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Management, Supervision and Leadership Resources

This month we are featuring library resources on management, supervision and leadership.

Check out the new additions to the collection on page 11!

Management, Supervision and Leadership - Books

1001 Ways to Reward Employees. Bob Nelson, 1994. (HF 5549.5 N424 1994)

This book operates from the principle that what motivates most working people is recognition, and not necessarily money. It suggests creative ways to reward many kinds of employees in many different situations.

7 Steps to Better Written Policies and Procedures. Stephen B. Page, 2001. (HD 30.33 P133s 2001)

Organizations new to writing policies and procedures documentation will find this book very useful and effective. The book includes writing scenarios, exercises and answers.

The Big Book of Stress Relief Games: Quick, Fun Activities for Feeling Better. Robert Epstein, 2000. (HM 133 E64b 2000)

These quick games, exercises, and activities are designed to reduce stress in many different situations; for example, in meetings, in front of the computer, or when dealing with difficult people.

The Boss's Survival Guide. Bob Rosner, Allan Halcrow and Alan Levins, 2001. (HF 5549 R822b 2001)

This book discusses the challenges bosses face today, including how to hire the best people, how to let people go legally, how to change an employee's problem behavior, and how to keep people motivated. Each chapter is divided into four sections: a short background area; a set of action steps; a section called "Stay out of Jail;" and a short section on how to handle your own boss.

Catch: A Fishmonger's Guide to Greatness. Cyndi Crother, 2004. (HF 5549.5 M63 C951c 2004)

In this book, the employees of Seattle's famous Pike's Place Fish Market tell the inside story of how they transformed themselves from ordinary to great and made the market world-famous. Their stories illustrate the principles that guide the "Fish" customer service philosophy.

Management, Supervision and Leadership - Books (continued)

Coaching for Improved Work Performance. Ferdinand F. Fournies, 2000. (HF 5549 F778c 2000)

This book is a comprehensive reference on coaching techniques for managers to help their employees stay productive and focused, as well as more satisfied at work. It includes case studies and face-to-face interventions.

Coaching for Leadership: How The World's Greatest Coaches Help Leaders Learn. Marshall Goldsmith, Laurence Lyons and Alyssa Freas, 2000. (HD 30.4 C652 2000)

This book combines management insight and coaching techniques from many different experts in one volume. Sections of the book include, "Foundations of Coaching;" "Role and Identity;" "Moments and Transitions;" "Practice and Techniques of Coaching;" and "Expanding Situations."

Credibility: How Leaders Gain it and Lose it, Why People Demand it. James M. Kouzes and Barry Z. Posner, 2003. (HD 57.7 K88c 2003)

This book is based on 400 case studies and 40 in-depth interviews. It shows why leadership is above all a relationship with credibility as the cornerstone. Through examples of real managers in action, the authors reveal the six key disciplines and related practices that strengthen a leader's capacity for developing and sustaining credibility.

Effectively Managing Human Service Organizations. Ralph Brody, 2000. (HV 41 B865e 2000)

The author diagnoses common workplace dilemmas, arming practicing managers with the skills to implement positive changes in their organizations. The book contains real life examples and specific guidance in developing skills necessary to manage large or small organizations.

Emotional Intelligence at Work: The Untapped Edge for Success. Hendrie Weisinger, 1998. (HF 5548.8 W427e 1998)

This book translates the theory of emotional intelligence into an accessible, practical program everyone can use to advance their careers and improve their lives.

Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Others. James M. Kouzes and Barry Z. Posner, 1999. (HD 57.7 K88e 1999)

The authors contend that employees perform best when their contributions are genuinely appreciated. In this book, they examine how compassionate supervision is a critical part of successful management. Through example and suggestion, they describe how readers can establish the process with their own employees.

The Enthusiastic Employee: How Companies Profit by Giving Workers What They Want. David Sirota, Louis A. Mischkind and Michael Irwin Meltzer, 2005. (HF 5549.5 M6 S621e 2005)

This book draws on detailed case studies and employee attitude surveys to offer solutions to the question of how to keep employees motivated and satisfied. The book shows what employee morale means and specific management practices that offer the greatest positive performance impact.

