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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 – DVDs**

**4 keys to effective leadership: what every manager needs to know and do.** 120 min. 2009. (DD0307).

This 4-DVD set features Ken Blanchard with guest speaker Vicki Halsey. It outlines Blanchard's philosophy of how to become an effective leader. He discusses the importance of having the right target, treating your customers right, treating people right, and having the right kind of leadership.

**7 habits of highly effective people: foundational principles.** 100 min. 2008. (DD0313).

In this DVD, Stephen R. Covey gives viewers an overview of the seven habits. He explains three-person teaching to viewers.

**Addressing diversity.** 20 min. 2007. (DD0370).

Building strength from employee differences is crucial to your bottom-line success. This DVD helps employees understand and appreciate diversity. Participants learn about the consequences of stereotyping, what to do if they suspect there is a diversity problem, and six techniques to encourage understanding and acceptance within the workplace.

**Building strategic alliances.** 9 min. 2010. (DD0596).

This program was filmed in Australia. Strategic alliances are a hot topic as businesses clamber for market share. But what exactly are strategic alliances and how are they formed? What are the benefits and pitfalls? In this program, a managing director offers a wealth of experience in starting and maintaining strategic alliances and provides some practical insights into how they could work for an organization. Topics covered include ideas for a strategic alliance, choosing the right company, anticipating problems, avoiding pitfalls, and more. This DVD is also available as a streaming video.

**Celebrating the achievement.** 58 min. 2005. (DD0375).

Short clips in this DVD give managers examples of how to present performance awards and service awards in a group setting. Viewers will learn what to say to bond employees to the team and how to avoid common presentation mistakes.

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## Management, Supervision, and Leadership – DVDs (continued)

**Communication skills for project and team management.** 30 min. 2009. (DD0315).

This DVD-Rom reviews the importance of social skills, communication skills, interviewing skills, and team building skills for managers. The companion CD-Rom includes browser-readable screens and additional videos.

**Communication skills: what everyone needs to know.** 30 min. 2006. (DD0371).

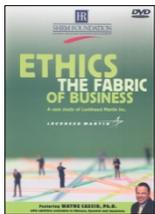
This DVD covers the topics of mastering body language, engaging in small talk, building confidence, and choosing the best mode of communication. It also provides advice on writing, how to deliver bad news, and resolving conflicts.

**Diversity in the workplace.** 23 min. 2012. (DD0620).

This program was filmed in Australia. In workplaces, as in any other part of society, people are diverse. Using dramatized scenarios, this program shows how a wide range of personnel can work together successfully. Topics covered include the scope of diversity, responding sensitively, knowing the guidelines, communicating appropriately, and building on diversity.

**NEW! Employee awareness series: workplace essentials.** 58 min. 2013. (DV0905).

In the segment *Right attitude, right results: understanding mindsets and belief systems* managers learn how they can influence the negative behavior of their employees.



**Ethics: the fabric of business.** 19 min. 2007. (DV0690).

In this age of accounting scandals and corporate wrongdoing, progressive organizations are seeking ways to foster a more ethical corporate culture. This DVD profiles Lockheed Martin, Inc. and explores their work in promoting ethics in the workplace. An 11-minute version is also included on the DVD. The program may be viewed with subtitles in Spanish.

**NEW! Employment relations and conflict resolution.** 23 min. 2012. (DV0935).

Conflict is inevitable in organizations and all personnel should know how to deal with it appropriately. This program examines employee relations and workplace conflict, using interviews with experts to explore the nature of workplace disputes, the role of managers, and the human resources department in handling them, and effective strategies for their resolution.

**Finding the words finding the ways: exploring reflective supervision and facilitation.** 136 min. 2012. (DD0614).

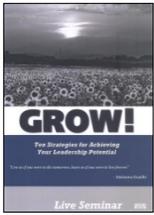
This training DVD includes four supervisory scenarios. Each vignette presents a common supervisory dilemma showing how supervisor and practitioner work together to formulate an appropriate plan of action. In scenario 1 the supervisor helps the teacher calm down enough to be able to think clearly and use her many skills to address a difficult classroom situation. In scenario 2 an experienced clinician works with her protégé to help a family dealing with depression, distress, and conflict. In scenario 3 a supervisor and speech therapist work through a conflict between the therapist and a family. In scenario 4 a supervisor and home visitor discuss boundary issues.

**Great minds series.** 2006. (DV0588-DV0595).

These meeting openers without dialogue contain quotes from Amelia Earhart, Harry S. Truman, Vince Lombardi, Dr. Martin Luther King Jr., Teddy Roosevelt, and others on subjects such as leadership, character, innovation, motivation, diversity, and teamwork.

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## Management, Supervision, and Leadership – DVDs (continued)



**NEW! Grow: ten strategies for achieving your leadership potential.** 2007. (DV0885).

Effective leaders recognize the importance of continuous learning and personal development. They are also dedicated to empowering and training others. David Rendall offers ten proven methods for leadership development, including five strategies for personal growth and five strategies for developing other leaders.

**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! Igniting bold leadership: how to create a culture of risk-taking and collaboration.** 57 min. 2014. (DV0884).

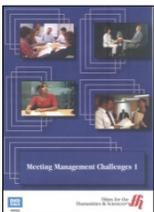
Innovation and positive change come about when people step out of their comfort zones and take risks. When you create an atmosphere that rewards innovative thinking, team members come up with ideas that break through old thinking and protect your organization from stagnation. Collaboration is also a key factor in bringing out the best in yourself and others. When we connect and share insights and ideas, everybody advances. In this seminar, speaker Libby Gill shares practical strategies, captivating stories, and powerful insights that motivate people to take action.

**It's about respect: recognizing harassment in a diverse workplace.** 19 min. 2013. (DV0849).

This program is set in an office environment and uses humor to expose typical hostile environment scenarios. Dramatized re-enactments with characters who have been harassed, often innocently, effectively portray the target's perspective. It defines harassment and explains harassment based on sex, age, appearance, national origin, and religion.

**NEW! Magic of we session starter.** 8 min. 2004. (DV0910).

The program is on a DVD-R. This DVD will help you start your training sessions with the story of Snapper Lawnmower's turnaround from loss to profit. Through a focused effort, their top executives, managers, and team members were able to put aside differences and discover ways to resolve a number of serious planning problems.



**NEW! Meeting management challenges.** 11 min. 2012. (DV0924).

What are the most effective ways of responding to employee issues? This video is an ideal resource for any manager wanting greater insight into their employees and various strategies for dealing with difficult situations. Learning points include posting inappropriate information on social media web sites, breaches in confidentiality, covering up mistakes, downturns in performance, and workplace bullying.

**NEW! Meeting management challenges 2.** 11 min. 2012. (DV0925).

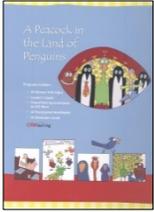
Successful resolution of problems among colleagues is a vital aspect of good management. This video leads viewers through ways to deal with unreasonable demands, individuals who are not team players, speaking without thinking, and dealing with poor job performance.

**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.

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## Management, Supervision, and Leadership – DVDs (continued)



**NEW! Peacock in the land of penguins.** 10 min. 2002. (DV0908).

This program is restricted to Texas state Health and Human Services employees. This animated program illustrates employee empowerment, effective communication, team building skills, and creativity within the context of diversity. When Perry the Peacock and his exotic feathered friends arrive in the homogenous Land of Penguins they have trouble fitting in, despite their talent and intelligence. However, when Perry and his friends save the island from an attacking pack of wolves, the penguins realize that in their ever-changing world, all birds would have to appreciate each other's skills and contributions.

**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! Practical coach 2.** 26 min. 2014. (DV0861).

The simplicity of letting employees know that what they do matters to you, remains the central message for those who supervise others. This program identifies the three most critical times to intervene as a coach. Managers are urged to intervene when they see good work, poor work, and a dead-end road. Managers are given specific examples of how to coach employees through each situation.

**Reflective supervision for infant mental health practitioners.** 136 min. 2012. (DD0613).

This DVD features infant mental health mentors Douglas Davies, Julie Ribaud, Deborah Weatherston, and William Schafer, and infant mental health practitioners Vicky Novell, Katie Bresky, Carla Barron, and Stefanie Hill. It presents four spontaneous unrehearsed reflective supervision sessions. Each session provides a window into reflective supervision experiences and offers opportunities to consider essential elements of the reflective process. Sessions are followed by a brief training guide and questions.

**NEW! Respectful communicator.** 15 min. 2011. (DV0859).

This DVD is restricted to employees of the Texas Health and Human Services agencies and their contractors. In today's diverse workplace, a number of things can undermine successful communication, including a perceived lack of respect or inclusion. This program shows how taking a few extra steps can keep misunderstandings to a minimum. It illustrates how to communicate clearly without demeaning, devaluing, or offending others.

**Seeing forward.** 20 min. 2008. (DV0688).

3M is consistently recognized as one of the world's most innovative and admired companies and one of the best companies for leaders and aspiring leaders. This DVD explores 3M's outstanding succession planning and leadership development process. It contains 20 minute and 10 minute versions of the program and a menu of available subtitles in Spanish, Chinese, and Korean.

**Seven keys to a positive mental attitude.** 25 min. 2005. (DD0490).

This program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

**NEW! Take ten volume 3: ten minute leadership lessons for teams.** 100 min. 2013. (DV0866).

This DVD contains leadership lessons presented by well-known authors and speakers from the Global Leadership Summit faculty. Topics include decision making (Steven Sample), leading change (Henry Cloud), culture (Jessica Jackley), conflict management (Dr. William Ury), developing leaders (Craig Groeschel), mental toughness (Geoffrey Canada), and setting priorities (Bill Hybels).

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## Management, Supervision, and Leadership – DVDs (continued)

**Trust travels.** 19 min. 2007. (DV0689).

Organizations today struggle to build a workplace based on trust and values such as honesty, integrity, and respect. Starbucks is a company that has succeeded because it has stayed true to its core values. With 137,000 employees in 40 countries, Starbucks demonstrates that trust and values can travel to different cultures. This DVD explores how Starbucks achieves financial success by treating employees well.

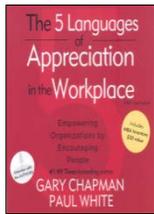
**Twenty first century leadership.** 80 min. 2007. (DD0314).

