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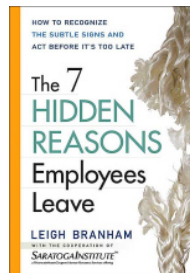
Management, Supervision and Leadership Resources - Updated

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

Management, Supervision and Leadership - Books

The 7 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. This is also available in audio book as CA0012.



NEW! The 7 Hidden Reasons Employees Leave: How to Recognize the Subtle Signs and Act before It's Too Late. Leigh Branham, 2005. (HF 5549.5 B821 2005).

This book discusses the real reasons why employees choose to look for new jobs. It incorporates the results of surveys from 19,000 employees. Real reasons include unmet expectations, employee-job mismatches, insufficient or ineffectual feedback, lack of advancement opportunities, the role of incentives, stress and lack of trust. The book outlines best practices that will keep employees productive and happy in their present jobs.

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.

NEW! The 8th Habit: From Effectiveness to Greatness. Stephen R. Covey, 2004. (BF 697 C873 2004)

This book describes principles of personal and organizational leadership, that when lived, inspire deep commitment and magnificent levels of service and satisfaction. It is also available in audio book as AC0002.

NEW! 12 Choices That Lead to Success. David Cottrell, 2005. (485 C851 2005 RHB).

This book has practical advice for succeeding in business and in life.

Management, Supervision and Leadership - Books (continued)

NEW! 12: The Elements of Great Managing. Rodd Wagner, 2006. (HD 38.2 W134 2006).

This book provides concepts, evidence and practical advice that will guide a revolution in the theory and practice of managing. Twelve vital concepts are presented that will lead to employee engagement in a job.

NEW! 30 Ways to Shine as a New Employee: A Guide to Success in the Workplace. Denise Bissonnette, 1999. (485 B623 1999 RHB).

This book contains ideas and strategies to calm new employee jitters, deal with change, understand workplace culture, learn from mistakes, go the extra mile, shine in customer service, survive office politics, control anger, deal with difficult people, respond to feedback and balance life and work.

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.

NEW! The Carrot Principle: How the Best Managers Use Recognition to Engage Their People, Retain Talent, and Accelerate Performance. Adrian Robert Gostick, 2007. (HF 5549.5 I5 G682c 2007)

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.

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.

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.

NEW! Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior. Kerry Patterson, 2005. (HM 1121 P317c 2005).

This book teaches how to permanently resolve failed promises and missed deadlines; transform broken rules and bad behaviors into productive accountability; and strengthen relationships while solving problems.

NEW! Dealing with People You Can't Stand. Rick Brinkman, 2002. (HD 42 B858d 2002).

This guide shows how to identify ten recognizably difficult behaviors and deal successfully with each of them. It describes how difficult people think, what they fear and why they act as they do. It shows how to use advanced listening techniques and how to cultivate take-charge skills that turn conflict into cooperation.

Management, Supervision and Leadership - Books (continued)

NEW! Deep Smarts: How to Cultivate and Transfer Enduring Business Wisdom. Dorothy Leonard-Barton, 2005. (HF 5385 L581d 2005).

This book describes persons who possess “deep smarts.” These are people who can quickly size up complex situations, recognize patterns that others do not see and make wise, intuitive decisions. It explains how to tap into these characteristics and create an environment within an organization that encourages learning and sharing of knowledge.

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.

NEW! Emotional Intelligence. Daniel Goleman, 2006. (540 G581 2006 RHB)

Based on brain and behavioral research, this book shows the factors at work when people of high IQ flounder and those of modest IQ do well. Characteristics such as self-awareness, self-discipline, and empathy go into emotional intelligence and are necessary to succeed in work and life.

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.

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.

NEW! Ethics: An Introduction to Philosophy and Practice. Stephen J. Freeman, 2000. (267 F855e 2000 RHB).

This book offers both a solid grounding in ethical theory and its practical application to the complex ethical dilemmas facing helping professionals.

NEW! Execution: The Discipline of Getting Things Done. Larry Bossidy, 2002. (HD 31 B745e 2002)

This book discusses how to achieve a great organization. It explains the three building blocks of execution: a leader's seven essential behaviors; creating the framework for cultural change; and having the right people in the right place. It then discusses three core processes of execution: the people process, the strategy process and the operations process.

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.

NEW! The First-Time Manager. Loren B. Belker and Gary S. Topchik, 2005. (HF 5549.12 B432f 2005).