The Feiner Points of Leadership: The Fifty Basic Laws that Will Make People Want to Perform Better for You. Michael Feiner, 2004. (HD 57.7 F299 2004)

This book explains the nuances of putting leadership into action. The author offers 50 insightful laws covering everything from managing tough bosses and difficult subordinates, to dealing with uncooperative colleagues, to overcoming resistance to corporate change.

First Break All the Rules: What the World's Greatest Managers Do Differently. Marcus Buckingham and Curt Coffman, 1999. (HD 38.2 B923f 1999)

The result of over 80,000 interviews by the Gallup Organization, this book offers specific techniques for helping people perform better on the job. The authors stress that good managers spend more time with their best performers, that they fit people into the right roles and hire for talent rather than experience, that they focus on strength rather than weakness, and that they clearly define the right results as opposed to the right steps.

Management, Supervision and Leadership - Books (continued)

First Things First: To Live, to Love, to Learn, to Leave a Legacy. Stephen R. Covey, A. Roger Merrill and Rebecca R. Merrill, 1994. (BJ 1581.2 C873 1994)

Following the process suggested in this book will help the reader create balance between his or her personal and professional responsibilities by learning to put first things first and acting on them. The authors teach an organizing process that helps one categorize tasks in order to focus on what is important, not merely what is urgent.

Fish: A Remarkable Way to Boost Morale and Improve Results. Stephen C. Lundin, Harry Paul and John Christensen, 2000. (HF 5549.5 M63 L962 2000)

In this engrossing parable, a fictional manager is charged with the responsibility of turning a chronically unenthusiastic and unhelpful department into an effective team. This book describes how the Fish philosophy transforms her workplace.

Fish Sticks: A Remarkable Way to Adapt to Changing Times and Keep Your Work Fresh. Stephen C. Lundin, Harry Paul and John Christensen, 2003. (780 L962 2003 RHB)

This book presents a parable that demonstrates how to help make changes stick. It describes a way to keep your work vital, alive, and fresh as you navigate staff turnover, tough times, and general run-of-the-mill cynicism and burnout.

Fish Tales: Real-Life Stories to Help You Transform Your Workplace and Your Life. Stephen C. Lundin, Harry Paul and John Christensen, 2002. (780 L962 2002 RHB)

In this book, real-life stories of companies and individuals are used to illustrate how the four elements of the Fish philosophy (play, make their day, be there, and choose your attitude) actually works in the real world. Living this philosophy results in a workplace where the quality of life is satisfying and meaningful, and the experience for customers, internal and external, is compelling.

Fun Works: Creating Places Where People Love to Work. Leslie Yerkes, 2001. (HF 5549 Y47f 2001)

This book gives examples of how eleven successful companies integrated fun into daily business in ways that have translated into team motivation, improved productivity, and a sense of community. It provides tips, resources, examples, and motivation to make it easy and fun to unleash the power of fun in the workplace.

Games that Teach Teams: 21 Activities to Super-Charge Your Group. Steve Sugar and George Tekacs, 2000. (HM 133 S947g 2000)

This book is a practical workbook on how to use games effectively and contains 21 team games that will help any group develop from just forming to performing.

Generations at Work: Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace.

Ron Zemke, Claire Raines and Bob Filipczak, 2000. (HF 5549.5 Z53g 2000 RHB)

This book gives insightful strategies for understanding and overcoming the generational differences found in an age-diverse workplace of conflicting ethics, dissimilar values, and idiosyncratic styles.

Get a Grip: Overcoming Stress and Thriving in the Workplace. Bob Losyk, 2005. (HF 5548.85 L881g 2005)

This guide takes a straightforward approach to conquering stress, presenting quick and easy tactics for relaxing and reviving the mind, body and spirit. The author gives the reader tools to identify the causes of stress and how to choose which stress-busting technique works best for each kind of stress.

Getting Things Done: The Art of Stress-Free Productivity. David Allen, 2001. (BF 637 T5 A425 2001)

This book is a crash course in basic time management and personal organization. It provides tips on how to get organized and take care of the little stuff so that there is time to really concentrate on the important tasks.

