

# ECI LIBRARY MATTERS

June 2009



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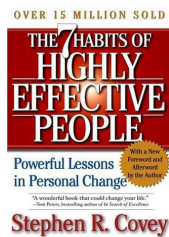
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## **Management, Supervision and Leadership Resources - Updated**

*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. It is also

available in audio book as CA0012.

**The 7 Hidden Reasons Employees Leave: How to Recognize the Subtle Signs and Act before It's Too Late.** Leigh Branam, 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.

**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.

**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.

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## Management, Supervision and Leadership - Books (continued)

**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! 101 Ways to Have a Great Day at Work.** Stephanie Davidson, 2006. (HF 5549.5 J63 D253 2006).

Find joy in every workday with these quick solutions to improve productivity, minimize stress and cheer up the time you spend at work.

**NEW! 2600 Phrases for Effective Performance Reviews: Ready-to-Use Words and Phrases that Really Get Results.** Paul Falcone, 2005. (HF 5549.5 R3 F182 2005).

This book helps managers find just the right words to describe employee performance. It includes words, phrases, descriptions and action items related to productivity, time management, teamwork, and decision making.

**NEW! Alliances, Coalitions, and Partnerships: Building Collaborative Organizations.** Joan M. Roberts, 2004. (HD 69 S8 R641a 2004 FIC).

Non-profit organizations, community groups and government must all work together to achieve their goals. This guide explains how to build effective collaborative organizations, describing the steps that managers, coordinators and practitioners might take to develop a trans-organizational system.

**NEW! ASTD Handbook for Workplace Learning Professionals.** Elaine Biech, 2008. (HF 5549.5 A852 2008 RHB).

This is a comprehensive resource that covers classic theory, techniques and tools for the workplace learning professional. Sections include learning in the workplace; assessing and analyzing needs; designing and developing effective learning; face-to-face delivery; technology-enabled learning; measuring and evaluating impact; management skills and more. The CD-ROM provides checklists, worksheets, questionnaires, and plans.

**NEW! Balanced Scorecard Step-By-Step for Government and Nonprofit Agencies.** Paul R. Niven, 2008. (JF 1525 T67 N734b 2008 FIC).

This book reflects the theory and practice of performance management for the nonprofit and public sectors. It provides a get-started questionnaire to assess an agency's readiness. It includes cases where the Balanced Scorecard has been implemented and discusses lessons learned. It explains the concept of strategy maps and strategy management.

**NEW! Benchmarking for Nonprofits: How to Measure, Manage, and Improve Performance.** Jason Saul, 2004. (HD 62.15 S256b 2004 FIC).

Benchmarking is the ongoing process of measuring an organization against leaders in the same business. This book defines a formal, systematic, and reliable way to benchmark nonprofit organizations. It discusses preparing an organization, analyzing what to improve, measuring performance and implementing best practices. Real world examples are included.

**NEW! Best Practices in Policies and Procedures: Includes Table of Contents Examples and Policy/Procedure URLs.** Stephen B. Page, 2002. (HD 30.33 P133b 2002).

This book focuses on the best practices for finding content for policies and procedures. It gives step-by-step guidelines for aligning policies and procedures to the vision, strategic plan and core processes of the organization. Internet addresses of sample policies and procedures from many different companies are also included.

**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.

**NEW! Blueprint for Action: Achieving Center-Based Change through Staff Development.** Paula J. Bloom, 1991. (325.1 B623 1991 EC1).

This book is designed to move beyond a quick fix notion of staff development and center improvement by serving as a guide for program analysis and action.

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## Management, Supervision and Leadership - Books (continued)

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

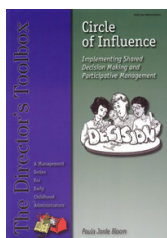
This book discusses the challenges bosses face today, including how to hire the best people, how to let people go legally, how to change an employee's problem behavior, and how to keep people motivated. Each chapter is divided into four sections: a short background area; a set of action steps; a section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

**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.



**NEW! Circle of Influence: Implementing Shared Decision Making and Participative Management.** Paula J. Bloom, 1991. (325.1 B623 1991 EC1).