Viewers will learn how to motivate and positively connect with a team, how to use a coach for outstanding results, the secrets of exceptional managers, how to manage different people differently, and how to help people clarify their goals.

**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.

## Management, Supervision, and Leadership – Audio Books



**5 languages of appreciation in the workplace.** 390 min. 2011. (AC0031).

Dr. Gary Chapman and Dr. Paul White give advice on how to express genuine appreciation to coworkers and staff even on a tight budget. They give tips on how to increase loyalty with the employees and volunteers in your organization, reduce cynicism, and individualize expressions of appreciation.

**7 habits for managers: managing yourself, leading others, unleashing potential.** 77 min. 2007. (CA0017).

The proven principles of the 7 Habits are applied to leadership roles as Stephen Covey teaches managers and other leaders how to define their contributions, develop greater influence, leverage hidden resources, give constructive feedback, and unleash the full potential of their team against critical priorities.

**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 five styles of conflict resolution. Teams will learn how to recognize dangerous symptoms of fragmentation and how to keep teams immune from burnout.

**The genius in all of us: why everything you've been told about genetics, talent, and IQ is wrong.** 300 min. 2010. (AC0030).

Journalist David Shenk debunks the long-standing notion of genetic giftedness, and presents scientific research showing how greatness is in the reach of every individual. The problem isn't our inadequate genetic assets but our inability to tap into what we already have. Individual destinies are a product of the complex interplay between genes and outside stimuli.

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## Management, Supervision, and Leadership – Audio Books (continued)

**Invisible employee: realizing the hidden potential in everyone.** 240 min. 2006. (AC0025).

This book on compact disc focuses 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.

**Leading change.** 350 min. 2007. (CA0033).

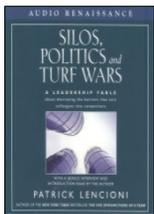
This book on compact disc, based on the author's twenty-five years of business experience, discusses what it will take to bring organizations successfully into the twenty-first century. It is inspiring, clear-headed, and filled with important implications for the future. The author emphasizes the critical need for leadership to make the change happen and provides the vicarious experience and positive role models for leaders to emulate. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**NEW! Power of purpose.** 240 min. 2006. (AC0037).

Crystal Jonas teaches listeners how to use more of their brain power and apply it to their personal growth and professional development. The principles outlined in this program will help listeners set high quality goals, visualize those goals, and apply themselves to achieving those goals with focus and determination.

**Real leadership: the 101 collection.** 280 min. 2006. (CA0018).

John C. Maxwell gives instructions on relationships, equipping, attitude, and leadership. He also teaches about influence, integrity, vision, problem solving, team building, and self-discipline.



**NEW! Silos, politics, and turf wars: a leadership fable.** 30 min. 2006. (AC0038).

Patrick Lencioni addresses the costly and maddening issue of silos, the barriers that create organizational politics. Silos devastate organizations, kill productivity, push good people out the door, and jeopardize the achievement of corporate goals. This work of fiction tells the realistic story of Jude Cousins, an eager young management consultant struggling to launch his practice by solving one of the more universal and frustrating problems faced by his clients. Through trial and error, he develops a simple yet ground-breaking approach for helping them transform confusion and infighting into clarity and alignment.

**Too many bosses too few leaders.** 480 min. 2011. (AC0028).

Rajeev Peshawaria introduces three core principles that are the foundation of the best leadership. Great leaders clearly define their purpose and values. Nobody can motivate another person because everyone comes pre-motivated. A leader's job is not to directly produce results but to create the conditions that will harness the energy of others.

**You don't need a title to be a leader.** 150 min. 2006. (CA0011).

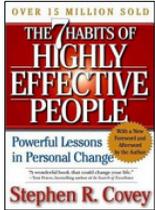
Mark Sanborn tells how each of us can be a leader and make a positive difference, whatever our title or position. His anecdotes and stories illustrate how to take control of your life.

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## Management, Supervision, and Leadership – Books

**The 3<sup>rd</sup> alternative.** Stephen R. Covey, 2011. (BF 449 C873t 2011).

This book outlines an approach to conflict resolution and creative problem solving that draws on the techniques of thinkers from a broad range of disciplines to explain how to incorporate diverse viewpoints for win-win solutions. This title is also available as a book on compact disc as AC0029.



**The 7 habits of highly effective people: restoring the character ethic.** Stephen R. Covey, 2004. (BF 637 S8 C873 2004).

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 title is also available in audio book as CA0027.

**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.

**NEW! 8 keys to eliminating passive-aggressiveness: strategies for transforming your relationships for greater authenticity and joy.** Andrea Brandt, 2013. (WM 190 B821 2013 RHB).

Brandt offers effective methods for transforming passive-aggression into healthy assertiveness. She provides advice for all participants in relationships characterized by passive-aggressiveness: spouses, co-workers, supervisors, and employees.

**The 8th habit: from effectiveness to greatness.** Stephen R. Covey, 2004. (BF 697 C873 2004).

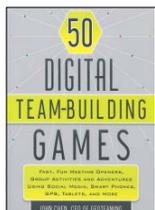
This book describes principles of personal and organizational leadership, that when lived, inspire deep commitment and magnificent levels of service and satisfaction. This title is also available in audio book as AC0002.

**12 Choices that lead to your success.** David Cottrell, 2005. (485 C851 2005 RHB).

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

**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.



**50 digital team building games: fast, fun meeting openers, group activities, and adventures using social media, smart phones, GPS, tablets, and more.** John Chen, 2012. (751 C518 2012 RHB).

This book shows managers, facilitators, and speakers how to use technology to increase loyalty and productivity among staff members. It offers fun, energizing meeting openers, team activities, and group adventures for business teams, using Twitter, GPS, Facebook, smartphones, and other technology. The games can be played in-person or virtually, and range from 5-minute ice-breakers to a four-hour GPS-based adventure. The activities help teams and groups get comfortable with technology, get to know each other better, build trust, improve communication, and more. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

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

**101 tough conversations to have with employees: a manager's guide to addressing performance, conduct, and discipline challenges.** Paul Falcone, 2009. (HF 5549.5 E42 F182 2009 RHB).

This book provides sample dialogues a manager can use to facilitate clear, direct interactions with employees about topics that can be very awkward. Topics include uncomfortable workplace situations; poor work habits and job performance concerns; inappropriate workplace behavior and conduct; and corporate actions like layoffs or firing.

**101 ways to have a great day at work.** Stephanie Davidson, 2006. (HF 5549.5 J63 D253 2006).

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

**212 degrees: the extra degree.** Samuel L. Parker, 2005. (HD 57.7 P243 2005).

This book begins with the notion that one extra degree of heat turns water into steam which can power an engine. It helps the reader understand through examples and thoughts that totally different results are possible by applying one extra degree of effort.

**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. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**2600 phrases for setting effective performance goals: ready-to-use phrases that really get results.** Paul Falcone, 2011. (HF 5549.5 F183 2011).

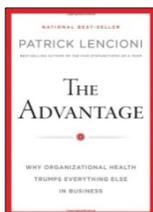
This book goes beyond a list of phrases for managers to use in setting performance goals. It also provides wisdom and guidance on how to lead a team more effectively and inspire team members to reach higher levels of individual achievement. It includes phrases that would be useful for different kinds of positions. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**365 ways to motivate and reward your employees every day with little or no money.** Dianna Podmoroff, 2005. (HF 5549.5 I5 P742 2005).

This book is packed with hundreds of simple and inexpensive ways to motivate, challenge, and reward your employees. Case studies from actual companies are included.

**Achieving competencies in public service: the professional edge.** James S. Bowman, 2010. (JF 1351 B787 2010).

Public service requires that its workforce have technical, ethical, and leadership abilities. This book describes what it means to be a professional public servant. It includes examples, case studies, and profiles.



**The advantage: why organizational health trumps everything else in business.** Patrick Lencioni, 2012. (HD 58.9 L563a 2012).

In this book, the author brings together his vast experience and many of the themes cultivated in his other books and delivers a cohesive and comprehensive exploration of the unique advantage organizational health provides. Simply put, an organization is healthy when it is whole, consistent, and complete, when its management, operations, and culture are unified. Healthy organizations outperform their counterparts, are free of politics and confusion, and provide an environment here star performers never want to leave.

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

**Agile estimating and planning.** Mike Cohn, 2006. (QA 76.76 D47 C678 2006).

This book helps readers estimate and plan projects that continually change. It shows how to get the job done, with real-world examples and case studies. Highlights include explaining what agile planning is, how to estimate and when to re-estimate, how to prioritize features, how to split large features into smaller ones, how to plan iterations, and how to estimate projects that have multiple teams.

**Am I the only sane one working here?: 101 solutions for surviving office insanity.** Albert J. Bernstein, 2009. (HF 5548.8 B531a 2009).

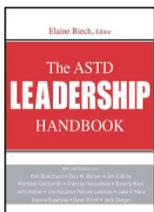
Gossipy coworkers, unmanageable managers, and cranky clients are creating stressed-out employees. When things are crazy, employees may not be able to control how others behave, but they can learn how to change their response. This book gives useful workplace skills to help everyone have a more pleasant work environment.

**Appreciative inquiry for collaborative solutions: 21 strength-based workshops.** Robyn Stratton-Berkessel, 2010. (550 S911 2010 RHB).

Appreciative inquiry (AI) offers training professionals a powerful, life-centric approach to leading and facilitating change. It taps into the need for positive and engaging ways to advance communication, relationships, and results within organizations. This book is a practical resource, providing an overview of AI's positive psychology and strength-based change methods.

**NEW! Ask for it: how women can use the power of negotiation to get what they really want.** Linda Babcock, 2008. (HD 6054 B333 2008 RHB).

Whether it's a raise, that overdue promotion, an exciting new assignment, or even extra help around the house, this four-phase program, backed by years of research and practical success, will show women how to recognize how much more they really deserve. It will help them to maximize their bargaining power, develop the best strategy for their situation, and manage the reactions and emotions that may arise.

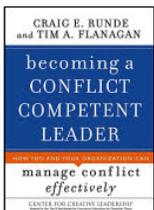


**NEW! ASTD leadership handbook.** 2010. (HD 57.7 A883 2010).

This book is a compilation of insights, ideas, and tools that will enable individuals, teams, and organizations to develop their leadership capabilities. Topic areas covered in the book are leadership competencies, leadership development, attributes of successful leaders, contemporary leadership challenges, and broadening the leadership discussion.