Good to Great: Why Some Companies Make the Leap – and Others Don't. James C. Collins, 2001. (HD 57.7 C712g 2001)

This book discusses the results of research into how companies change from average to outstanding. The findings include what type of leadership is required to achieve greatness; how to transcend the curse of competence; how to achieve a culture of discipline with an ethic of entrepreneurship; and the role of technology.

Management, Supervision and Leadership - Books (continued)

How to Lead Work Teams: Facilitation Skills. Fran Rees, 2001. (HD 66 R328h 2001)

This book shows how to develop the skills that are key for becoming a successful team leader. Step-by-step the reader learns how to develop powerful facilitation skills useful as a coach and motivator.

I Wish You Would Just... Todd McDonald and Kyndra Wilson, 2003. (HF 5549 M135 2003 RHB)

This booklet of 27 pages in one direction presents honest thoughts from employees on what managers can do to help them be more successful and the 27 pages in the other direction presents thoughts from managers on what employees can do to help them be more successful.

It's Not What You Say – It's What You Do: How Following Through at Every Level Can Make or Break Your Company. Laurence Haughton, 2005. (HD 31 H371i 2005)

This book identifies the missteps that allow great initiatives to fall through the cracks and explains how to close the gap between what a company sets out to do and what actually happens. It is filled with real-life examples of how effective follow-through stems the waste of resources, improves productivity and prevents costly mistakes.

It's Ok to Ask Them to Work...: and Other Essential Maxims for Smart Managers. Frank McNair, 2000. (HD 31 M169i 2000)

This book presents maxims on: planning, motivation, expectations, teaching and coaching, measuring performance, rewards and consequences, relationship management, self-management, and leadership. Each maxim is illustrated by a real-life story and practical insights to use immediately or remember for later use.

The Leadership Challenge: How to Keep Getting Extraordinary Things Done in Organizations. James M. Kouzes and Barry Z. Posner, 2002. (HD 57.7 K88l 2002)

The authors identify five fundamental practices of exemplary leadership: challenge the status quo; inspire a shared vision; enable others to act; model the way forward by setting an example; and tap individuals' inner drives by linking rewards and performance.

Lightning in a Bottle: Proven Lessons for Leading Change. David Baum, 2000. (HD 58.8 B347 2000 RHB)

This book contains anecdotes, reflections of the author, and case studies. It offers leaders more than sixty lessons in coping with organizational change.

The Little Book of Coaching: Motivating People to Be Winners. Kenneth H. Blanchard and Don Shula, 2001. (HD 57.7 B639c 2001 RHB)

In this book the authors present a simple acronym, COACH, to describe the qualities of an effective leader: conviction-driven, overlearning, audible-ready, consistency, and honesty-based.

Making Ethical Decisions. Michael Josephson, 1993. (267 J779 RHB)

Ethical decision making refers to the process of evaluating and choosing among alternatives in a manner consistent with ethical principles.

Management Insights: Discovering the Truths to Management Success. Ken Carnes, David Cottrell and Mark C. Layton, 2004. (HF 5386 C289m 2004)

This book is a very quick read and provides insight into the high cost of management failure; what success looks like; management myths and the realities behind them; and personal insights from successful managers.

The Manager's Role as Coach: A Coach Guidebook. National Press Publications, 2001. (HF 5549.12 M266 2001 RHB)

This book presents the successful "StaffCoaching" model to help managers learn how to be effective coaches that motivate and inspire the team members to achieve their goals.

Managing Up: How to Forge an Effective Relationship with Those Above You. Rosanne Badowski and Roger Gittines, 2003. (HF 5548.83 B137m 2003)

This book describes the working relationship between the head of GE and his executive assistant. In the process it explains ways to make any relationship with a boss work, no matter how high or low one is in the management hierarchy.

Management, Supervision and Leadership - Books (continued)

Managing Workplace Negativity. Gary S. Topchik, 2001. (HF 5549.5 M6 T673m 2001 RHB)

This book presents information on integrating both organizational and individual levels of analysis. It will assist all managers who worry about loss of productivity due to negative feelings in the workplace.

My Way or the Highway: The Micromanagement Survival Guide. Harry E. Chambers, 2004. (HD 30.3 C444m 2004)

Micromanagement is one of the most widely condemned managerial sins and a very common employee complaint. This book explains what micromanagement is and what can be done about it. It provides real world examples of micromanagement, analysis of the damage it does and advice on what to do about it by both the manager and employee.