This book identifies participative management as both a philosophy and a set of behaviors that define your interactions with people. It contains all the director needs to know to empower your staff and make them vital partners in achieving centerwide goals.

**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.

**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! Customer Service Training 101: Quick and Easy Techniques that Get Great Results.** Renee Evenson, 2005. (HF 5415.5 E93 2005).

This guide helps supervisors prepare front-line employees for outstanding customer service in any situation. It is filled with step-by-step, interactive lessons. It teaches employees to project a positive attitude and make a great first impression; to communicate effectively; to establish trust; and to handle difficult situations.

**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.

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## Management, Supervision and Leadership - Books (continued)

**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.

**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.

**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! Establishing a System of Policies and Procedures: Setting Up a Successful Policies and Procedures System for Printed, On-Line, and Intranet Manuals.** Stephen B. Page, 1998. (HD 30.33 P133e 1998).

This is a very practical guide to developing printed manuals and electronic manuals of policies and procedures. The reader is led from researching the company’s core business processes to the actual writing, approval, publication, implementation, training and revision of policies and procedures.

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

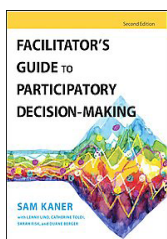
This book offers both a solid grounding in ethical theory and its practical application to the complex ethical dilemmas facing helping professionals.

**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.

**NEW! Executive Stamina: How to Optimize Time, Energy, and Productivity to Achieve Peak Performance.** Marty Seldman, 2008. (HD 38.2 S464e 2008).

This book provides hundreds of tips and tools that help executives maximize their career potential, while maintaining their health, staying in touch with their values, and avoiding costly tradeoffs in their personal lives. This book helps one find what is most important to each person, whether their schedule is aligned with their priorities, and how to find satisfaction in their career.



**NEW! Facilitator’s Guide to Participatory Decision-making.** Sam Kaner, 2007. (HD 30.23 K16 2007).

This book assists facilitators in leading truly participatory decision making by a group to solve difficult problems. It teaches facilitator skills, shows how to build sustainable agreements and how to reach closure. It includes pages that may be photocopied and used with the group.

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## Management, Supervision and Leadership - Books (continued)

**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.

**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.

**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).

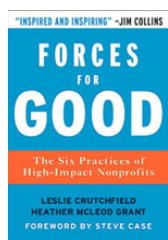
In this book, real-life stories of companies and individuals are used to illustrate how the four elements of the Fish philosophy (play, make their day, be there, and choose your attitude) actually work in the real world. Living this philosophy results in a workplace where the quality of life is satisfying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

**The Five Dysfunctions of a Team: A Leadership Fable.** Patrick Lencioni, 2002. (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.

**NEW! The Five Most Important Questions You Will Ever Ask about Your Organization.** Peter Drucker, 2008. (HD 62.6 D794f 2008).

The five questions are: "What is our mission?" "Who is our customer?" "What does the customer value?" "What are our results?" and "What is our plan?" There is also a chapter on transformational leadership and another on the self-assessment process. This book summarizes the sage advice of Peter Drucker.



**NEW! Forces for Good: The Six Practices of High-Impact Nonprofits.** Leslie R. Crutchfield, 2008. (HD 62.6 C957f 2008 FIC).

This book distills the results of extensive surveys of nonprofit organizations, large and small, to determine what creates a successful nonprofit organization and how it can become even a stronger force for good.

**NEW! From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees.** Laurence Miller, 2008. (HF 5549.5 E42 M648f 2008).

This book shows managers how to apply the principles of psychology to the complex and baffling people problems that occur in the workplace. It teaches how to recognize and deal with shrinkers and clingers, emoters and reactors, preeners and predators, oddballs and spoilers, and detailers and vigilantes.