**The back of the napkin: solving problems and selling ideas with pictures.** Dan Roam, 2009. (HD 30.29 R628b 2009).

This book tries to enhance one's analytical skills by building up one's intrinsic creative abilities. This is a primer for business leaders on how to develop ideas and enable faster results using to-the-point visual methods.



**Becoming a conflict competent leader: how you and your organization can manage conflict effectively.** Craig E. Runde, 2007. (HD 57.7 R941b 2007).

This book combines research, conceptual models, practitioner experience, and stories that highlight core conflict competencies. Leaders will learn conflict dynamics, self-awareness, self-control, how to prevent destructive responses and foster constructive responses to conflict, and how to build conflict competent organizations.

**Being the boss: the 3 imperatives for becoming a great leader.** Linda A. Hill, 2011. (HF 5549.12 H646 2011).

This book explains why many managers become stuck on their way to becoming great bosses. The book explains how to become a great boss, what great bosses actually do, and where one stands compared to where one should be. The three imperatives the book describes are manage yourself, manage your network, and manage your team.

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

**Best practices for training early childhood professionals.** Sharon Bergen, 2009. (560 B495 2009 ECI).

This book provides information to build a sound framework for organizing, planning, and setting goals for trainings of early childhood staff. It gives an understanding of how adults learn and effective ways to train staff members who differ in age and experience. Methods, activities, and exercises are included along with suggestions for evaluating the effectiveness of the training.

**Beyond performance management: why, when, and how to use 40 tools and best practices for superior business performance.** Jeremy Hope and Steve Player, 2012. (HD 58.9 H791 2012 RHB).

The authors critically review forty well-known management tools and practices, from mission statements, balanced scorecards, and rolling forecasts, to key performance indicators, Six Sigma, and performance appraisals. They offer guidance on selecting and implementing the maximum value from each tool based on the characteristics of individual organizations. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.



**Book of road-tested activities.** Elaine Biech, 2011. (HM 133 B724 2011).

This is a collection of classic activities and games used for years by professional, front-line trainers. The book covers classic games and activities with new hooks and variations to encourage audience engagement and participation. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**The boss's survival guide: workplace 911 for the toughest problems today's managers face,** 2<sup>nd</sup> ed. Bob Rosner, Allan Halcrow, and Alan Levins, 2010. (HF 5549 R822b 2010).

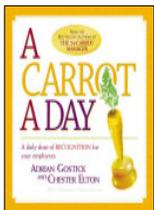
This book discusses the challenges bosses face today, including how to hire the best people, how to let people go legally, how to change an employee's problem behavior, and how to keep people motivated. Each chapter has a short description of the issue, a set of action steps, a section called "Stay out of jail," real life examples, and where to go to get more information.

**Brilliance by design: creating learning experiences that connect, inspire, and engage.** Vicki Halsey, 2011. (HD 58.8 H196 2011).

This book gives ideas, strategies, and practices that engage learners so that they learn more than they would from only lecture. It presents the ENGAGE model: Energize learners; navigate content; generate meaning; apply to real world; gauge and celebrate; and extend learning to action.

**Business succession planning for dummies.** Arnie Dahlke, 2012. (HF 5549.5 M3 D132 2012).

This guide shows managers and human resources staff how to develop a working succession plan and train personnel for a seamless transition. The practice of hiring from within saves time, money, and knowledge.



**A carrot a day: a daily dose of recognition for your employees.** 2004. (HF 5549.5 I5 G682d 2004 RHB).

This toolkit includes a book with daily notes about how and why to recognize employees. It also includes sample thank you cards.

**A carrot a day recognition training: participant workbook.** 2006. (HF 5549.5 I5 G682w 2006 RHB).

This is the workbook used in recognition training using the "Carrot A Day" approach. The training teaches that memorable, high-impact recognition can happen without much time and effort and still bring great results. It explains why recognition is so important, how to recognize more effectively, and how to create a "Carrot Culture" in any organization.

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

**The carrot principle: how the best managers use recognition to engage their people, retain talent, and accelerate performance**, 2<sup>nd</sup> ed. Adrian Robert Gostick, 2009. (HF 5549.5 I5 G682c 2009).

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. This title is also available in audio book as CA0036.

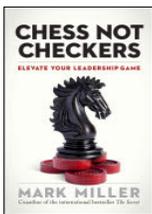
**Carrots and sticks don't work: build a culture of employee engagement with the principles of RESPECT.**

Paul L. Marciano, 2010. (HF 5549.5 M63 M323 2010).

This book discusses the importance of employee engagement and personal responsibility in the workplace and presents a model, RESPECT, in order to build more employee engagement. The model includes building respect for the organization, the supervisor, team members, the work, and individuals. RESPECT stands for recognition, empowerment, supportive feedback, partnering, expectations, consideration, and trust.

**Cases in government succession planning: action-oriented strategies for public-sector human capital management, workforce planning, succession planning, and talent management.** 2008. (JF 1601 C338 2008).

This book presents case studies of how real managers at different levels of government and in different settings addressed the challenges of succession planning and implementation. Besides government succession planning, it also examines human capital management, workforce planning, and talent. This title is available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.



**NEW! Chess not checkers: elevate your leadership game.** Marc Miller, 2015. (HD 57.7 M649c 2015).

As organizations grow in volume and complexity, the demands on leadership change. This is the story of Blake Brown, newly appointed CEO of a troubled company. His new mentor points out that Blake needs to play a different game. The early days of an organization are like checkers; a quickly played game with mostly interchangeable pieces. Everybody does a little bit of everything. But as the organization expands, one has to think strategically, plan ahead, and leverage every employee's specific talents, just like in a game of chess. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Choose your life!: a powerful, proven method for creating the life you want.** Jim Huling, 2007. (263 H912c 2007 RHB).

This book helps readers determine who they really want to be, what they really want to do, how to accomplish their goals and dreams, and conquer their fears.

**Co-active coaching: new skills for coaching people toward success in work and life.** Laura Whitworth, 2007. (BF 637 S4 C652 2007).

This book teaches practical skills for persons who want to learn how to encourage and motivate team members in work and life. It includes what the co-active coaching model and relationship means; how to accomplish it through listening, intuition, curiosity, and self-management. Principles and practices to achieve client fulfillment and balance are given. A coach's toolkit is provided. The CD-ROM includes audio files introducing and demonstrating the co-active coaching model along with sample dialogues, as well as forms and exercises from the coach's toolkit.

**Coach-approach leader.** Steve Gladis, 2012. (HM 141 G542c 2012).

This book explains that the best leaders ask questions more than they give answers. Using a matrix to ask questions helps leaders encourage their people to stop, think, and reflect. Listening and responding to people create the most productive teams. A case study is included to demonstrate the model in practice.

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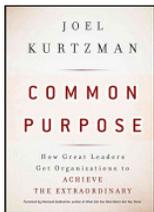
## Management, Supervision, and Leadership – Books (continued)

**Coaching for emotional intelligence: the secret to developing the star potential in your employees.** Bob Wall, 2007. (HF 5549.5 W187 2007).

This book shows managers how to develop emotional intelligence in their employees and in themselves. It is filled with case examples and guidelines to help managers develop superior coaching skills.

**Collaboration: how leaders avoid the traps, create unity, and reap big results.** Morten T. Hansen, 2009. (HD 31 H249 2009).

This book discusses a rigorous approach to help managers separate good collaboration opportunities from bad ones. Examples from well-known companies are given to illustrate the points made by the author. Proven techniques managers can use to achieve cost savings, better innovation, and increased sales are described.

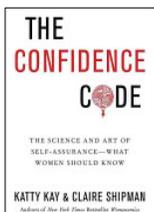


**Common purpose: how great leaders get organizations to achieve the extraordinary.** Joel Kurtzman, 2010. (HD 57.7 K96 2010).

This book tackles the central question of leadership. What is common purpose? It is what happens when a leader brings a group of diverse interests together. It happens when an organization's values, tools, objectives, and hopes are united to reach a common goal. The book features personal interviews with some amazing leaders and demonstrates the principles of leadership in order to achieve common purpose.

**NEW! The compound effect: jumpstart your income, your life, your success.** Darren Hardy, 2013. (QA 276.4 C671c 2012).

This book is based on the principle that decisions shape a person's destiny. Little, everyday decisions will take one either to the life one desires or to disaster. This book is a distillation of the fundamental principles that have guided the most phenomenal achievements in business, relationships, and more. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.



**NEW! The confidence code: the science and art of self-assurance what women should know.** Katty Kay and Claire Shipman, 2014. (BF 575 S39 K39 2014 RHB).

In this book the authors argue that the key reason women are lagging behind in the corporate world is lack of confidence. Combining research in genetics, gender, behavior, and cognition with examples from their own lives and those of other successful women in politics, media, and business offer advice to women on closing the gap and achieving the careers they want.

**Conflict 101: a manager's guide to resolving problems so everyone can get back to work.** Susan H. Shearhouse, 2011. (HD 42 S539 2011).

This book helps managers navigate relationships, build compromises and collaborations, and channel the energy of disagreements into positive results. It helps managers build trust among coworkers, harness negative emotions, encourage apologies, and use a solution-seeking approach to resolving employee differences. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Creating a mentoring culture: the organization's guide.** Lois J. Zachary, 2005. (HF 5385 Z16 2005 RHB).

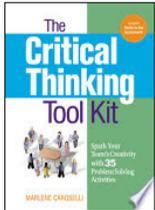
This book helps employees in organizations learn how to continuously learn and grow, especially by using the skills of other employees to teach and learn from each other. Step-by-step guidance, practical advice, stories, and reproducible forms and tools are included in the book.

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

**Credibility: how leaders gain and lose it, why people demand it.** James M. Kouzes, 2011. (HD 57.7 K88c 2011).

This book explores why leadership is above all a relationship, with credibility as the cornerstone, and why leaders must “Say what you mean and mean what you say.” This book features case studies from around the world, data and research, and a streamlined format. It reveals the six key disciplines that strengthen a leader’s capacity for developing and sustaining credibility.



**The critical thinking tool kit: spark your team’s creativity with 35 problem solving activities.**

Marlene Caroselli, 2011. (HD 53 C293 2011).