The Nature of Leadership. Stephen R. Covey, A. Roger Merrill and Dewitt Jones, 1998. (BF 637 L4 C873n 1998)

This book expresses and illustrates the principles taught by the Franklin Covey Company that enable their clients to overcome the challenge of being over-managed and under-led. The authors present the strategies of principle-centered leadership using beautiful photographs of nature to illustrate the text.

The New Manager's Starter Kit: Essential Tools for Doing the Job Right. Robert Crittendon, 2002. (HD 38.2 C935n 2002)

The author uses his forty years of management experience to create nine basic lessons that all new managers should learn from reading his book and not the hard way!

The One Minute Manager Builds High Performing Teams. Ken Blanchard, Donald Carew and Eunice Parisi-Carew, 2000. (HD 66 B639o 2000)

In this book the authors describe the four stages of developing high performance teams, and show how managers can help any group to become effective quickly and with hardly any stress.

The One Thing You Need to Know: About Great Managing, Great Leading, and Sustained Individual Success. Marcus Buckingham, 2005. (HD 38.2 B923o 2005)

The author gives readers an invaluable course in outstanding achievement. He draws on a wealth of examples to reveal a single controlling insight that lies at the heart of great managing, great leading, and career success.

Primal Leadership: Realizing the Power of Emotional Intelligence. Daniel Goleman, Annie McKee and Richard E. Boyatzis, 2002. (HD 57.7 G625p 2002)

According to the authors, making employees feel inspired and empowered is the job a leader should do first. Leaders who use emotional intelligence stand out and obtain more positive results than leaders who are intelligent but do not understand the power of emotions.

Principle-Centered Leadership. Stephen R. Covey, 1991. (BF 637 S8 C873 1991)

In this guidebook, the author urges readers to center their lives and leadership around timeless principles which are natural laws and governing values that are universally valid.

Quantum Leadership: A Textbook of New Leadership. Timothy Porter-O'Grady and Kathy Malloch, 2003. (HD 57.7 P848 2003)

This book provides leaders in the health care industry with the skills they need to ensure that their organizations are guided accurately and effectively through periods of transformation.

Resolving Conflicts at Work: A Complete Guide for Everyone on the Job. Kenneth Cloke and Joan Goldsmith, 2000. (HD 42 C643r 2000)

Conflicts exist in every workplace and, if ignored, they can reduce productivity, decimate morale, fracture relationships, and even spark litigation. In this book the authors use examples (both good and bad) to explain how and why people get stuck in conflict. They explain how to understand a conflict's real meaning, listen actively to those involved, separate what matters from what doesn't, and how to handle resultant problems creatively. The book includes an excellent chapter on how to listen effectively.

Management, Supervision and Leadership - Books (continued)

Retaining Valued Employees. Rodger W. Griffeth and Peter W. Hom, 2001. (HF 5549.5 G849r 2001)

This book briefly summarizes research in the area of employee turnover and then provides guidelines to implement strategies for reducing it. Topics include job enrichment, employee selection, orientation programs, compensation, managing exiting employees, and others. Two sample employee surveys are included.

The Rookie Manager: A Guide to Surviving Your First Year in Management. Joseph T. Straub, 2000. (HF 5549 S912r 2000)

The author describes the various roles a manager must assume. He then offers tips on the different tasks a manager performs: time management; goal setting and planning; leadership; team building; decision making; delegating; hiring and orienting new employees; motivation; performance appraisal; discipline, grievance handling, termination; and communication.

The Seven Habits of Highly Effective People: Restoring the Character Ethic. Stephen R. Covey, 1989. (BF 637 S8 C873 1989)

This classic book explains that true success encompasses a balance of personal and professional effectiveness. Covey discusses productivity, time management, positive thinking, developing "proactive muscles" (acting with initiative rather than reacting), and much more.

Skills for New Managers. Morey Stettner, 2000. (HF 5549 S841s 2000)

This book discusses key management skills such as hiring new employees by asking the right questions; delegating work efficiently; dealing with the stress that comes with a management position; communicating effectively with employees; and mastering mentoring, leadership, and coaching styles. It includes practical techniques and examples.