This book covers all the fundamentals of supervision, with advice on topics including hiring and firing, leadership, motivation and managing time and stress. It also includes how to build trust and confidence, be an active listener, manage a diverse group of individuals, conduct performance appraisals and handle other challenges.

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.

Management, Supervision and Leadership - Books (continued)

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 work 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.

NEW! The Five Dysfunctions of a Team: A Leadership Fable. Patrick Lencioni, 1998. (HD 66 L563f 2002).

Author Peter Lencioni tells the story of a new CEO and the challenges she faces with a dysfunctional team. Will she succeed? Will she be fired? Will the company fail? Throughout the story, the author reveals the five dysfunctions that go to the very heart of why teams, even the best ones, often struggle. He outlines a powerful model and actionable steps that can be used to overcome common hurdles and build a cohesive, effective team. This title is also available in audio book as AC0013.

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. It is also available in audio book as AC0015.

NEW! Go Put Your Strengths to Work: 6 Powerful Steps to Achieve Outstanding Performance. Marcus Buckingham, 2007. (HF 5549.5 M63 B923g 2007).

This book teaches you how to discover your true strengths and gives simple steps to take each week to push the time at work toward those activities that strengthen you and away from weaknesses.

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)

NEW! Good to Great and the Social Sectors. James C. Collins, 2005. (HD 57.7 C712s 2005).

This book was written by the same author to accompany the original book, "Good to Great". It applies that model to the nonprofit sector and discusses how to achieve greatness in spite of difficult circumstances.

NEW! Growing Great Employees: Turning Ordinary People Into Extraordinary Performers. Erika Andersen, 2006. (HF 5549.12 A544g 2006).

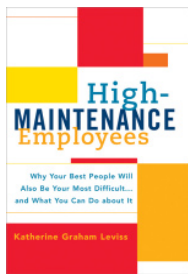
This book offers straightforward and effective steps for creating a community of work in which people are fulfilled, productive and achieve superior results. It is a how-to manual for choosing and nurturing great employees.

NEW! The Handbook of Emotionally Intelligent Leadership: Inspiring Others to Achieve Results. Daniel A. Feldman, 1999. (HD 57.7 F312h 1999)

This book helps readers understand what emotionally intelligent leadership is and how to develop interpersonal skills that can be applied to the workplace.

NEW! Hardwiring Excellence: Purpose, Worthwhile Work, Making A Difference. Quint Studer, 2004. (W 84 S933h 2004)

This book presents positive solutions to the healthcare crisis in the United States. It gives practical suggestions for how to create and sustain a worldclass organization.



NEW! High-Maintenance Employees: Why Your Best People Will Also Be Your Most Difficult and What You Can Do about It. Katherine Graham-Leviss, 2005. (HF 5549.5 E42 L666h 2005).

The author helps her readers to identify and appreciate the high maintenance high performing employee. Strategies for coaching and creating the right environment for an employee that performs well but can be a challenge to manage are provided.

NEW! How To Be the Employee Your Company Can't Live Without: 18 Ways to Become Indispensable. Glenn Shepard, 2006. (HF 5549.5 C35 S547h 2006).

Shepard advises employees that in order to be indispensable they will need to be low maintenance, learn the right way to make mistakes and avoid the four career killers.

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

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

NEW! It's Your Ship: Management Techniques from the Best Damn Ship in the Navy. D. Michael Abrashoff, 2002. (HD 57.7 A161i 2002)

This is the story of Captain Abrashoff and his command of the USS Benfold. Captain Abrashoff shares his secrets of successful leadership through principles such as the following: See the ship through the eyes of the crew.

Communicate, communicate, communicate. Create discipline by focusing on purpose. Listen aggressively. This title is also available in audio book as AC0005.

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.

Management, Supervision and Leadership - Books (continued)

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, 2007. (HD 57.7 K88l 2007)

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. In this edition, the authors emphasize that the fundamentals of leadership are not a fad and that they are effective even in the global environment.

NEW! The Leadership Challenge Workbook. James M. Kouzes and Barry Z. Posner, 2003. (HD 57.7 K88w 2003)

This is a hands-on guide for improving the reader's ability to put into action the five practices of exemplary leadership model presented by Kouzes and Posner.

NEW! Leadership Made Simple: Practical Solutions to Your Greatest Management Challenges. Ed Oakley, 2006. (HD 57.7 O11 2006)

This book simplifies complex leadership challenges into a five step framework for leadership. It shifts participants from a problem orientation to a solutions orientation. Five questions are presented that will help management figure out solutions to complex problems in their organization.