The activities in this book help members of a team work on building their critical thinking skills. They learn to crystallize excess information, answer questions articulately, estimate numbers accurately, assess situations from multiple perspectives, make associations more freely, and more. Worksheets and step-by-step instructions are included.

**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. This title is also available in audio book as AC0010.

**Cultural competence for public managers: managing diversity in today’s world.** Espiridion Albert Borrego, 2012. (275 B737 2012 RHB).

This book offers guidance on how to become a leader in developing cultural competence in your organization. It provides a conceptual foundation and successful examples for developing cultural competence. Terms such as cultural competency are defined. Practical standards and performance measures, coaching and mentoring guides, checklists, and exercises are provided. The included DVD contains coaching guides and checklists.

**Cultural competency for public administrators.** Kristen Norman-Major, 2012. (275 C967 2012 RHB).

With a focus on a broad spectrum of topics, race, ethnicity, gender, disability, and sexual orientation at the federal, tribal, state, and local levels. This book equips readers to better understand the complex, real-world challenges public administrators confront in serving an increasingly diverse society.



**Customer service management training 101: quick and easy techniques that get great results.** Renee Evenson, 2012. (HF 5415.5 E93c 2012).

In order to have excellent customer service, the organization needs excellent managers. This book discusses how to manage oneself and other people. It helps one understand his or her management style, develop leadership qualities, and plan and organize for results. It advocates excellent communication throughout the organization.

**David and Goliath: underdogs, misfits, and the art of battling giants.** Malcolm Gladwell, 2013. (780 G53 2013).

Author Malcolm Gladwell challenges how we think about obstacles and disadvantages. He offers a new interpretation of what it means to be discriminated against, to cope with a disability, to lose a parent, to attend a mediocre school, or to suffer from any number of other apparent setbacks. This title is also available as a book on compact disc CA0042.

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

**Dealing with people you can't stand: how to bring out the best in people at their worst**, 3<sup>rd</sup> ed. Rick Brinkman and Rick Kirschner, 2012. (270.2 B771d 2012 RHB).

This guide shows how to identify 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. It also includes a chapter on communication in a digital age.

**Decide & deliver: 5 steps to breakthrough performance in your organization**. Marcia W. Blenko, 2010. (HD 30.23 B647 2010 RHB).

This book covers how to make decisions and get results. It explains how to score an organization's decision abilities and to focus on the decisions that matter most. It describes how to make individual decisions work, to build an organization that can decide and deliver, and to embed decision capabilities.

**Designing workplace mentoring programs: an evidence-based approach**. Tammy D. Allen, 2009. (HF 5385 A431 2009 RHB).

This book presents an evidence-based best practice approach to the design, development, and operation of formal mentoring programs within organizations. It includes practical tools and resources that organizations can use such as training exercises, sample employee development plans, and mentoring contracts. Case studies illustrate various principles.

**Developing your conflict competence: a hands-on guide for leaders, managers, facilitators, and teams**. Craig E. Runde, 2010. (HD 42 R941d 2010 RHB).

This book offers a hands-on resource for leaders, managers, team members, and everyone within an organization who wants to sharpen their skills and learn to respond to conflict with confidence. It is filled with tips, checklists, exercises, and illustrative stories that offer insight into the nature of conflict and show how to handle conflict successfully. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**The drama-free office: a guide to healthy collaboration with your team, coworkers, and boss**. Jim Warner, 2011. (HF 5549.5 E42 W282 2011 RHB).

This book defines four roles that cause drama in the office: the complainer, the cynic, the controller, and the caretaker. The authors explain how to initiate difficult conversations, defuse dramatic moments, reclaim time wasted in overly dramatic meetings, take control of the work life, and create a fun work environment.

**Drive: the surprising truth about what motivates us**. Daniel H. Pink, 2009. (BF 503 P655d 2009 RHB).

The secret to performance and satisfaction at work, school, or home, is the need to direct our own lives, to learn and create new things, and to improve ourselves and the world. Techniques are outlined to motivate others by using the three elements of true motivation: autonomy, mastery, and purpose.

**Effective succession planning: ensuring leadership continuity and building talent from within**. William J. Rothwell, 2010. (HD 57.7 R848e 2010).

This book explains how to identify competencies and clarify values for both planning and managing a succession program. It tells how to plan for and quickly fill crucial vacancies at all levels. It discusses how to develop and retain top talent, and build and preserve the organization's intellectual capital. It describes how to assess current needs and future resources for seamless succession planning and includes how to use online tools. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

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

**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. This title is also available on DVD (DD0376).

**Emotional intelligence 2.0.** Travis Bradberry, 2009. (BF 576 B798e 2009).

This book delivers a step-by-step program for increasing emotional intelligence using the four core EQ skills: self-awareness, self-management, social awareness, and relationship management. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Employee engagement for dummies.** Robert W. Kelleher, 2014. (HF 5549.5 K29 2014).

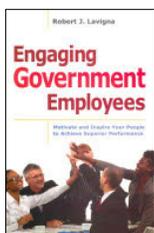
This book helps you foster employee engagement, a concept that furthers an organization's interests through ensuring that employees remain involved in, committed to, and fulfilled by their work. It covers: practical steps to boost employee engagement with your company or team; how to engage different generations of employees; the keys to reduce voluntary employee turnover; practical tools to help retain and engage your employees; processes that will boost employee retention and productivity; hiring the best fits from the start; and much more. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Enchantment: the art of changing hearts, minds, and actions.** Guy Kawasaki, 2011. (HD 30.3 K22e 2011).

Enchantment is the process of delighting people with a product, service, organization, or idea. This book discusses how enchantment can be used to influence people, sell ideas, overcome resistance, and change the world.

**Enemy of engagement: put an end to workplace frustration and get the most from your employees.** Mark Royal, 2012. (HF 5549.5 M63 R888 2012).

This book explains why highly engaged employees become frustrated and lose their motivation. It describes how lack of training, inefficient workflows, poor communication, and inadequate performance feedback lead to high degrees of employee frustration. It also offers practical advice for fixing the problems.



**Engaging government employees: motivate and inspire your people to achieve superior performance.** Robert J. Lavigna, 2013. (JK 765 L38 2013).

Government employees face enormous challenges today, including being stigmatized as underworked and overpaid. At the same time, they're being asked to solve some of our toughest issues: unemployment, security, poverty, and education. This book gives managers the tools they need to leverage the talents of government's most important resource: its people. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**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.

**Essentials of utilization-focused evaluation.** Michael Q. Patton, 2012. (H 62.5 U5 P322e 2012).

This book provides a framework and essential steps for designing and conducting evaluations. The utilization-focused evaluation process is a complex adaptive system, incorporating understandings about systems thinking and complexity concepts.

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

**Ethical intelligence: five principles for untangling your toughest problems at work and beyond.** Bruce D. Weinstein, 2011. (267 W424 2011 RHB).

This book explains the concept of ethical intelligence which is knowing the right thing to do and having the courage to do it. It describes how to do the ethical thing at work and in your personal life.

**Ethics in the workplace,** 3<sup>rd</sup> ed. Dean Bredeson and Keith Goree, 2012. (267 B831 2012 RHB).

This book discusses ethical principles in business and personal ethical development. It includes shareholder theory and stakeholder theory; ethical selling, marketing, and advertising; technology, testing, and workplace privacy; discrimination; and ethical lending and the “great recession.” Two global issues are covered: the environment and sweatshops. It concludes with a chapter on critical thinking in ethics.

**Ethics management for public administrators: building organizations of integrity.** Donald C. Menzel, 2007. (JF 1525 E8 M551e 2007).

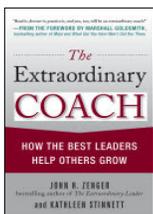
This book was created out of the question, “what leads individuals in complex public organizations to behave in an ethical manner and not the opposite?” The result is about creating organizations of integrity. The book focuses on the role of the public manager in achieving and maintaining ethical organizations.

**The ethics primer for public administrators in government and nonprofit organizations.** James H. Svava, 2007. (JF 1525 E8 S968e 2007).

This book is a guide to the ethical responsibilities and challenges of public service. The book identifies ways to link ethics and management, illustrating the leadership role of public administrators and their interactions with political leaders, the public, their organization, and their profession in order to strengthen the ethical climate in a public organization.

**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! The extraordinary coach: how the best leaders help others grow.** John H. Zenger, 2010. (HF 5549.5 Z54e 2010).

The authors of this book collected 360-degree feedback assessments from some of the most effective leaders in business and identified those who were excellent coaches. Then they combined the research with findings in psychology, adult development, and systems theory to map out the real science behind effective coaching. The result is a practical, evidence-based coaching system that can be applied in any type of business.

**The extraordinary leader: turning good managers into great leaders.** John H. Zenger, 2009. (HD 57.7 Z54e 2009).

Leadership is a skill that can be consciously learned and developed by anyone. This book 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. This title is also available in audio book as AC0024.

**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 and 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)

**Fearless leadership: conquering your fears and the lies that drive them.** Bruce Edward Roselle, 2006. (BF 637 L4 R811 2006 RHB).

This book helps people determine how irrational fears and faulty beliefs get in the way of a happy life. It helps readers learn to create healthier beliefs to guide them in the future. A seven-step model for understanding how people develop undesirable behaviors and what keeps them in place is provided. The goal is to respond in an optimistic way to others and not simply react due to fear or anger.

**The first-time manager**, 6<sup>th</sup> ed. Loren B. Belker and Gary S. Topchik, 2011. (HF 5549.12 B432f 2011).

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. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**The five levels of leadership: proven steps to maximize your potential.** John C. Maxwell, 2011. (HD 57.7 M465f 2011).

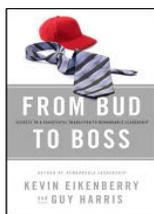
The 5 Levels of Leadership are: 1. Position - People follow because they have to. 2. Permission - People follow because they want to. 3. Production - People follow because of what you have done for the organization. 4. People Development - People follow because of what you have done for them personally. 5. Pinnacle - People follow because of who you are and what you represent. The author describes each of these stages of leadership. He shows you how to master each level and rise up to the next to become a more influential, respected, and successful leader.

**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.

**Five questions that change everything: life lessons at work.** John Scherer, 2009. (BF 637 S4 S326 2009).

These are the five questions that will change your life: Who confronts me? What am I bringing? What runs me? What calls me? What will unleash me?