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## Management, Supervision and Leadership - Books (continued)

**NEW! From The Inside Out: The Power of Reflection and Self-Awareness.** Paula J. Bloom, 2007. (560.1 B655f 2007 ECI).

This book will help readers practice strategies to reduce stress and avoid burnout and create an action plan for achieving greater job fulfillment.

**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.

**NEW! Generalist Case Management: A Method of Human Service Delivery, 3rd ed.** Marianne Woodside and Tricia McClam, 2006. (456.43 W898g 2006 RHB).

This book defines case management, discusses its history and describes the models that are used. The case management process is traced from the intake interview to termination. It illustrates the many skills that case managers need and describes the context in which case management occurs within the broad field of human services.

**NEW! Generalist Case Management: A Workbook for Skill Development.** Tricia McClam and Marianne Woodside, 2007. (456.43 W898gw 2007 RHB).

This workbook reinforces the concepts presented in the book of the same name. It includes case studies, self-assessments, exercises and plans to help students learn and put into practice the critical concepts of case management.

**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.

**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 move you 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. It is also available in audio book as AC0022.

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## Management, Supervision and Leadership - Books (continued)

**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. It is also available in audio book as AC0023.

**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! Guide to Managerial Communication: Effective Business Writing and Speaking.** Mary Munter, 2000. (HF 5718 M971g 2000).

This book explains an overall strategy for professional communication, as well as discussing specific issues related to writing and speaking effectively.

**NEW! The Hands-Off Manager: How to Mentor People and Allow Them to Be Successful.** Steve Chandler, 2007. (HF 5385 C456h 2007).

This book teaches managers how to coach and mentor employees rather than hover over their shoulders and goad them into action. It gives excellent stories and examples to teach ways to motivate individual employees.

**NEW! The Handbook for Leaders: 24 Lessons for Extraordinary Leadership.** John H. Zenger and Joe Folkman, 2004. (HD 57.7 Z54h 2004 RHB).

The ability to lead is more than a natural gift. Studies show that leadership is a concrete and learnable skill, one that can be acquired and honed by studying and applying specific proficiencies, attitudes and habits. This concise book teaches 24 lessons to build extraordinary leaders.

**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.

**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.

**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! I Quit But Forgot to Tell You: Attacking the Spreading Virus of Disengagement.** Terri Kabachnick, 2006. (HF 5549.5 R58 K11i 2006).

This book explains how to notice signs of employee disengagement or burnout and then offers advice about how to get the employee back on track.

**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.

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## Management, Supervision and Leadership - Books (continued)

**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.

**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.



**NEW! Influencer: The Power to Change Anything.** Kerry Patterson, 2008. (BF 774 I43 2008).

This book explains how you can have more influence with the people in your life. It explains how to change the way you change minds; how to make the undesirable desirable; how to surpass your limits; how to harness peer pressure; how to find strength in numbers; how to design rewards and demand accountability; and how to change the environment.

**NEW! The Jossey-Bass Handbook of Nonprofit Leadership and Management.** Robert D. Herman, 2005. (HD 62.6 J84 2005 FIC).

This book offers a comprehensive description of effective leadership and management practices that are needed in nonprofit organizations. Leading experts in the nonprofit field discuss common issues, managing operations, developing and managing financial resources, and how to manage people.

**NEW! Keeping Employees Accountable for Results: Quick Tips for Busy Managers.** Brian Cole Miller, 2006. (HF 5549.5 R3 M647k 2006).

This book provides checklists, how-tos and other tools managers need to help their people accomplish more. Moving beyond the annual performance review which only evaluates what already occurred, the book helps managers set expectations, monitor progress, give feedback and follow through. The book is light on theory and heavy on practical application.