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.

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.

NEW! Management Skills for the New Health Care Supervisor. William O. Umiker, 1998. (HF 5549 U51m 1998).

This book covers all aspects of management for new supervisors. It discusses planning and organizing; controlling people; cost control; developing employees; special supervisory skills such as conducting worthwhile meetings and the importance of communication; and self-enhancement strategies for supervisors. The book's goal is to prevent people problems before they begin.

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)

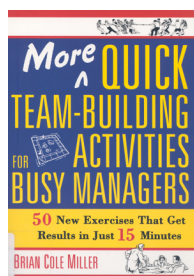
This book presents information on integrating both organizational and individual levels of analysis. It will assist all managers who worry about loss of productivity due to negative feelings in the workplace.

NEW! Measure of a Leader: An Actionable Formula for Legendary Leadership. Aubrey C. Daniels, 2005. (HD 57.7 D186m 2005)

This book focuses on the behavior of followers to gain insight into great leadership. It reveals how anyone can increase their leadership impact and influence by becoming a critical observer of human behavior.

NEW! The Mentoring Advantage: Creating the Next Generation of Leaders. Florence M. Stone, 2004. (HF 5385 S877m 2004).

This is a comprehensive handbook on mentoring for executives, managers and employees to ensure each gains the full benefits of mentoring relationships. There is a variety of assessment tools, checklists, templates, case studies and tips included in the book.



NEW! More Quick Team-Building Activities for Busy Managers: 50 New Exercises that Get Results in Just 15 Minutes. Brian Cole Miller, 2004. (751 M647m 2007 ECI).

This book provides team-building exercises that can be done in fifteen minutes or less. Each exercise includes a list of materials needed, the purpose of the exercise and tips for success. It includes games for new teams, finding creative ways to work together, improving communication, keeping competition healthy within the team, and dealing with change.

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 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.

NEW! Optimizing the Power of Action Learning: Solving Problems and Building Leaders in Real Time. Michael J. Marquardt, 2004. (HD 58.8 M357o 2004).

This guidebook puts "action" in action learning, demonstrating how and why this method for addressing complex organizational challenges works. Leaders tell the story of the power of action learning to create new products, improve service quality and transform organizational cultures.

NEW! Overcoming Secondary Stress In Medical and Nursing Practice: A Guide to Professional Resilience and Personal Well-Being. Robert J. Wicks, 2006. (WM 172 W637o 2006).

This book discusses the dangers of compassion fatigue/burnout and post-traumatic stress disorder in health care settings. It includes a self-awareness questionnaire to evaluate symptoms. It also describes how health care professionals can formulate a personally-designed self-care protocol for themselves.

Management, Supervision and Leadership - Books (continued)

NEW! The Power of Nice: Eight Ways to Kill the Business World with Kindness. Linda Kaplan Thaler and Robin Koval, 2006. (HD 57.7 T365p 2006)

This book explains and shows examples of how showing genuine kindness to others, no matter what their social status, eventually leads to great success in life.

NEW! The Present: The Gift that Makes You Happy and Successful at Work and in Life. Spencer Johnson, 2003.

This book is from the author of "Who Moved My Cheese?" It uses a simple story to illustrate how people can be happier in their daily lives.

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 on timeless principles which are natural laws and governing values that are universally valid.

NEW! Quantum Leadership: A Resource for Health Care Innovation. Timothy Porter-O'Grady and Kathy Malloch, 2007. (HD 57.7 P848 2007)

This book provides information leaders in the health care industry can use to transform organizations, take risks, correct errors and display emotional competence.

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.

NEW! Quick Team-Building Activities for Busy Managers: 50 Exercises that Get Results in Just 15 Minutes. Brian Cole Miller, 2004. (751 M647m 2007 ECI).

This book presents 50 fun, practical exercises that will help build new teams and help teams assimilate new members. It will help teams deal with change; recognize individual efforts and team accomplishments; find creative ways to work together and solve problems; and increase communication within the group.

NEW! Recruiting, Retaining, and Promoting Culturally Different Employees. Lionel Laroche, 2007. (HF 5549.5 L326r 2007).

Employees from other countries may find adapting to the North American work environment to be quite a challenge. Laroche explains how to find and keep employees from other countries at the job.

NEW! Resilience at Work: How to Succeed No Matter What Life Throws at You. Salvatore R. Maddi, 2005. (HF 5548.8 M179r 2005).

Maddi teaches workers how to become resilient and how to turn stressful changes to their advantage. He emphasizes the importance of social support during times of adversity and change.