**From bud to boss: secrets to a successful transition to remarkable leadership.** Kevin Eikenberry, 2011. (HD 57.7 E34 2011 RHB).

This book helps new leaders deal with the change and uncertainty that comes with a new job, requiring new skills, especially for workers who have been promoted from peer to leader. The book pulls from the best leadership and management thinking, and puts the focus on the difficulties that new leaders experience, including practical information for new managers who must supervise friends and former peers.

**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)

**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.

**Fundamentals of project management.** 2012. (HD 69 P75 L674f 2012).

This book provides an introduction to the highly specialized, schedule-intensive discipline of project management. It shows the reader how to control every stage of a project, from developing the goals and objectives to managing the project team.

**Gamestorming: a playbook for innovators, rulebreakers, and changemakers.** Dave Gary, 2010. (HM 133 G778g 2010).

This book includes more than 80 games to help you break down barriers, communicate better, and generate new ideas, insights, and strategies. The authors have identified tools and techniques from some of the world's most innovative professionals, whose teams collaborate and make great things happen.

**Getting unstuck: how dead ends become new paths.** Timothy Butler, 2007. (480.3 B987g 2007 RHB).

This book explains why sometimes we get stuck in our jobs or in our relationships. It describes what impasse means; how to determine your own vision based on your deepest interests; and how to move from impasse to action.

**Give and take: a revolutionary approach to success.** Adam M. Grant, 2013. (BF 637 S8 G761g 2013).

In today's world, success is increasingly dependent on how we interact with others. This book illuminates what effective networking, collaboration, influence, negotiation, and leadership skills have in common. The author proposes that there are three kinds of people: takers, matchers, and givers. He shows what successful people have in common.

**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 boss, bad boss: how to be the best ... and learn from the worst.** Robert I Sutton, 2010. (HF 5549.12 S967 2010 RHB).

This book answers two basic questions. Would your employees, if given the choice, ever want to work for you again? And also, are you in tune with what it feels like to work for you? In the process, it gives great advice about how to be successful as a manager and leader. This title is also available as a book on compact disc as AC0032.

**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. This title is also available in audio book as AC0023.

**Great by choice: uncertainty, chaos, and luck: why some thrive despite them all.** James C. Collins, 2011. (HF 5386 C712g 2011).

This book studies companies that rose to greatness in environments characterized by changes that leaders could not predict or control and compared the companies that thrived with those that did not. The authors discovered that risk was not the key. Instead companies thrived that showed discipline combined with creativity. This title is also available as a book on compact disc as AC0035.

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

**Growing great employees: turning ordinary people into extraordinary performers.** Erika Andersen, 2006. (HF 5549.12 A544g 2006).

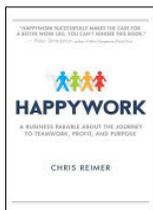
This book offers straightforward and effective steps for creating a community of work in which people are fulfilled, productive, and achieve superior results. It is a how-to manual for choosing and nurturing great employees.

**Handbook of high-performance virtual teams: a toolkit for collaborating across boundaries.** 2008. (HD 66 H236 2008 RHB).

This handbook provides a framework based on five principles for working collaboratively across boundaries of time, space, and culture. It offers practical suggestions and tools for virtual teams who need to assess their current level of effectiveness and develop strategies for improvement. Case studies and practical tools for designing, implementing, and maintaining effective virtual work are included.

**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. This title is also available in audio book as CA0025.



**NEW! Happywork: a business parable about the journey to teamwork, profit, and purpose.**

Chris Reimer, 2015. (HF 5386 R363h 2015).

This book describes the experience of Sam Maslow, a fictitious business consultant who thinks he can fix any business. He is asked to repair a manufacturing company facing foreclosure. He discovers that the way we work needs to be changed, business priorities are out of order, and now is the time to push for vast, decisive changes in our lives.

**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 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.

**Hiring your first employee: a step-by-step guide.** Fred Steingold, 2008. (455 S822h 2008 RHB).

This book helps employers decide whether to hire an employee; how to avoid legal pitfalls; set the pay rate; and consider what benefits to offer. It then discusses screening applicants and making a job offer; preparing for an employee's first day; maintaining employee files; deal with health and safety concerns; and more.

**How to lead from a distance: building bridges in the virtual workplace.** Debra A. Dinnocenzo, 2006. (HD 57.7 D585h 2006).

Many techniques for leading in the virtual workplace are similar to traditional leadership methods. However, the ways in which leadership skills are applied are changing as more people work remotely. This book gives succinct advice for how to lead a virtual team successfully.

**How to manage in a flat world: get connected to your team wherever they are.** Susan Bloch, 2007. (HD 66 B651 2007 RHB).

This book presents ten strategies to become a high-performing manager. The key is to communicate well and collaborate closely with the team, even if the team is spread out geographically. The book helps managers make the best use of technology; establish an acceptable work-life balance; decide when travel is necessary; lead and motivate the team; create a culture of trust; and adapt to inevitable change.

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

**How to reduce workplace conflict and stress: how leaders and their employees can protect their sanity and productivity from tension and turf wars.** Anna Maravelas, 2005. (HD 42 M311h 2005).

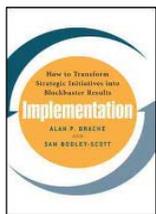
This book teaches simple steps to short-circuit destructive behaviors when there is conflict in the workplace, and shifts the organization toward mutual respect and pride in their work.

**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'm not crazy, I'm just not you: the real meaning of the 16 personality types: secrets to how we can be so alike when we're so different.** Roger R. Pearman, 2010. (BF 698.3 P43 2010 RHB).

Roger Pearman and Sarah C. Albritton show how greatly our individual personality preferences affect our interactions with others. This book teaches us how to overcome our natural inclination to judge difference in order to recognize and celebrate it, even across generational and cultural divides.



**Implementation: how to transform strategic initiatives into blockbuster results.** Alan P. Brache, 2006. (HD 58.9 B796 2006).

This book presents the concepts, tools, and diagnostics needed to master the seven essential skills for translating corporate vision into practice. These skills are creation, portfolio management, project roles, methodology, culture, reporting, and organization.

**Improving the performance of government employees: a manager's guide.** Stewart Liff, 2011. (JF 1601 L722 2011).

This book looks at government processes as being built around six major systems: organizational, technical, structural, decision-making, people, and rewards systems. This book helps government managers and supervisors build dynamic programs to provide better performance, efficiency, transparency, and achieve results.

**Influence: the psychology of persuasion,** Rev. ed. Robert B. Cialdini, 2007. (BF 774 C565 2007 RHB).

This book explains the psychology of why people say yes and how to apply these understandings. Six universal principles are presented in order to become a skilled persuader, as well as to defend oneself against persuasion.

**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. This title is also available in audio book as CA0030.

**The inspiring leader: unlocking the secrets of how extraordinary leaders motivate.** John H. Zenger, 2009. (HD 57.7 Z54i 2009).

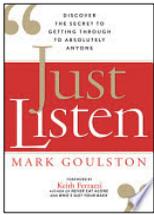
This book shows how to establish a clear vision and direction; use the power of emotions; create stretch goals for a team; foster innovation and risk taking; encourage teamwork and collaboration; and champion change. Strategies and concepts used by great leaders to motivate their teams are presented.

**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.

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



**Just listen: discover the secret to getting through to absolutely anyone.** Mark Goulston, 2010. (HF 5718 G699 2010 RHB).

This book explains how to truly listen to others and in the end you will be able to reach them with what you want and need. This title is also available on compact disc as AC0036 and through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Knowledge retention: strategies and solutions.** Jay Liebowitz, 2009. (HD 30.2 L698k 2009).

This book is a guide to help organizations adopt knowledge retention strategies, techniques, and processes. It discusses knowledge retention issues, concepts, methods, techniques, and strategies. Two case studies are included.

**Launching a leadership revolution: mastering the five levels of influence.** Christopher Brady, 2008. (HD 57.7 B812 2008 RHB).

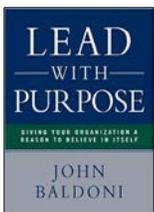
This book describes the five levels of influence which are: learn, a leader must be able to learn from anyone; perform, persevere through failure to find success; lead, extend your abilities by expanding your team; develop leaders, learn to trust your people; and develop leaders who develop leaders, create a legacy.

**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.

**Lead with a story: a guide to crafting business narratives that captivate, convince, and inspire.** Paul Smith, 2012. (HD 30.3 S5774 2012).

Storytelling has come of age in the business world. Today, many of the most successful companies use storytelling as a leadership tool. At Nike, all senior executives are designated "corporate storytellers." 3M banned bullet points years ago and replaced them with a process of writing "strategic narratives." Procter & Gamble hired Hollywood directors to teach its executives storytelling techniques. Some forward-thinking business schools have even added storytelling courses to their management curriculum. The reason for this is simple: stories have the ability to engage an audience the way logic and bullet points alone never could.



**Lead with purpose: giving your organization a reason to believe in itself.** John Baldoni, 2012. (HD 57.7 B178 2012).

This book shows how to provide renewed focus and improved direction for an organization. In order to have committed employees willing to go the extra mile and work together towards a goal, they must know what their goal is. This book features practical steps a leader can take to instill a sense of purpose throughout the organization. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Leaders at all levels: deepening your talent pool to solve the succession crisis.** Ram Charan, 2008. (HD 57.7 C469 2008).

This book presents the apprenticeship model to develop excellent leaders. Leadership development becomes an activity for current leaders. The current leadership team provides opportunities for people with the talent for leadership to develop their skills by giving them challenges and mentoring them in the process. The book is filled with advice and real world examples in order to develop great leaders.

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

**NEW! Leaders don't command: inspire growth, ingenuity, and collaboration.** Jorge Cuervo, 2015. (HD 57.7 C965 2015).

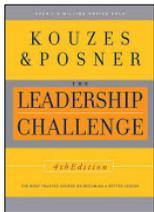
This book, translated from Spanish, proposes that it is not enough to get a team to work, you need them to invest their hearts and minds. It draws from the author's experience as an executive, trainer, and coach. The book helps each of us bring out the best of ourselves in our leadership, management, and supervisory roles.

**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.

**Leadership and the one minute manager: increasing effectiveness through situational leadership.** Kenneth H. Blanchard, 1985. (HD 57.7 B639 1985).