Solving People Problems: The Essential Guide to Thinking and Working Smarter. Bobbi Linkemer, 2000. (HD 42 L756s 2000)

This book explains how to identify the traits displayed by different types of difficult people and how to deal with each type. Ten steps to success help the reader put the theory into practice and tackle specific problems.

Strategic Organizational Change: A Practitioner's Guide for Managers and Consultants. Michael A. Beitler, 2003. (HD 58.8 B423s 2003)

This book begins by providing a systematic approach to diagnosing organizational problems. It continues with a step-by-step approach for designing and implementing organizational change interventions.

Streetwise Motivating and Rewarding Employees. Alexander Hiam, 1999. (HF 5549.5 M63 H623s 1999)

True motivation is about making sure employees know what they are doing, why they are doing it, and then giving them some control. It is about giving employees appropriate challenges. It is about creating a positive, informative feedback network that lets employees evaluate how well they are doing.

Thriving on Change: Turning Challenge into Success. Peg Pickering, 2000. (HD 58.8 P596t 2000)

This book addresses up-to-the-minute issues and real-life situations facing people in today's constantly changing workplace. It contains practical tips, proven techniques and a variety of creative coping skills to help people take charge of change with a positive, proactive course of action.

The Top Ten Mistakes Leaders Make. Hans Finzel, 2000. (HD 57.7 F516t 2000)

This book is divided into ten chapters, each describes a "mistake" and provides the counter examples of how these leadership issues can be reversed. Chapters include, "The top-down attitude;" "Putting paperwork before people work;" "The absence of affirmation;" "No room for mavericks;" "Dictatorship in decision-making;" "Dirt delegation;" "Communication chaos;" "Missing the clues of corporate culture;" "Success without successors;" and "Failure to focus on the future."

Toxic Coworkers: How to Deal with Dysfunctional People on the Job. Alan A. Cavaiola and Neil J. Lavender, 2000. (HF 5549.5 E42 C376t 2000)

This book presents a variety of common personality traits and disorders, fosters understanding of how they come about, and discusses ways to develop effective strategies for dealing with them in the workplace.

Management, Supervision and Leadership - Books (continued)

Unforeseen Circumstances: Strategies and Technologies for Protecting Your Business and Your People in a Less Secure World. Alexis D. Gutzman, 2002. (HD 49 G985u 2002)

This book delves into security measures necessary for businesses to protect themselves from terrorist attacks. The book is divided into three parts that focus on the broad areas of keeping employees safe, handling the mail (especially since the anthrax scare), and protecting the business. It recommends using electronic technology wherever possible and includes lists of web sites and vendors.

When Teams Work Best: 6000 Team Members and Leaders Tell What It Takes to Succeed. Frank M.J. LaFasto and Carl E. Larson, 2001. (HD 66 L159w 2001)

This book is a practical guide to the power of cooperation and teamwork for increased productivity and effectiveness. Individual chapters address what makes a good team member, what makes a good leader, problem solving methodologies, and how to best promote confidence and trust.

Why Great Leaders Don't Take Yes for an Answer: Managing for Conflict and Consensus. Michael A. Roberto, 2005. (HD 30.23 R642w 2005)

This book shows how good leaders stimulate dissent and debate to improve decision making. The author shows how to keep the conflict constructive. Leaders need to cultivate debate and simultaneously build consensus. Strong buy-in paves the way to successful execution. Examples from history are used to illustrate the book's message.

The World's Most Powerful Leadership Principle: How to Become a Servant Leader. James C. Hunter, 2004. (HD 57.7 H945w 2004)

This book demonstrates that successful leaders must give full attention to the basics of running an organization; determining the mission and values, as well as setting standards and accountability. But they don't stop there; once the basics are set, servant leaders turn their organizational structures upside down and focus on giving employees everything they need to win, be it resources, time, discipline, guidance or inspiration. The emphasis is on building authority, not power; on exerting influence, not intimidation.

Management, Supervision and Leadership - Videos

Accountability that Works. 22 min. 2003. (DD0005).

