE TO SUCCESS

Geri E. H. McArdle

**LB1028.3.Z10 1996**

TRAINING MIX, THE: CHOOSING AND USING MEDIA AND METHODS

Dave Zielinski, Editor

**LB1028.5.S10 1994**

INSTRUCTIONAL TECHNOLOGY: THE DEFINITIONS AND DOMAINS OF THE FIELD

Barbara Seels and

Rita Richey

**LB1028.R10 1994**

QUALITY MANAGEMENT FOR EDUCATIONAL TECHNOLOGY SERVICES

Mark Richie

**LB1029.S53T68 1995**

LEARNING AND INSTRUCTION IN SIMULATION ENVIRONMENTS

Douglas M. Towne

**LB1060.G357 1993**

MULTIPLE INTELLIGENCES: THE THEORY IN PRACTICE

Howard Gardner

**LB1085.M10 1996**

ABOUT LEARNING

Bernice McCarthy

**LB2165.P10 1993**

LEARNING STYLES AND PERFORMANCE ASSESSMENT: A MODEL TEACHING GUIDE

Bobby Ward Prewitt

**LC5215.K59 1990**

ADULT LEARNER: A NEGLECTED SPECIES, THE [4th Ed.]

Malcolm S. Knowles

**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

**LC5225.A34C34 1994**

PLANNING PROGRAMS FOR ADULT LEARNERS: A PRACTICAL GUIDE FOR EDUCATORS, TRAINERS, AND STAFF DEVELOPERS

Rosemary S. Caffarella

**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

**LC5800.D575 1994**

DISTANCE EDUCATION: STRATEGIES AND TOOLS

Barry Willis, Editor

**LC5800.J66 1991**

ADULT LEARNING IN YOUR CLASSROOM [2<sup>nd</sup> Edition]

Philip G. Jones

**LC5800.P472 1997**

DISTANCE LEARNING: A STEP-BY-STEP GUIDE FOR TRAINERS

Karen Mantyla and  
J. Richard Gividen

**LC5800.P54 1990**

CREATIVE TRAINING TECHNIQUES HANDBOOK

Robert W. Pike

**LC5808.S10 1994**

DISTANCE EDUCATION: REVIEW OF THE LITERATURE

C. Schlosser and  
M. Anderson

**LD1780.Z10 1996**

BASIC TRAINING: THE LANGUAGE OF CORPORATE EDUCATION

Dave Zielinski, Editor

**HF5549.5.T7H285 1997**

WEB-BASED TRAINING COOKBOOK: EVERYTHING YOU NEED TO KNOW FOR ONLINE TRAINING

Brandon Hall

**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 computer-toting professional with little patience for instructions and explanations, and fills the gap between academic training and 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

**BF67.7.P82 1994**

PUBLICATION MANUAL OF THE AMERICAN PSYCHOLOGICAL ASSOCIATION [4<sup>th</sup> Edition]

This book offers guidelines to reduce bias/electronic media, legal materials/use of word processing/etc.

368 PP.

**HF5383.M10 1992**

STRATEGIC RESUMES: WRITING FOR RESULTS

Marci Mahoney

**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.H654 1995**

INDEPENDENT CONSULTANT'S BROCHURE AND LETTER HANDBOOK, THE

Herman Holt

**HF5718.3.P98 1994**

WRITING THAT WORKS

Sharon L. Pywell

**HF5718.3.S44 1994**

WRITING FOR BUSINESS

Patricia E. Seraydarian

**HF5721.B383 1995**

HOW TO WRITE FIRST-CLASS BUSINESS CORRESPONDENCE: THE HANDBOOK FOR BUSINESS WRITING

L. Sue Buagh, et al.

**LB2369.T8 1996**

MANUAL FOR WRITERS OF TERM PAPERS, THESES, AND DISSERTATIONS, A [6<sup>th</sup> Edition]

Kate L. Turabian

**LB306033.G45W75 2001**

WRITE RIGHT! A DESKTOP DIGEST OF PUNCTUATION, GRAMMAR, AND STYLE

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 [2<sup>nd</sup> 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

**END**