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.

NEW! The Secrets to Masterful Meetings: Ignite a Meetings Revolution. Michael Wilkinson, 2005. (HF 5734.5 W687s 2005).

This book shares processes that will help make meetings more efficient and effective. The book includes a solid method for planning and executing a productive meeting. Solutions to common problems are presented, such as what to do if one person is dominating, if the leader is not leading, if there is conflict, or how to close a meeting.

NEW! Send: The Essential Guide to Email for Office and Home. David Shipley and Will Schwalbe, 2007. (HD 30.37 S557s 2007).

This book gives helpful and entertaining tips on writing the perfect e-mail, at work, school or anywhere. It also discusses when e-mail should not be used and how to avoid common mistakes.

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

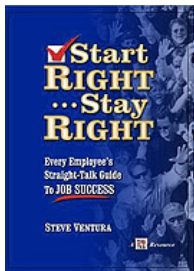
This book discusses key management skills such as hiring new employees by asking the right questions; delegating work efficiently; dealing with the stress that comes with a management position; communicating effectively with employees; and mastering mentoring, leadership, and coaching styles. It includes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

The Speed of Trust: The One Thing that Changes Everything. Stephen M.R. Covey, 2006. (HF 5387 C873s 2006).

This book challenges our assumption that trust is a soft, social virtue, and instead demonstrates that it is a hard-edged economic driver. It is a learnable and measurable skill that makes organizations more profitable, people more promotable and relationships more energizing. He shows leaders how to quickly and permanently gain the trust of their clients, coworkers, partners and constituents.



NEW! Start Right, Stay Right: Every Employee's Straight-Talk Guide to Job Success.

Steve Ventura, 2004. (485 V468s 2004 RHB).

Whether you are a seasoned employee or you're just getting started, this book will help you find the attitude for success. It discusses the conduct and attitude-related behaviors you exhibit in the performance of your duties that will help you succeed.

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.

Management, Supervision and Leadership - Books (continued)

NEW! Take Back Your Life: Using Microsoft Outlook to Get Organized and Stay Organized. Sally McGhee, 2005. (HD 69 T54 M145t 2005).

This book presents a system of practical steps to use to get and stay organized in your personal and professional life. The book contains four parts: laying the foundation; the collecting phase; the processing and organizing phase; and the prioritizing and planning phase.

NEW! The Three Signs of a Miserable Job: A Fable for Managers (and Their Employees). Patrick Lencioni, 2007. (HF 5549.5 L563t 2007).

This book tells the story of a recently retired executive who finds meaning in his life by assisting others to find happiness at work. He discovers three universal causes of frustration at work, no matter what the job, and the keys to overcoming them. This book explains three simple principles that will enable managers and employees to excel in their careers.

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.

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.

NEW! The Verbal Judo Way of Leadership: Empowering the Thin Blue Line from the Inside Up. George J. Thompson, 2007. (HD 30.3 T471w 2007).

This book offers strategies that supervisors can start using right now to motivate employees who have grown cynical or disenchanted. It is a guide to outstanding job communication, from how to think analytically and effectively to how to artfully criticize or praise. Although aimed at police departments, the strategies outlined in this book will also work well in other organizations.

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.

Management, Supervision and Leadership - Books (continued)

NEW! Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work. Katherine Crowley, 2006. (HF 5548.8 C953w 2006).

The authors urge workers to cope with frustrating co-workers by taking control of their own emotional responses. Psychotherapist Katherine Crowley and business consultant Kathi Elster teach readers how to eliminate their workplace woes using a step by step method. Through quizzes, case examples, and field-tested strategies, readers will learn how to handle any bad work relationship. This title is also available in audio book as AC008.

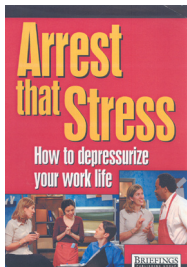
The World's Most Powerful Leadership Principle: How to Become a Servant Leader. James C. Hunter, 2004. (HD 57.7 H945w 2004)

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 - Audiovisuals

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.



NEW! Arrest that Stress. 21 min. 2003 (DV0195).

Viewers will learn how to stop picking up the slack for disorganized co-workers, deflect complainers, control their emotions and turn bad stress into good stress.

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.

Management, Supervision and Leadership - Audiovisuals (continued)

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.

NEW! Ethics at Work. 21 min. 2004. (DD0071).