In clear, simple terms this classic book teaches managers the art of Situational Leadership, a simple system that refutes the conventional management mandate of treating all employees equally. Blanchard explains why tailoring management styles to individual employees is so important; why knowing when to delegate, support, or direct is critical; how to identify the leadership style suited to a particular person; and how consistent use of these techniques will produce better management and enhanced motivation on all levels.



**The leadership challenge: how to keep getting extraordinary things done in organizations.**

James M. Kouzes and Barry Z. Posner, 2007. (HD 57.7 K88I 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.

**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.

**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.

**Leading so people will follow.** Erika Andersen, 2012. (HD 57.7 A544 2012 RHB).

Six key attributes are common to leaders who inspire their followers. These include farsightedness, passion, courage, wisdom, generosity, and trustworthiness. The book is filled with examples from successful businesses and offers a framework for self-assessment to help focus on each of the six attributes. The book will help leaders build the skills needed to survive in any business environment.

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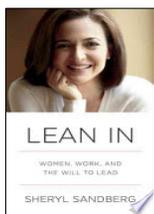
## Management, Supervision, and Leadership – Books (continued)

**Leading the virtual workforce: how great leaders transform organizations in the 21st century.** Karen Sobel Lojeski, 2010. (HD 57.7 L835 2010 RHB).

This book explains how to understand and attain the attributes and skills required to be a successful leader in the new digital age. Motivating and inspiring employees who are geographically, culturally, and functionally dispersed requires new sets of skills and different kinds of behaviors. This book uses real-life models of world-class leaders who have demonstrated their ability to lead their virtual workforce through the combined use of technology and personal styles. It presents a new model of leadership that incorporates the key attributes of these successful leaders and presents tools and techniques for becoming a successful leader in the digital age.

**Leading virtual teams: expert solutions to everyday challenges.** 2010. (HD 66 L434 2010 RHB).

This book provides advice on forming virtual teams, assessing their communication and technology needs, and ensuring they produce high-quality work.



**NEW! Lean in: women, work, and the will to lead.** Sheryl Sandberg, 2013. (HD 6054.3 S265 2013 RHB).

Thirty years after women became 50 percent of the college graduates in the United States, men still hold the vast majority of leadership positions in government and industry. This means that women's voices are still not heard equally in the decisions that most affect our lives. Sheryl Sandberg examines why women's progress in achieving leadership roles has stalled, explains the root causes, and offers compelling, commonsense solutions that can empower women to achieve their full potential.

**Learn like a leader: today's top leaders share their learning journey.** 2010. (HD 30.4 L438 2010 RHB).

This book brings together stories of learning and provides a close look at how top leaders were able to grow their careers, overcome setbacks, and soar to the top. It uses storytelling to convey key lessons in teaching, training, and mentoring.

**Linchpin: are you indispensable?** Seth Godin, 2010. (HF 5549.5 M63 G585 2010 RHB).

This book describes another category of worker besides management and labor. The new category is the linchpin. These people love their work, pour their best selves into it, and turn each day into a kind of art. The author explains how to become a linchpin and be indispensable.

**Little big things: 163 ways to pursue excellence.** Thomas J. Peters, 2010. (HD 70 U5 P483I 2010).

This book provides essential wisdom for everyone in business - from the freelancer to the small business owner to the head of major corporations. The author offers 163 ways to excel at the people side of business. The ideas originated as blog entries by the author but the blog has been condensed into this book full of interesting nuggets on achieving excellence in business.

**Loud & clear: 5 steps to say what you mean and get what you want.** Karen Berg, 2008. (270.2 B493 2008 RHB).

This book shows how to get what you want by using your head before opening your mouth; connecting with your listener; keeping their interest; saying it right through speech and body language; and anticipating and overcoming the negatives.

**Louder than words: take your career from average to exceptional with the hidden power of nonverbal intelligence.** Joe Navarro, 2010. (HF 5381 N322 2010 RHB).

This book explains how to use body language to understand what others are thinking or feeling. It helps the reader recognize habits that send the wrong message and become more culturally aware and gender-sensitive.

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

**Love leadership: the new way to lead in a fear-based world.** John Bryant, 2009. (HD 57.7 B915 2009).

This book explains five laws of love-based leadership: loss creates leaders; fear fails; love makes money; vulnerability is power; and giving is getting. The book proposes that the more people give and lead out of love, the more successful they will be in all aspects of their life.

**Make the right choice: creating a positive, innovative, and productive work life.** Joel Zeff, 2007. (485 Z43 2007 RHB).

This book encourages employees to choose to have more fun at their workplaces by changing their attitude, supporting each other, laughing at absurdity, and making positive changes by allowing our natural creativity to shine.

**Making a difference by being yourself: using your personality type at work and in relationships.** Gregory E. Huszczo, 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). This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**A manager's guide to virtual teams.** Yael S. Zofi, 2012. (HD 66 Z85 2012).

This book is a road map for bridging the logistical, cultural, and communication gaps that can prevent virtual teams from reaching their full potential. It is filled with self-study exercises, activities, and valuable advice from virtual team managers and members. It explains the four most critical elements to team success: trust and accountability, communication, conflict management, and achieving deliverables.

**Managing government employees: how to motivate your people, deal with difficult issues, and achieve tangible results.** Stewart Tiff, 2007. (JF 1601 L722m 2007).

This book offers dozens of techniques to meet the challenges and stressful situations government supervisors face on a daily basis. It helps managers overcome bureaucracy and elicit superior performance from their employees by offering tips to give clear guidance, holding people accountable, rewarding top performers, and dealing with difficult issues in a fair, direct, and timely manner.

**Managing knock your socks off service, 2<sup>nd</sup> ed.** Chip R. Bell, Ron Zemke and David Zielinski, 2007. (HF 5415.5 B433 2007 RHB).

This book gives advice on how to provide world-class customer service, including how to find people who are service-oriented, how to know your customers, how to train and coach, and how to establish systems that foster good customer service.

**Managing the human factor in information security: how to win over staff and influence business managers.** David Lacey, 2009. (HF 5548.37 L131 2009).

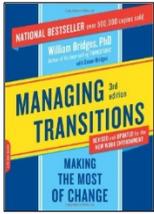
This book discusses how to encourage people to comply with policies and procedures that protect vital computer and information systems. It explains how to manage major crises; appreciate the nature of the insider threat; navigate organization culture and politics; build better awareness programs; transform user attitudes; and design management systems that work.

**Managing the mobile workforce: leading, building, and sustaining virtual teams.** David Clemons and Michael S. Kroth, 2011. (HD 66 C626m 2011 RHB).

Business is heading towards a mobile workforce. This book gives managers key essentials for coping with this new reality-empowering them to create, maintain, support, and reward a passionate and productive mobile workforce.

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



**Managing transitions: making the most of change.** William Bridges, 2009. (HD 58.8 B851 2009 RHB).

The job of managing workplace change can be difficult. Successful organizational change takes place when employees have a purpose, a mental picture, and a part to play in change. The book provides practical, step-by-step strategies for minimizing the disruptions caused by workplace change.

**Meaningful workplaces: reframing how and where we work.** Neal Chalofsky, 2010. (HD 7261 C439 2010 RHB).

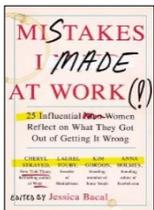
This book provides guidelines to build an employee-engaged, high-performance, community-based culture and a place where people want to work. It discusses the changed nature of work, what constitutes meaningful work, and explores the self, work, and a sense of life balance and integration.

**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.

**Mentor's guide: facilitating effective learning relationships.** Lois J. Zachary, 2011. (HF 5385 Z16m 2011 RHB).

This book explores the critical process of mentoring and presents practical tools for facilitating the experience from beginning to end. Mentoring is considered a learning journey in which the mentor and mentee serve as companions along the way. There are worksheets and exercises to help readers assess their readiness to become a mentor, establish the relationship, set appropriate goals, monitor progress and achievement, avoid common pitfalls, and bring the relationship to a natural conclusion.



**NEW! Mistakes I made at work: 25 influential women reflect on what they got out of getting it wrong.** Jessica Bacal, 2014. (HF 5382.6 M57 2014 RHB).

Jessica Bacal interviews twenty-five successful women about their toughest on-the-job moments. These innovators across a variety of fields, from the arts, to finance, to tech, reveal that they're more thoughtful, purposeful, and assertive as leaders because they learned from their mistakes, not because they never made any.

**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.

**Moving diversity forward: how to go from well-meaning to well-doing.** Verna A. Myers, 2011. (HF 5549.5 M996 2011).

This book explains what some of the structural barriers are to providing true equality in the workplace for minorities. She also gives practical suggestions for improving the current situation. Although aimed at law firms, the principles apply to any organization. The author uses a dance metaphor throughout the book to make her point, for example, "diversity is being invited to the party; inclusion is being asked to dance."

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

**Nine minutes on Monday: the quick and easy way to go from manager to leader.** James Robbins, 2013. (HD 57.7 J354 2013).

Whether you lead a small team or an entire organization, you'll discover the nine keys to raising productivity, boosting morale, and increasing employee engagement. This book combines proven engagement drivers and principles of human motivation into a simple system of execution that will show immediate results.

**The Nordstrom way to customer service excellence: a handbook for implementing great service in your organization.** Robert Spector, 2005. (HF 5415.5 S741n 2005).

This book describes how the department store Nordstrom earned its legendary reputation and reveals the principles behind its phenomenal customer service. It helps managers and supervisors put in place Nordstrom-style systems, motivational tools, and a service-oriented culture that leads to loyal customers.

**Not everyone gets a trophy: how to manage generation Y.** Bruce Tulgan, 2009. (HF 5549 T917n 2009).

This book provides advice for methods to encourage productivity and retention among workforce employees born between 1978 and 1990. The book provides best practices to give these employees the context they lack, teach them how to manage themselves and how to be managed, and to turn the very best into new leaders. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**NEW! On the edge: the art of high impact leadership.** Alison Levine, 2014. (HD 57.7 L4737 2014 RHB).

Alison Levine applies the leadership principles that work in the world of extreme adventures to today's business environments. She offers contrarian advice inspired by her own experiences as well as the experiences of military officers, business leaders, and sports heroes.