Viewers observe the process of accountability at a manufacturing plant, software design firm, and medical facility. This training program illustrates how to: ensure every task has a clearly defined owner and agreement; empower yourself to keep your agreements; hold others accountable for their agreements; be accountable without being defensive; learn from mistakes; and continually improve personally and professionally. It includes a 22 minute DVD, CD-Rom with PowerPoint presentation, participant workbook, reminder card and accountability button.

As Simple As Respect. 24 min. 2004. (DD0049).

This program features a series of workplace vignettes that illustrate disrespectful behavior and how to correct it. Both employees and managers will be able to use the eight guidelines to discuss issues of respect in a diverse workplace as it relates to their own experience and behavior. The guidelines are further broken down into simple steps. The vignettes include healthcare, manufacturing, retail, and office settings.

Coaching to Build Skills. 13 min. 1995. (VC7662).

This video covers the mistakes to avoid when coaching new employees and shows how to use four steps to build skills. Managers must explain, demonstrate, practice and gather feedback to foster the acquisition of new skills by an employee. Customer service skills can be fostered using these steps.

Coaching to Clarify Expectations. 14 min. 1995. (VC7663).

This video encourages everyone to be clear and specific about expectations to everyone including team members and managers.

Coaching to Develop Motivation. 11 min. 1995. (VC7664).

This video demonstrates coaching technique for ensuring that people take responsibility for motivating themselves. It gives practical examples of the use of the question style of coaching, and will help the coach to ask the right questions, use silence effectively, and push for detail.

Coaching to Enhance Confidence. 15 min. 1995. (VC7666).

This video shows how to recognize a lack of self-confidence in others. Self-confidence in employees can be increased by reassuring those employees that their feelings are normal. This program gives practical examples for challenging negative perceptions and offering concrete help.

Coaching to Resolve Conflict. 15 min. 1995. (VC7667).

This video shows how to mediate a dispute between others, and how to resolve a conflict you might be directly involved in yourself. Leaders must break the conflict spiral, gain co-operation and be creative in identifying a win/win solution.

Communication Toolkit. 70 min. 2004. (DD0023).

The Communication Toolkit provides 39 high quality video vignettes that can be used in custom training courses. Each vignette/clip runs anywhere from 20 seconds to 3 minutes and depicts a common workplace interaction. Suggestions are provided for using the clips to draw out specific lessons/skills on communication.

ECI Teleconference: Ethics for ECI Service Providers. 202 min. 2005. (VT0608).

Speaker Jan Finch provides an overview of the topic along with a quiz, exercises and examples of common ethical dilemmas. She then explains the GIFT problem solving process that can be applied to any ethical dilemma. The acronym GIFT stands for Get the facts; Identify values and ethical principles; Find options; and Test and choose options. Participants examine hypothetical scenarios and break into discussion pairs.

Ethics for Everyone. 14 min. 2002. (DD0006).

Ethics for Everyone teaches viewers the three Rs of ethics: respect, responsibility, and results. It includes a 14-minute DVD, CD-Rom with PowerPoint presentation, leader's guide and participant workbook.

Management, Supervision and Leadership - Videos (continued)

Everyday Choices: Ethics and Decision Making in Home Care and Community Nursing. 28 min. 2003. (DV0040).

Although intended for nurses, this DVD is useful for any professional who works in home care and community settings. Through the story of one young visiting nurse and her patient, this challenging video documentary will help to stimulate discussion about a wide range of ethical and professional dilemmas. How much personal attention should each client receive? What is the value of doing something good but extra for the client? What are the problems associated with doing something extra for the client?

Everything You Always Wanted to Know About Management. 25 min. 1999. (VT0524).

This video demonstrates the five management skills supervisors need to know: 1) organize, plan and prioritize work with employees; 2) delegate tasks and define the desired results; 3) communicate facts and figures in a positive, results-oriented manner; 4) discipline poor employee performance; and 5) help employees motivate themselves to grow and learn and accomplish goals. The book *Taking the Step Up to Supervisor* is included along with the training leader's guide book.

Facing Anger. 20 min. 1999. (VC7562).

This video introduces five employees of the same organization who represent some of the classic examples of anger experienced in the workplace. It describes several approaches for managing anger and shows employees implementing the techniques.