Is it okay to give your friends free food at the restaurant where you work? Or bring home supplies from the office? Are these practices just as wrong as stealing from the proverbial cash drawer? That's what this DVD explores, by looking at the ins and outs of ethical behavior in today's work environment. From extended lunches to computer hacking to sexual harassment, this DVD discusses the fine lines of business ethics with employers, employees, and workplace professionals.

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.

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?

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.

NEW! How Full Is Your Bucket. 48 min. 2006. (DV0241).

Tom Rath teaches viewers how to live a positive as opposed to a negative life. He gives advice on how to develop good relationships at work and how to give the gifts of trust and responsibility.

Management, Supervision and Leadership - Audiovisuals (continued)

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

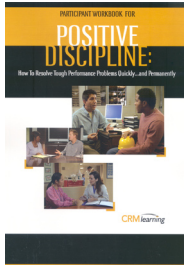
This humorous program gives learners the opportunity to recognize poor listening skills. Manager Ray only listens to his employee, Leo, with the intent to respond and get out the door, rather than with the intent to really understand him. As Ray is forced to repeat the same interaction with Leo over 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.



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.

NEW! Stress Management. 27 min. 2003 (DV0203).

Poor stress management can lead directly to burnout, one of the top reasons for quitting a job. This program identifies workplace stressors such as impending deadlines, work overload, and procrastination and offers guidelines for reducing their impact to a safe level. Proven principles of stress management, including proper nutrition, adequate rest, and non-work-related pastimes, are emphasized as keys to good health and better overall job performance.

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.

NEW! What to Do When Conflict Happens. 21 min. 2007. (DD0078).

Rather than a complicated model, this training module introduces the acronym CALM to represent a unique approach to dealing with conflict. CALM stands for: C - CLARIFY the issue; A - ADDRESS the problem; L - LISTEN to the other side, M - MANAGE your way to resolution. This model is demonstrated in a general office environment and in a healthcare facility.

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 - Multimedia

NEW! 9 Traits of Highly Successful Work Teams. 174 min. 2006. (CA0009).

Loren Ankarlo explains nine critical traits of highly successful teams. Ankarlo explains why purpose is the backbone of a true team, how to craft a meaningful mission statement, why teams succeed, how to unify diverse individuals into a unified team, and the 5 styles of conflict resolution. Teams will learn how to recognize dangerous symptoms of fragmentation and how to keep teams immune from burnout.

NEW! Fred Factor. 150 min. 2006. (AC0012).

The Fred in the "Fred factor" is Mark Sanborn's postman. Sanborn witnessed the outstanding service provided by this mail carrier and realized Fred could be an example to anyone wanting to be extraordinary. The "Fred factor" is summarized by four principles: make a difference; build relationships; create value; and reinvent yourself. The principles laid down by Sandborn can be applied to relationships with customers, co-workers, friends, and family members.

NEW! Time Management from the Inside Out. 120 min. 2000. (AC0003).

This audio book explains how to overcome the challenges of organizing and managing time. Listeners will learn how to identify their personal preferences and styles; determine how long tasks really take; eliminate, delegate and streamline tasks; stop procrastinating; end chronic lateness; stick to a schedule and cope with change.

NEW! Value Added Time Management. 40 min. 2000. (AC0004).

This audio book explains the myths and realities of time management; why good time management is good self management; how to become more efficient and effective; and how to achieve your goals and focus on mission-critical activities.

When Fish Fly. 120 min. 2004. (AC0011).

People come from far and wide to the World Famous Pike Place Fish Market in Seattle, not only to witness the spectacle of fishmongers throwing salmon to one another but to share in the joyous atmosphere generated by the company's uniquely vital culture. Owner John Yokoyama tells how he transformed a small company to a model of success. He offers strategies for developing a culture of excellent customer service and great employee morale.

NEW! You Don't Need a Title to Be a Leader. 150 min. 2006. (CA0011).

Mark Sanborn, author of the Fred Factor, tells how each of us can be a leader and make a positive difference, whatever our title or position. His anecdotes and stories illustrate how to take control of your life.