**The one minute manager.** Kenneth H. Blanchard and Spencer Johnson, 2003. (HD 31 B639o 2003).

For decades, millions of managers in Fortune 500 companies and small businesses nationwide have followed the techniques outlined in this book, thus increasing their productivity, job satisfaction, and personal prosperity. This classic book is a concise, easily read story that reveals three very practical secrets: one minute goals, one minute praises, and one minute reprimands. Blanchard also presents several studies in medicine and the behavioral sciences that clearly explain why these apparently simple methods work so well with so many people.

**The one minute manager meets the monkey.** Kenneth H. Blanchard, 1989. (HD 69 T54 B639o 1989).

When a person goes to the boss with a problem and the boss agrees to do something about it, the monkey is off his back and onto the boss's. How can managers avoid these leaping monkeys? In this classic book three famous experts explain how managers can meet their own priorities, give back other people's monkeys, and let them solve their own problems.

**The one thing you need to know: about great managing, great leading, and sustained individual success.**

Marcus Buckingham, 2005. (HD 38.2 B923o 2005).

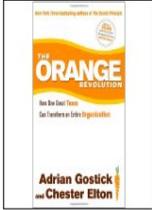
The author gives readers an invaluable course in outstanding achievement. He draws on a wealth of examples to reveal a single controlling insight that lies at the heart of great managing, great leading, and career success.

**Open leadership: how social technology can transform the way you lead.** Charlene Li, 2010. (HD 57.7 L693o 2010).

This book discusses the opportunities that are available to organizations that use social media to manage their reputation and increase their presence among the general population. It is about how leaders must let go of complete control in order to succeed. Greater transparency and authenticity can bring significant benefits to their organizations. It explains how to manage the risks, how to create an open strategy, how to create guidelines, policies and procedures, and how to be a leader in this new, more open world. Case studies of well-known organizations are included.

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



**The orange revolution: how one great team can transform an entire organization.** Adrian Robert Gostick, 2010. (HD 66 G682o 2010).

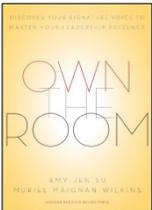
The author shows that breakthrough success is guided by a particular breed of high-performing team that generates its own momentum, an engaged group of colleagues in the trenches, working passionately together to pursue a shared vision. They have determined a key set of characteristics displayed by members of breakthrough teams, and have identified a set of rules great teams live by which generate a culture of positive teamwork and lead to extraordinary results. Using a wealth of specific stories from the breakthrough teams they studied, they reveal in detail how these teams operate and how managers can transform their own teams into such high performers.

**Other kind of smart: simple ways to boost your emotional intelligence for greater personal effectiveness and success.** Harvey Deutschendorf, 2012. (540 D486 2009 RHB).

Emotional capacities are flexible, adaptable, and highly expandable. This book tells inspiring stories from companies who have tapped into the potential of emotional intelligence. It talks about what emotional intelligence is, how to understand your inner world, and then deal with the outer world. It gives tips on adaptability, stress management, and controlling your mood.

**Overcoming passive-aggression: how to stop hidden anger from spoiling your relationships, career, and happiness.** Tim Murphy, 2005. (227.13 M978o 2005 RHB).

This book offers practical strategies to help readers stop hiding their anger and later expressing it in covert, damaging ways. It promotes expressing anger in healthy and productive ways at home, school, and work.



**NEW! Own the room: discover your signature voice to master your leadership presence.**

Amy Jen Su and Muriel Maignan Wilkins, 2013. (HD 57.7 S82 2013 RHB).

According to the authors, leadership presence is the ability to consistently and clearly articulate your value proposition while influencing and connecting with others. They offer a simple framework, as well as practical advice about how you can develop your own personal presence.

**Painless performance evaluations: a practical approach to managing day-to-day employee performance.** Marnie E. Green, 2006. (HF 5549.5 R3 G797p 2006).

This book discusses performance management issues for managers and supervisors. It explains how to navigate the performance management process; how to clarify performance expectations and set goals; and how to document performance and address issues. It covers writing an evaluation and conducting the evaluation meeting.

**Personality plus at work: how to work successfully with anyone.** Florence Littauer and Rose Sweet, 2011. (BF 698 L776p 2011 RHB).

This book teaches how any employee can work successfully with anyone else by paying attention to basic personality differences. It discusses the four primary personality types: sanguine, choleric, melancholy, and phlegmatic and how they function in the workplace.

**Personality style at work: the secret to working with (almost) anyone.** Kate Ward, 2012. (262.11 W259 2012 RHB).

This book helps workers make every workplace interaction positive and productive. The book outlines four principal personality styles: direct, spirited, considerate, and systematic. It explains how to determine which one describes the reader and shows how to use this knowledge to interact more successfully with others in the workplace.

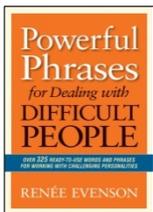
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## Management, Supervision, and Leadership – Books (continued)

**Power of a positive attitude: discovering the key to success.** Roger Fritz, 2008. (263 F919p 2008 RHB). Attitude affects all facets of your life. The way you view difficulties and setbacks can make the difference between success and failure. This book shows you how to develop a deeper understanding of the effects of your attitude and how it affects your performance. This book will help you overcome problems, upgrade capabilities, and conquer burnout and stress.

**Power of feedback: 35 principles for turning feedback from others into personal and professional change.** Joe Folkman, 2006. (HD 30.3 F666p 2006). This book shows how to use feedback to discover professional strengths, increase skills, and turn strengths into long-term advantages, rather than focusing on negative feedback.

**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.



**Powerful phrases for dealing with difficult people: over 325 ready-to-use words and phrases for working with challenging personalities.** Renee Evenson, 2014. (HF 5549.5 E42 E936 2014).

Anyone can confront problems head-on, before they fester and spread. Practical and easy to use, the book helps you identify button-pushing situations and deploy simple phrases to regain control and resolve conflicts-no matter who you're dealing with.

**The practical Drucker: applying the wisdom of the world's greatest management thinker.** William A. Cohen, 2014. (HD 31 D776 C64 2013). Few thinkers have had a greater impact on business than Peter Drucker, the inventor of modern management, whose legacy continues to influence leaders around the globe. This book mines his vast body of work to pinpoint 40 applicable truths for solving real-world problems.

**A practical guide for policy analysis: the eightfold path to more effective problem solving.** Eugene Bardach, 2012. (H 97 B245 2012). This book presents dozens of concrete tips, interesting case studies, and step-by-step strategies for policy analysts. It describes the eight steps needed to set policy; discusses how to assemble evidence; and explains the use of best practices.

**Program administrator's guide to early childhood special education: leadership, development, and supervision.** Janeen McCracken, 2009. (325.1 P964 2009 ECI). This book for administrators explains early childhood and special education programs. It explains how to work toward a coordinated, family-centered system of early intervention services; how to ensure accurate screening and evaluation of young children; how to create and manage a budget; develop a professional development program; improve staff performance; and understand legal issues and liabilities.

**The progress principle: using small wins to ignite joy, engagement and creativity at work.** Teresa Amabile, 2011. (HF 5549.5 M63 A479 2011). This book gives the results of an analysis of employees' work diaries and explains how "inner work lives" affect employee motivation. Forward momentum in meaningful work creates a positive environment where employees are their most productive. Meaningless tasks and toxic relationships drain employees and keep them from being productive. The book includes real-life examples and practical advice.

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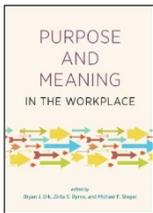
## Management, Supervision, and Leadership – Books (continued)

**Project management: absolute beginners guide.** Greg Horine, 2013. (HD69 .P75 H67 2013).

This book provides advice on how to succeed as a project manager. It describes the fastest way to master every project management task, from upfront budgeting and scheduling through execution, managing teams through closing projects, and learning from experience.

**Project management: a systems approach to planning, scheduling, and controlling,** 11<sup>th</sup> ed. Harold R. Kerzner, 2013. (HD 69 P75 K47 2013).

This Eleventh Edition of the bestselling “bible” of project management maintains the streamlined approach of the prior editions and moves the content even closer to PMI’s Project Management Body of Knowledge (PMBOK). This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

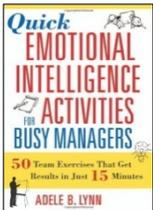


**NEW! Purpose and meaning in the workplace.** 2013. (HF 5381 P877 2013 RHB).

This book has a section on leading a meaningful organization. Researchers examine the organizational practices that foster a sense of meaning in the workplace. They describe those transformational leadership behaviors that contribute to meaningful work relationships and explain how leadership coaching can be used to foster the experience of meaningful work.

**Quick brainstorming activities for busy managers: 50 exercises to spark your team’s creativity and get results fast.** Brian Cole Miller, 2012. (HD 53 M647 2012).

This book provides activities to inspire effective brainstorming. Chapters include: It all starts with a question; the power of the pen; brainstorming techniques; creativity exercises; grouping methods; and prioritization processes.



**Quick emotional intelligence activities for busy managers: 50 team exercises that get results in just 15 minutes.** Adele B. Lynn, 2007. (HD 66 L989 2007 RHB).

The games in this book help managers identify individual and team mood, deal with anger and emotional triggers, avert conflict, encourage communication, overcome fear, understand competition, and control the emotional climate of the team in order to achieve outstanding results.

**Quick meeting openers for busy managers: more than 50 icebreakers, energizers, and other creative activities that get results.** Brian Cole Miller, 2008. (550 M647q 2008 ECI).

This book provides tools, activities, and advice to create an open, energetic, and relaxed atmosphere in order to set the stage for obtaining serious results at meetings. It includes ways to perform introductions, group warm ups, generate lively dialogue, split attendees into work groups, and more. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Quiet: the power of introverts in a world that can’t stop talking.** Susan Cain, 2012. (BF 698.3 C135 2012).

This book examines characteristics of introverts, extroverts, and sensitivity. The author argues that American society loses a great deal of value because of its overvaluation of extroversion. She uses case studies and neuroscientific research to illustrate her argument. This title is also available as a book on compact disc as AC0033.

**Realworld evaluation: working under budget, time, data, and political constraints.** Michael Bamberger, 2012. (H 62.5 B198 2012).