**NEW! Lead Right: Every Leader's Straight-Talk Guide to Job Success.** Steve Ventura, 2008. (HD 57.7 V468 2008).

This booklet is a quick summary of basic leadership principles. It provides a collection of ideas and proven strategies guaranteed to help the reader become a leader that employees will want to follow.

**NEW! The Leader's Guide to Storytelling: Mastering the Art and Discipline of Business Narrative.** Stephen Denning, 2005. (HD 30.3 D411 2005).

This guide explains how to tell the right story at the right time in order to create organizational change. This book shows how storytelling is a way to handle challenges of leadership: sparking action, getting people to work together, and leading people into the future.

**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.



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## Management, Supervision and Leadership - Books (continued)

**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 Defined.** 2005. (BF 637 L4 L434 2005).

This book contains interviews by David E. Wright with the following leaders: Alexander M. Haig, Jr., John R. Myers, Patrick J. Atkinson, Warren Linger, Veronica J. Holcomb, Rick Houcek, Bill Blades, Warren Bennis, Alison R. Brown, Jack Barry, Mark Fulton, George Ritcheske, Robert McMahan, Vince Crew, Alan Keyes, Darryl C. Walls, Wes Sime, Sharon McGee, Don W. Hooper, Patricia Ball, Joanne G. Sujansky, Stan Craig, Gary Minor, Paula K. Switzer, Pay Mayfield, and Richard Tyler.

**NEW! Leadership in Action: How Effective Directors Get Things Done.** Paula J. Bloom, 2003. (751 B655 2003 ECI).

This book helps early childhood directors understand the subtle but important distinction between leadership as a role and leadership as a set of skills and competencies that can be supported and nurtured at all levels of the organization. The book is filled with practical suggestions and lively examples.

**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.

**NEW! Level Best: How Small and Grassroots Nonprofits Can Tackle Evaluation and Talk Results.** Marcia Festen, 2007. (HD 62.6 F418 2007 FIC).

This book explains the power of evaluation for a nonprofit organization. It gives a simple evaluation framework, describes how to plan the evaluation; and how to ask the right questions. It then discusses how to learn from and use the information retrieved from an evaluation.

**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.

**NEW! Making a Difference By Being Yourself: Using Your Personality Type at Work and in Relationships.**

Gregory E. Huszco, 2008. (BF 698.3 H972m 2008).

This book based on the Myers-Briggs Type Indicator identifies four core personality types and discusses how those types are reflected in the workplace. It discusses Stabilizers (STs), Harmonizers (SFs), Catalysts (NFs) and Visionaries (NTs).

**NEW! Making the Most of Meetings: A Practical Guide.** Paula J. Bloom, 2002. (755 B655m 2002 ECI).

Skill in facilitating meetings is essential for effective program management of early childhood organizations. This book is filled with practical tips and techniques to lead engaging and productive meetings with many different types of participants: staff, parents, board members and more.

**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.

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## Management, Supervision and Leadership - Books (continued)

**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.

**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.

**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! Measuring Performance in Public and Nonprofit Organizations.** Theodore H. Poister, 2003. (HD 58.9 P755m 2003 FIC).

This book offers a comprehensive resource for designing and implementing effective performance measurement systems at the agency level. The ideas, tools and processes in this book will help organizations develop measurement systems to support results-oriented management approaches.

**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! The Mission Primer: Four Steps to an Effective Mission Statement.** Richard D. O'Hallaron, 2004. (HD 30.28 O36m 2004 FIC).

This is a concise guidebook that teaches how to develop, evaluate and manage an effective mission statement for an organization. It is intended for any group of people who are organized for any purpose. It outlines a simple four-step method for developing effective mission statements necessary to achieve the culture of a successful organization. The CD-ROM contains a facilitator packet.

**More Quick Team-Building Activities for Busy Managers: 50 New Exercises that Get Results in Just 15 Minutes.** Brian Cole Miller, 2007. (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.