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>

Early CHILDHOOD Report

Children With Special Needs & Their Families

VOLUME 19, ISSUE 5

MAY 2008

LEGAL SPOTLIGHT

You Be the Judge

Does provision of EIS require school to admit this nonresident child? **Page 2**

Washington Watch

Proposed NCLB rules to toughen accountability; former OSEP Director tapped for literacy board; science key to solid pre-K. **Page 3**

Decisions & Guidance

Read recent judicial rulings, an OSEP letter, and SEA decisions, including cases involving stay-put and peer-reviewed research. **Pages 10-12**

Part C Primer

Proposed IDEA Part C section 303.209(c)(1) would require that a transition conference be convened no less than 90 days before the third birthday of a toddler with a disability who is potentially eligible under Part B of the IDEA. ■

COVER STORY

Craft well-researched IEPs to stem transition-related reimbursement claims

Beware of cases involving a transition from Part C to Part B. You're not necessarily immune to reimbursement claims if a child hasn't tried your school district's program, because Circuit Courts are split on the issue. The best way to avoid a situation that could leave you responsible for a child's private school tuition is to create a well-researched, individualized initial IEP when a child is transitioning from Part C. Try building relationships with parents, carrying out a detailed evaluation, reviewing the differences between your program and the parents' desired private program, and crafting a thorough transition plan to further ward off any charges of inadequacy. **Full story, page 4.**

Plan ahead

Gain parents' support for your offer of Part B services by devising a comprehensive transition plan. **See page 4.**

HIGHLIGHTS

Learn ways to save Head Start special needs programs

Find out how you can adjust your Head Start administrative and training expenses to avoid cutting services to children with special needs. **Page 5**

Rule out ADHD, LD in gifted children

See why you should consider gifted young students' educational history and behavior before ruling them out for special education eligibility. **Page 6**

Encourage PT, early childhood educator collaboration

Learn why bringing your early childhood teachers and physical therapists together can facilitate learning for children who might otherwise be pegged as having challenging behavior. **Page 7**

Eye on Autism: Use blocks to spark spontaneous play

Find out how you can employ peers and visual supports to help children with autism move beyond repetitive, isolated play with blocks. **Page 8**

Uncover Lyme disease before children lose ground

Learn how Lyme disease can interfere with children's learning and how to detect it before children fall behind academically from blurred vision and other symptoms. **Page 9**

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Early Childhood Report - June 2008

Early CHILDHOOD Report

Children With Special Needs & Their Families

VOLUME 19, ISSUE 6

JUNE 2008

LEGAL SPOTLIGHT

You Be the Judge

Is this parent's consent needed to excuse therapist from IEP meeting? **Page 2**

Washington Watch

The Education Department released proposed rules that would let parents revoke their consent to special ed services and absolve school officials of any obligation to provide FAPE. **Page 3**

Decisions & Guidance

Read recent judicial rulings and SEA decisions, including a case involving diabetes. **Pages 10-12**

Part C Primer

Proposed IDEA Part C Section 303.211 would let states offer the option to continue Part C services for children ages three and older. Parents would be able to choose the continuation of early intervention services for their children ages three and older until the children enter, or are eligible under state law to enter, kindergarten or elementary school. ■

COVER STORY

Address social-emotional needs of young children with bipolar disorder

CHARLOTTE, N.C. — Reports about the misdiagnosis of bipolar disorder abound because its symptoms often mimic those of other disorders. But children with the disorder who go untreated can be at later risk of developing learning disabilities and attempting suicide because of the progressive disease's impact on the brain. That's why you should create comprehensive IEPs that address all the learning and social-emotional difficulties these children have. This is just some of the advice gleaned at LRP's 29th National Institute on Legal Issues of Educating Individuals with Disabilities®, held May 4-7. Also find out why you should increase awareness of what constitutes seclusion and restraint and what the law says about the use of these interventions. **Full coverage, pages 4-5.**

Conference report

- Find out how techniques such as cognitive behavioral therapy and differentiated instruction can help children with bipolar disorder. **Page 4**
- Learn laws surrounding, and alternatives to, seclusion and restraint. **Page 5**

HIGHLIGHTS

Eye on Autism: Ease grade-to-grade transitions

Uncover ways to ease transitions from one grade to another for young children with autism. Also find out how parents can aid you in this preparation. **Page 6**

Stem expulsions by sharing behavioral strategies

See why bringing together local child care centers, specialists, and school districts to offer teachers support and strategies can reduce early childhood expulsions. **Page 7**

Raise Part C enrollment by linking hospitals, EIS providers

Learn why partnering with local hospitals to station early intervention service coordinators in neonatal intensive care units can improve your child find process. **Page 8**

Understand needs of children with schizophrenia

Learn ways to support young children with schizophrenia, including providing them flexible scheduling, visual aids, and projects divided into parts. **Page 9**

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Exceptional Parent - May 2008

E P C O N T E N T S

MAY 2008 · VOLUME 38, ISSUE 5 · ESTABLISHED 1971

Mobility

22

LIKE FATHER, LIKE DOCTOR

DR. JACK KESSLER IS A RENOWNED STEM CELL EXPERT AND RESEARCHER. THE FATHER OF A DAUGHTER WHO EXPERIENCED PARALYSIS AFTER AN ACCIDENT, DR. KESSLER HAS DEVOTED HIMSELF TO RESTORING MOBILITY TO THOSE WITH VARYING DEGREES OF PARALYSIS. BY NANCY HENDERSON

26

WILL MY CHILD BENEFIT FROM BRACES?