Fish! Catch the Energy, Release the Potential. 18 min. 2003. (DD0013).

This DVD, which presents the FISH philosophy about bringing energy, passion and a positive attitude to work, demonstrates the four parts by visiting the fish market in Seattle, Washington. The four parts to the philosophy are: play; make their day; be there; and choose your attitude. This program is also available in VHS.

Fish Sticks! 17 min. 1999. (DD0014).

This DVD presents a parable that demonstrates how to help make changes stick. It describes a way to keep your work vital, alive, and fresh as you navigate staff turnover, tough times, and general run-of-the-mill cynicism and burnout.

Leadership Issues. 32 min. 1996. (VT0561).

This program takes a look at solutions to common problem areas that teams are likely to face and ways to cope with change. The tape includes discussion of: innovative solutions for dealing with membership issues, performance problems, team-manager relations, and team incentives; how to foster a team-friendly workplace throughout your organization; bridging the gap between teams and senior management; and creative ways to give your team rewards and recognition.

Nobody's Listening. 11 min. 2005. (DD0022).

This humorous program gives learners the opportunity to recognize poor listening skills. Manager Ray only listens to his employee, Leo, with the intent to respond and get out the door, rather than with the intent to really understand him. As Ray is forced to repeat the same interaction with Leo over and over again until he gets it right, viewers see the consequences of poor listening: inefficiency of communication, frustration, and plenty of inaccuracies and errors.

Other Side of the Window. 13 min. 2001. (DD0007).

Spend the day with a hapless customer as he experiences life on the "other side of the window." This important video illustrates how bureaucratic systems and procedures, however necessary to workflow, can get in the way of providing the level of service and respect the public requires. Viewers will learn how to apply flexibility and common sense so that working "by the book" doesn't preclude satisfying the customer. The topics of respect, empathy and customer satisfaction are explored.

Performance Matters: The Need for Constructive Criticism. 19 min. 2000. (VC7698).

This video helps managers employ criticism as a means of preventing the recurrence of mistakes and improving staff performance. It lays down seven rules for ensuring that criticism is conducted effectively and without acrimony.

Management, Supervision and Leadership - Videos (continued)

Positive Discipline. 24 min. 2006. (DD0024).

This powerful training program helps supervisors get beyond the belief that confronting negative performance has to be unpleasant and punitive in nature. It shows them how-when done right-performance discussions can actually be a tool for coaching and developing employees.

The Practical Coach: Encouraging, Correcting and Challenging Your Team. 32 min. 1997. (VC7700).

This video shows managers and other team leaders how to compliment and solicit outstanding work, helps managers improve unsatisfactory performances, and use sensible judgment when directing team members.

Putting The One Minute Manager to Work: How to Turn the 3 Secrets into Skills. 59 min. 1997. (VT0537).

This program is a collection of management strategies which involve others in creating an organization where people want to be employed and where they can achieve.

Solving Conflict. 26 min. 1993. (VC6658).

This video provides a procedure that gives leaders the tools to deal with and solve conflicts successfully. It shows specific steps they can use to turn conflict into a challenge to grow and an opportunity to learn a better way to improve relationships.

Supervising for Quality. 26 min. 1995. (VT0535).

Workforce values and expectations are changing, and so is the supervisor's role. Supervisors must build employee commitment and involvement, while continuing to fulfill traditional responsibilities for scheduling work, enforcing rules, and monitoring progress. This video will show you how to praise, criticize, and discipline constructively; increase employee involvement and commitment; reduce frustrating miscommunications; and discipline in ways that earn support without creating resentment.

Stress is a Gift. 4 min. 2005. (DV0157).

This brief program is designed to be used as a meeting opener and discussion starter in a variety of training situations. It uses an unusual example from nature to show how stress, in limited quantities, can help us develop the skills to cope with the changing and unpredictable world in which we live.

Who Moved My Cheese?...The Movie. 13 min. 1998. (VT2474).

This animated movie, which is based on the book of the same name by Spencer Johnson, M.D., presents a simple parable that reveals profound truths about change.

Would I Follow Me? 18 min. 2003. (VC7701).