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## Management, Supervision and Leadership - Books (continued)

**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.

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

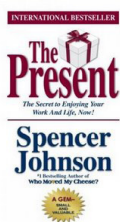
This guidebook puts "action" in action learning, demonstrating how and why this method for addressing complex organizational challenges works. Leaders tell the story of the power of action learning to create new products, improve service quality and transform organizational cultures.

**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.

**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.



**The Present: The Gift that Makes You Happy and Successful at Work and in Life.** Spencer Johnson, 2003. (BJ 1481 J69p 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.

**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.

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## Management, Supervision and Leadership - Books (continued)

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

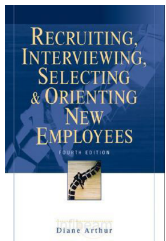
This book provides leaders in the health care industry with the skills they need to ensure that their organizations are guided accurately and effectively through periods of transformation.

**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.

**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! Recruiting, Interviewing, Selecting and Orienting New Employees.** Diane Arthur, 2006. (HF 5549.5 A788r 2006).

This book is a practical guide for anyone involved in the recruitment, interviewing, selection, or orientation steps of the employment process. This edition also includes information on electronic recruiting, applicant testing, new interview methods, and documentation issues.

**NEW! Refuse to Choose!: A Revolutionary Program for Doing Everything that You Love.** Barbara Sher, 2006. (480.3 S551r 2006 RHB).

This inspiring book helps readers who have lots of different interests discover what it is they truly love and suggests careers that will help them develop those interests and make a living at the same time.

**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.

**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.

**NEW! Retreats that Work : Everything You Need to Know about Planning and Leading Great Offsites.** Merianne Liteman, 2006. (HD 30.4 L776r 2006).

This book explains how to plan all the details that will make a management retreat successful. It includes exercises to facilitate a strategic planning retreat, a culture change retreat, a relationship-building or teamwork retreat, and a creativity and innovation retreat. It also discusses what to do when things go wrong and how to follow through after the retreat. The CD provides additional information from that provided in the book.

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## Management, Supervision and Leadership - Books (continued)

**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 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.

**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).

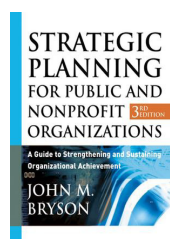
This book challenges our assumption that trust is a soft, social virtue, and instead demonstrates that it is a hard-edged economic driver. It is a learnable and measurable skill that makes organizations more profitable, people more promotable and relationships more energizing. He shows leaders how to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

**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.



**NEW! Strategic Planning for Nonprofit Organizations: A Practical Guide and Workbook.**

Michael Allison, 2005. (HD 62.6 A439s 2005 FIC).

A strategic plan helps an organization set priorities and acquire the resources needed to achieve its goals. This book shares the knowledge and tools needed to develop and implement successful strategic plans, including worksheets, checklists and tables (on the CD-ROM). A case study is also included to show the practical application of the strategic planning process.



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## Management, Supervision and Leadership - Books (continued)

**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.

**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.

**NEW! Training Games: Simple and Effective Techniques to Engage and Motivate Learners.** Steve Sugar, 2003. (HM 133 S933t 2003).

This book explains why and how to use games to create memorable training experiences for adults. It gives step-by-step tips, tools and guidance for game design selection, preparation and facilitation.

**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.

**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.

**NEW! What Type Am I?: Discover Who You Really Are.** Renee Baron, 1998. (BF 698.3 B265w 1998).

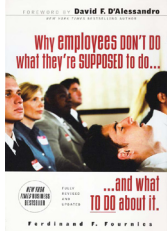
This book helps readers assess their individual preferences in four basic areas: how they relate to the world, take in information, make decisions, and manage their life. The basic types are explained so that readers can use the knowledge to enrich their lives. There is information about strengths and weaknesses for each personality type.

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## Management, Supervision and Leadership - Books (continued)

**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.



**NEW! Why Employees Don't Do What They're Supposed to Do and What to Do About It.** Ferdinand F. Fournies, 2007. (HF 5549.12 F778w 2007).