THE DECISION TO FIT A CHILD FOR LEG BRACES IS A MULTI-FACETED ONE, AND INSIGHTS ON THIS CHALLENGING ISSUE WILL MAKE THE DECISION EASIER TO MAKE. BY DON BUETHORN

30

MY EXPERIENCE, MY PERSPECTIVE: TRANSPORTATION TO WORK PRESENTS PROBLEMS

MARKUS STEGERS KNOWS FIRST HAND THAT OFTEN THE GREATEST CHALLENGE FOR A NEWLY GRADUATED COLLEGE STUDENT WHO ALSO HAS MOBILITY ISSUES IS NOT FINDING A JOB BUT GETTING TO THE JOB. BY MARKUS STEGERS

32

LEARNING THE LANGUAGE OF DOGS CAN BE A BREAKTHROUGH EXPERIENCE FOR CHILDREN WITH AUTISM

FOR CHILDREN WITH AUTISM FORMING A CONNECTION WITH MAN'S BEST FRIEND CAN OFTEN MEAN THE BEGINNING OF A JOURNEY TOWARD GREATER SOCIAL SKILLS. BY KATHY SANTO

34

AN INTERVIEW WITH MELISSA WINKLE ABOUT ASSISTANCE ANIMALS

MELISSA WINKLE, OTR/L WORKS WITH CHILDREN AND ADULTS WITH A VARIETY OF ABILITIES AND IS AN ASSISTANCE DOG HANDLER AND INSTRUCTOR. INTERVIEW BY MICHAEL F. SHAUGHNESSY

U.S. MILITARY SECTION: COMMUNITY OF ONE— FROM OUR FAMILIES... TO YOUR FAMILIES

88 COMPANIES THAT ARE "MOBILIZING" WOUNDED VETERANS

ACCESSIBLE VANS AND MOBILITY
BY MARIA CAROFF

FAMILY LIVES LIFE FULLY IN THE FACE OF A RARE GENETIC DISORDER FOR ALL THREE CHILDREN

BY MARIA CAROFF

EP INTERVIEW WITH DR. CYNTHIA TIFFT

BY MARIA CAROFF

SEGS4VETS

BY RILEY MILLER

RIDE AWAY'S VANS OF VALOR PROGRAM

BY RILEY MILLER

100 A SOLDIER AND HIS SERVICE DOG

BY SHEILA O'BRIEN, EXECUTIVE DIRECTOR,
NEADS/DOGS FOR DEAF AND DISABLED AMERICANS

102 TRAUMATIC BRAIN INJURY SERIES – PART 1

A SOLDIER'S STORY: A LETTER TO MY BROTHERS
FROM AN ANONYMOUS SOLDIER

TRAUMATIC BRAIN INJURY AND NEUROPSYCHIATRIC
SEQUELAE

BY LORRAINE CANCRO, MSW

106 TELLS US YOUR STORY

38

COVER STORY

LIFE BREATH: THE STORY OF A LITTLE GIRL'S COURAGE, A MOTHER'S DETERMINATION, AND THE HEALING POWER OF OXYGEN
BY JAN CARTER HOLLINGSWORTH

44

YOUR MOUTH: A WINDOW TO YOUR OVERALL HEALTH

BY DR. DAVID M. BLENDE

52

SPIRITUAL AND RELIGIOUS SUPPORTS SERIES – PART 2

INCLUDING RELIGIOUS VOICES ON DISABILITY: WHICH ONES?
BY REVEREND BILL GAVENTA, MDIV,
ASSOCIATE PROFESSOR

60

MEDICAL HOME SERIES – PART 8

MEDICAL HOME AND THE NETWORK OF SUPPORTS IT OFFERS CHILDREN AND YOUTH WITH SPECIAL HEALTHCARE NEEDS: THE TRANSITION PROCESS CONTINUES
BY SARAH MACDONALD, MD; SUZANNE MCLAUGHLIN, MS, MD; ERIC LEVEY, MD;
AND SYMME TRACHTENBERG, MSW