This video demonstrates one leader's behavior and the results in two different situations: first as a newly appointed leader, and then five years later after he has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and appreciate the impact those behaviors have on the success of their work group.

Management, Supervision and Leadership - Selected Websites

Check out the Free Management Library at <http://www.managementhelp.org/index.html>. It includes articles on 75 different areas of management and includes an index to find exactly what you need.

Workforce.com is another website with tons of information. It requires free registration but after registering, you can choose to receive e-mail alerts with current human resource/management information. You can also read full-text articles in the Research Center portion of the website at <http://www.workforce.com>.

Change Management Learning Center has a website at <http://www.change-management.com/> with links to many articles on dealing with change in organizations. Click on "articles" to see the full-text.

HR Magazine offers some of their articles each month for free. See <http://www.shrm.org/hrmagazine/>
Trainingmag.com also offers some current articles for free from Training Magazine. See <http://www.trainingmag.com>.

New Additions - Videos

No Matter How Small: A Parent's Guide to Preterm Infant Development. 39 min. 2006. (DD0051)

This closed captioned DVD in English and Spanish is based on current research and features a diverse cast of real parents and providers. It shows parents ways in which they can help support the normal growth and development of their baby's brain.

Just One More: The Joys of Foster Parenting. 28 min. 2002. (DV0165)

Foster parents can change the lives of kids. Viewers of this DVD video will find out how foster parents can provide love, protection, and care for children who would otherwise not receive these things. It presents the story of a couple who dedicates their lives to raising foster children, thirteen at a time.

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Early Childhood Report - September 2006

Early CHILDHOOD Report

Children With Special Needs & Their Families

VOLUME 17, ISSUE 9

SEPTEMBER 2006

LEGAL SPOTLIGHT

IN BRIEF

Learn about new research that says babies can discern math problems; read how early use of cochlear implants may promote kids' speaking skills. **Page 2**

WASHINGTON WATCH

Learn about a potential Supreme Court case on *pro se* parent representation. Also find out about an autism research bill that will soon be considered by the House. **Page 7**

JUDICIAL DECISION

See why procedural, substantive errors deny FAPE to kindergartner with autism. **Page 10**

Decisions & Guidance

Find out why a state's residency requirement doesn't modify IDEA 2004 mandate; learn why failure to provide services in LRE leads to reimbursement; see why parents' unilateral withdrawal of 5-year-old sabotages eval plan; and read why escaping kindergartner doesn't pose real safety concern. **Page 10-12**

COVER STORY

Clarify parental custody matters before pursuing initial evaluation

You may want to reassess your special education evaluation policies if administrators are evaluating young children for disabilities after gaining consent from only one of their parents. In *Los Angeles Unified Sch. Dist.*, 4 ECLPR 729 (SEA CA 2005), a divorced mother consented to having her 6-

year-old son evaluated for special education, so the district conducted an evaluation. But because the parental custody order required the involvement of both parents in all of their son's educational decisions — and the father did not agree his son needed support — the district was not allowed to provide services. **See full story page 4.**

Stay sensitive

Learn how to discuss concerns compassionately about special ed with parents. **Page 4**

HIGHLIGHTS

Find out how the final regs address Tourette syndrome

Learn what you should do now that the 2006 final IDEA Part B regulations list Tourette syndrome as a disability. **Page 3**

Learn how to offer practical assistive tech to toddlers

Discover how you can provide outcome-driven, family-centered assistive technology to young children by asking parents about home routines. **Page 5**

See how new center will train early childhood educators

Find out how a \$2.5 million grant will help preschool educators teach more effectively in inclusive settings. **Page 6**

Uncover how sleep apnea can affect kids' learning

Find out how the symptoms of sleep apnea can mirror those of ADHD and how you can help sufferers in the classroom. **Page 8**

See why junior-K may help kids prepare for school

Learn how Hawaii's new junior kindergarten program may help struggling learners prepare for school and how your district can mimic the program. **Page 9**

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Exchange - September/October 2006



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Journal of Early Intervention - Summer 2006

Journal of Early Intervention

Volume 28, Number 4

Summer 2006

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Topics in Early Childhood Special Education - Summer 2006

Topics in Early Childhood Special Education



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