This book helps managers handle the top ten situations in which employees do not perform the way they should, including a detailed analysis of the causes and the plans for preventing the same problems later. It also discusses outsourcing, temp workers, flex time, telecommuting and technology.

**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.

**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.

**NEW! Workshop Essentials: Planning and Presenting Dynamic Workshops.** Paula J. Bloom, 2000. (550 B655 2000 ECI).

This book presents the information and tools needed to plan and implement professional development workshops that ignite a passion for learning. It also presents the theoretical and practical strategies needed to learn how to organize ideas, set up the learning environment, deal with anxiety, and succeed.

**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.

**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.

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## Management, Supervision and Leadership - Audiovisuals (continued)

**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.

**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. 2008. (DD0210).

Jan Finch presented this conference on May 15, 2008. She gives an overview of ethical principles, includes an exercise to clarify values and summarizes the GIFT approach to ethical problem solving. 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. NOTE: This DVD-Rom only plays on Windows Media Player and Real Player software.

**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?

**NEW! Extraordinary Leader: Turning Good Managers into Great Leaders.** 300 min. 2005. (AC0024).

Leadership is a skill that can be consciously learned and developed by anyone. This audio book on compact disc identifies the competencies necessary for effective leadership by analyzing the responses of tens of thousands of workforce members as they describe what makes a great leader.

**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.

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## Management, Supervision and Leadership - Audiovisuals (continued)

**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.

**NEW! Invisible Employee: Realizing the Hidden Potential in Everyone.** 240 min. 2006. (AC0025).

These audio compact discs focus on how managers can lead people from obscurity to achievement and take companies from ordinary to extraordinary by something as simple as setting a guiding vision, providing rewarding work, and then recognizing the right behaviors.

**NEW! Life is Not a Stress Rehearsal.** 47 min. 2006. (DV0422).

Loretta LaRoche uses humor to teach how to laugh while you learn, and learn to laugh at yourself. She urges viewers to use common sense to work to reduce the stress in their lives. Included are fun, practical exercises for discovering what's really important to you.

**NEW! Love 'em or Lose 'em.** 270 min. 2005. (AC0026).

Beverly Kaye and Sharon Jordan-Evans offer three key messages: 1) engaging and keeping good people is a perennial issue; 2) the manager is in charge; and 3) there are 26 straightforward, tested strategies you can use to engage and retain your talented employees.

**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.

**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.

**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.

**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.

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## Management, Supervision and Leadership - Audiovisuals (continued)

**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.

## Management, Supervision and Leadership - Multimedia

**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.

**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.

**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.

**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.

**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.



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## 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.

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>.

Other interesting websites:

The Centers for Disease Control (CDC) has issued a new factsheet on Tourette Syndrome. See <http://www.cdc.gov/ncbddd/tourette/default.htm>.

There is also an article published in the *Morbidity and Mortality Weekly Report* (MMWR) on the "Prevalence of Diagnosed Tourette Syndrome in Persons Aged 6--17 Years --- United States, 2007," June 5, 2009 / 58(21);581-5. See <http://www.cdc.gov/mmwr/preview/mmwrhtml/mm5821a1.htm>.

The CDC also issued new "Guidelines for Animals in School and Child-Care Settings" in the *MMWR Recommendations and Reports*, Appendix D, May 1, 2009 / 58(RR05);20-21. See <http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5805a5.htm>.

## Featured Journal Article

Hall W, Irvine V. **E-communication among mothers of infants and toddlers in a community-based cohort: a content analysis.** *J Adv Nurs.* 2009 Jan;65(1):175-83.