64

RESEARCH FRONTIERS: UNDERSTANDING SCIENCE, UNLOCKING POTENTIAL

IMPROVING SOCIAL SKILLS FOR CHILDREN WITH HIGH-FUNCTIONING AUTISM
BY BRIAN FREEDMAN, PHD AND WAYNE SILVERMAN, PHD

On the Cover

Grace Kenitz and her mom, Shannon. Grace, a nine-year-old who has a rare mitochondrial disorder and autism, has experienced incredible benefits from hyperbaric oxygen therapy. Photo credit: Petri Mina

FEATURES

64

RESEARCH FRONTIERS: UNDERSTANDING SCIENCE, UNLOCKING POTENTIAL

IMPROVING SOCIAL SKILLS FOR CHILDREN WITH HIGH-FUNCTIONING AUTISM
BY BRIAN FREEDMAN, PHD AND WAYNE SILVERMAN, PHD

67

CALL FOR NOMINATIONS FOR EP'S TEACHING PROFESSION MODELS OF EXCELLENCE

68

ADHD SERIES – PART 2

HOW TO KNOW IF YOUR CHILD HAS ADHD OR LEARNING DIFFERENCES: THE IMPORTANCE OF AN ACCURATE DIAGNOSIS
BY THERESA LAVOIE, PHD

70

AQUATICS THERAPY AND RECREATION SERIES – PART 4

DOLPHIN THERAPY: THE PLAYFUL WAY TO WORK TOWARD THE NEXT STEP
BY MAAIKE WERMER

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Infant Mental Health Journal - May/June 2008

VOLUME 29 • NUMBER 3 • MAY-JUN 2008

INFANT MENTAL HEALTH JOURNAL

SPECIAL ISSUE

The Infant's Relational Worlds: Family, Community, & Culture

INTRODUCTION

The Infant's Relational Worlds: Family, Community, and Culture

ELISABETH FIVAZ-DEPEURSINGE, HIRAM E. FITZGERALD, ANTOINE GUEDENEY, AND CAMPBELL PAUL • 175

ARTICLES

The Clinical Relevance of Infancy: A Progress Report

DANIEL STERN • 177

Infant's Triangular Communication in "Two for One" Versus "Two against One" Family Triangles: Case Illustrations

ELISABETH FIVAZ-DEPEURSINGE • 189

Contributions of the Mother-Infant Relationship to Dissociative, Borderline, and Conduct Symptoms in Young Adulthood

KARLEN LYONS-RUTH • 203

Attachment Disorders in Family and Social Context

CHARLES H. ZEANAH AND ANNA T. SMYKE • 219

Signs of Emotion: What Can Preverbal Children "Say" About Internal States?

C.D. VALLOTTON • 234

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Young Exceptional Children - June 2008

Young Exceptional Children

Volume 11 Number 3 June 2008

Young Exceptional Children is a peer-reviewed publication produced by the Division for Early Childhood (DEC) of the Council for Exceptional Children (CEC), designed for teachers, early care and education personnel, administrators, therapists, family members, and others who work with or on behalf of children from birth through 8 years of age who have identified disabilities, developmental delays, are gifted/talented, or are at risk for future developmental problems. *Young Exceptional Children* is published four times per year and serves as a practitioner's journal and as a complement to the DEC's *Journal of Early Intervention*, as well as the major source of printed communication between DEC and its membership.

- | | |
|---|-----------|
| Math Is for Everyone: Strategies for Supporting Early Mathematical Competencies in Young Children | 2 |
| <i>Angela Notari-Syverson and Faith H. Sadler</i> | |
| Providing Individually Responsive Home Visits | 17 |
| <i>Robyn Ridgley and Kim O'Kelley</i> | |
| The Light Fantastic: Making Learning Visible for All Children Through the Project Approach | 27 |
| <i>Kathleen I. Harris and Leslie Gleim</i> | |
| Resources Within Reason | 41 |
| <ul style="list-style-type: none">Resources to Support Family-Centered Practices
<i>Camille Catlett and Pam Winton</i> | |
| DEC Announcements | 42 |
| <ul style="list-style-type: none">DEC Recommended Practices Video"What's New"24th Annual International ConferencePrepare to Vote<i>Promoting Positive Outcomes for Children with Disabilities</i>Nominations for DEC Executive Board | |

A Journal of Practical Ideas for Professionals and Family Members

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