**AIM:** This paper is a report of a study to explain how mothers used a community based, cohort-based electronic communication system. **BACKGROUND:** Early psychosocial support for families is regarded as inadequate. Employed women with young children can feel isolated from other families. Most parent e-mail lists are in a read-only format, with parents receiving informative e-mails from a corporation or a commercially motivated initiative. In an increasingly virtual age, it is important to examine parents' use of online support groups initiated by parents. **METHOD:** We used a qualitative descriptive design to conduct an inductive content analysis of archived threads of e-mail from 40 middle class Canadian mothers involved in a grass-roots online support cohort that shared birth year and geographical community. Two hundred and ninety-two pages of single-spaced mother-based communication that occurred from June 2004 to May 2005 were analysed. **FINDINGS:** Mothers used cohort-based electronic communication to build a local community, request and provide emotional support, share information and facilitate learning, and provide validation for the 'normalcy' of other women's mothering experiences. They shared stories and feelings, expressed sympathy, offered accolades, expressed appreciation for shared experiences, conveyed gratitude for support, and shared beliefs and expectations. Mothers anticipated childrearing difficulties shared strategies, exchanged advice, confirmed others' strategies and shared information. **CONCLUSION:** Women in particular geographical areas can use asynchronous mail systems to share information with and obtain support from other mothers. Cohort-based electronic communication could be particularly important in rural areas where travel is restricted for women and access to professional support is limited.

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Early Childhood Report - June 2009

# Early CHILDHOOD Report

Children With Special Needs & Their Families

VOLUME 20, ISSUE 6

JUNE 2009

## LEGAL SPOTLIGHT

### YOU BE THE JUDGE

Did this district err in finding a child ineligible for IDEA services? **Page 2**

### WASHINGTON WATCH

Obama agrees with Bush on Even Start elimination; don't merge stimulus, regular funds in accounting. **Page 3**

### DECISIONS & GUIDANCE

Read recent judicial rulings and SEA decisions. **Pages 10-12**

#### Quick Tip

School districts are urged to focus a portion of their IDEA money under the American Recovery and Reinvestment Act toward professional development. With an increase in the number of autism diagnoses nationwide, consider spending some ARRA dollars on autism-related training for staff regarding behavior management and early childhood instruction. The benefit: Staff members can train novice teachers. See **page 7**. ■

## COVER STORY

### Cultivate specialized staff to construct early childhood behavior assessment

LAS VEGAS—Early intervention behavior assessment is surfacing as a major issue. That's why only professionals with extensive backgrounds in behavior management should create programs that address individual preschoolers' needs, advised a parent attorney at LRP's 30th Annual National Institute on Legal

Issues of Educating Individuals with Disabilities®. Deborah Mattison, of Wiggins, Childs, Quinn & Pantazis in Birmingham, Ala., said legal and regulatory trends at the state and federal levels are expanding districts' pre-K roles, yet many districts are unprepared for these new responsibilities — especially when it comes to providing behavioral assessment. Learn how you can stay ahead. **Full story, page 4.**

#### IFSP training

IFSPs require your attention to three services often overlooked in the IEP process. Make sure you know what they are. **Page 4**

## HIGHLIGHTS

### Follow suit that aims to protect early intervention services

A class action suit filed in Arizona that challenges the legality of various budget cuts made by the state Legislature could spur similar suits across the nation. **Page 5**

### MOE may prevent states from getting Part C ARRA funds

An IDEA provision may block some states from tapping into an extra \$500 million in Part C stimulus funds because they adopted budgets that trim spending. **Page 6**

### Eye on Autism: Schools look to transition, behavior support

Learn how some pupil services directors plan to designate stimulus money toward staff training on autism. **Page 7**

### Don't miss symptoms of eating disorders in young girls

Eating disorders among young children may be more prevalent than you think. Familiarize yourself and your staff with the subtle signs. **Page 8**

### Intervene quickly for students who stutter

Prevent stuttering from turning into a qualifying and costly disability by adding parent education to your early intervention toolkit. See how. **Page 9**

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Infant Mental Health Journal - May/June 2009

VOLUME 30 • NUMBER 3 • MAY-JUN 2009

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