This book addresses the challenges of conducting program evaluations in real-world contexts where evaluators and their clients face budget and time constraints and where critical data may be missing. The book is organized around a seven step model that uses quantitative, qualitative, and mixed-method designs. The book includes case studies.

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

**Recruiting, interviewing, selecting, and orienting new employees.** Diane Arthur, 2006. (HF 5549.5 A788r 2006).

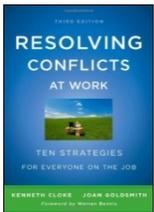
This book is a practical guide for anyone involved in the recruitment, interviewing, selection, or orientation steps of the employment process. This edition also includes information on electronic recruiting, applicant testing, new interview methods, and documentation issues. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**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.

**Resilience at work: how to succeed no matter what life throws at you.** Salvatore R. Maddi, 2005

Maddi teaches employers how to promote resilience in their employees. Employees learn 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: eight strategies for everyone on the job,** Rev. ed. Kenneth Cloke and Joan Goldsmith, 2005. (HD 42 C643r 2005).

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. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.

**Respect: delivering results by giving employees what they really want.** Jack Wiley, 2012. (HF 5549.5.M63 W676r 2012).

The authors have pulled together more than 25 years of research to write this book on how to have an engaged workforce and a successful business. Seven key elements are involved: recognition, exciting work, security, pay, education and career growth, comfortable working conditions, and truth (fair and honest leadership).

**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.

**The ripple effect: maximizing the power of relationships for your life and business.** Steve Harper, 2009. (HF 5386 H295r 2009).

This book explains secrets for making pivotal connections and creating mutually-beneficial relationships in both one's professional and personal life. It explains how to use social media technologies; how to avoid common networking mistakes; and how to increase customer loyalty and employee retention.

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

**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.

**The seed: finding purpose and happiness in life and work.** Jon Gordon, 2011. (HF 5548.8 G663 2011 RHB).

This business fable helps the reader discover purpose in work and life. It takes the reader on a quest for the meaning and passion behind work.

**Seven pillars of servant leadership: practicing the wisdom of leading by serving.** James W. Sipe, 2009. (HD 57.7 S618 2009).

This book explains the principles of servant leadership and gives practical tips on how to implement these principles in the real world. The seven pillars he explains are: person of character, puts people first, skilled communicator, compassionate collaborator, foresight, systems thinker, and moral authority.

**Sharing hidden know-how: how managers solve thorny problems with the knowledge jam.** Katrina Pugh, 2011. (HD 30.2 P978 2011).

This book's five-step process, which the author calls Knowledge Jam, shows how to set the direction, foster the correct tone, conduct a knowledge capture event, and integrate this knowledge into the organization. It also introduces conversation practices for participants to effectively co-create knowledge and discover context. The book contains case studies, how-to templates, and adaptations.

**NEW! The six disciplines of breakthrough learning: how to turn training and development into business results,** 2<sup>nd</sup> ed. Calhoun Wick, 2010. (HD 58.82 S59 2010).

Calhoun Wick shows how training departments, OD, and HR professionals can apply the principles of follow-through management within their organizations. Incorporating research on learning, along with case studies, interviews, and tools, the author explains how to design comprehensive learning experiences in leadership and management, sales, quality, and performance improvement.

**Six sigma: basic tools and techniques.** Donna C. S. Summers, 2007. (TS 156 S955s 2007).

Six Sigma is a business management practice that focuses on the improvement of processes in order to increase business profits. Six Sigma tools include cause-and-effect diagrams, Pareto diagrams, basic statistics and probability, control charts, project management, process flow diagrams and failure modes, and effects analysis. This book presents the Six Sigma problem-solving process and focuses on the most commonly used Six Sigma tools and techniques.

**Smart policies for workplace technologies: email, blogs, cell phones & more.** Lisa Guerin, 2011. (HD 30.33 G932 2011).

This book covers how to write policies and procedures that employers need to make a workplace safe for technology, including email use, employee blogs, cell phones, Internet access, and much more. This edition includes a chapter on social networking sites and information on legal rules. The CD-ROM has sample forms that can be modified.

**Smart thinking: three essential keys to solve problems, innovate, and get things done.** Arthur B. Markman, 2012. (BF 441 M346s 2012).

This book answers the question, "What is smart thinking?" It discusses how to create smart habits and change behavior. It gives tips to promote quality learning by knowing one's limits, understanding how things work, making comparisons, and applying knowledge. It also explains how to maximize memory effectiveness.

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

**Smart trust: creating prosperity, energy, and joy in a low-trust world.** Stephen M.R. Covey, Greg Link, and Rebecca R. Merrill, 2012. (HF 5387 C873 2012 RHB).

This book shows what successful organizations are doing and the five actions they are commonly taking to prosper in a time when many businesses are failing. This book provides a process and skill set that makes trust a performance multiplier for leaders, teams, and organizations.

**The social worker as manager: a practical guide to success.** Robert W. Weinbach, 2008. (324 W423 2008 RHB).

This book discusses management principles for social workers. It defines management in the context of human services. It reviews the historical origins of approaches to management. Key functions like planning, hiring, promoting a productive work environment, completing staff performance evaluations and personnel actions, organizing, controlling, leading, and other important management tasks are discussed in order to become an effective manager.

**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. This book is also available in audio book as CA0028.

**The starfish and the spider: the unstoppable power of leaderless organizations.** Ori Brafman, 2006. (HD 50 B812 2006 MHSA).

This book argues that organizations fall into two categories: traditional “spiders,” which have a rigid hierarchy and top-down leadership, and revolutionary “starfish,” which rely on the power of peer relationships. It reveals how established companies and institutions are learning how to incorporate starfish principles to achieve success. It is also available as a book on compact disc as CA0037.

**Starting and growing a business in the global marketplace: successful career entrepreneurs share stories and strategies.** Sally D. Gelardin, 2006. (464 S796 2006 RHB).

This book is written for persons with risk-taking and independent behavioral styles. It teaches how to build a business by including personal stories on developing a business plan, finding a vision and mission, overcoming challenges, and more. Exercises are included to apply the concepts and models that are discussed throughout the book.

**Supervision in early childhood education: a developmental perspective,** 3<sup>rd</sup> ed. Joseph J. Caruso and M. Temple Fawcett, 2007. (325.1 C329 2007 ECI).

This book is written for practitioners who must supervise staff from a wide variety of educational and cultural backgrounds. It provides guidelines and practical suggestions for staff training and development in early childhood settings.

**Start with why: how great leaders inspire everyone to take action.** Simon Sinek, 2009. (HD 57.7 S615 2009).

Why are some people and organizations more innovative, more influential, and more profitable than others? Why do some command greater loyalty? In studying the leaders who’ve had the greatest influence in the world, Simon Sinek discovered that they all think, act, and communicate in the exact same way and it’s the complete opposite of what everyone else does. People like Martin Luther King Jr., Steve Jobs, and the Wright Brothers might have little in common, but they all started with why. Drawing on a wide range of real-life stories, Sinek weaves together a clear vision of what it truly takes to lead and inspire.

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

**Switch: how to change things when change is hard.** Chip Heath, 2010. (BF 637 C4 H437 2010).

This book describes why human beings resist change and gives suggestions for embracing positive change. It discusses how to direct the rider, motivate the elephant, and shape the path. It also explains how to keep up the momentum for positive change.

**Team of rivals: the political genius of Abraham Lincoln.** Doris K. Goodwin, 2005. (E 457.45 G66 2005).

This brilliant multiple biography is centered on Lincoln's mastery of men and how it shaped the most significant presidency in the nation's history.

**Team turnarounds: a playbook for transforming underperforming teams.** Joe Frontiera, 2012. (HD 66 F935 2012).

This book describes actual cases of teams that have turned around from failure to success and features common tools needed for these teams to succeed. It uses examples from both sports and business organizations. It concludes with a team turnaround workbook, including group exercises.

**Thinking, fast and slow.** Daniel Kahneman, 2013. (BF 441 K12t 2013).

The author explains the two systems that drive the way we think. System 1 is fast, intuitive, and emotional; System 2 is slower, more deliberative, and more logical. He exposes the extraordinary capabilities and also the faults and biases of fast thinking, and reveals the pervasive influence of intuitive impressions on our thoughts and behavior. He reveals where we can and cannot trust our intuitions and how we can tap into the benefits of slow thinking. He offers practical and enlightening insights into how choices are made in both our business and our personal lives, and how we can use different techniques to guard against the mental glitches that often get us into trouble.

**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.

**Topgrading: how to hire, coach, and keep A players.** Brad Smart, 2007. (HD 31 S636 2007).

This concise book explains how to hire the best people for any position in an organization and then gives tips on how to retain them.

**The trainer's handbook of leadership development: tools, techniques, and activities.** Karen Lawson, 2006. (HF 5549.5 T7 L425t 2006).

In the fast-paced global environment of the 21<sup>st</sup> century, the need for effective leaders has never been greater. This book provides a variety of tools and techniques for developing leadership competencies and characteristics. Organized according to fifty empirically based competencies and characteristics, each feature is introduced with a clear definition and a discussion of its importance and application. Featuring dozens of activities and other resources to help enhance the skills of today's leaders and high-potentials, this book is a primary resource for Training and HR professionals.

**True north: discover your authentic leadership.** Bill George, 2007. (HD 57.7 G347 2007).

This book shows how anyone who follows their internal compass can become an authentic leader. It shows how to create a personal leadership development plan based on five areas: knowing your authentic self; defining your values and leadership principles; understanding your motivations; building your support team; and staying grounded by integrating all aspects of your life.

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

**Trusted leader: building the relationships that make government work.** Terry Newell, 2012. (JK 421 T88 2012).

In this second edition, chapter authors once again draw on their real-world experience to demonstrate the importance of values-based leadership. With new research and lessons from the first two years of the Obama administration, chapters focus on the concrete ways in which leaders build effective relationships and trust, while also improving themselves, their organizations, and those they coach. Surveying agencies both horizontally and vertically, the trusted leader also addresses how public managers can collaborate with political appointees and the legislative branch, while still engaging with citizens to create quality customer experiences.

**The trustworthy leader: leveraging the power of trust to transform your organization.** Amy Lyman, 2012. (HD 57.7 L986 2012).

This book reveals the benefits organizations enjoy when trustworthy behavior is practiced consistently by their leaders. The author explains that being trustworthy means that leaders' behaviors are rooted in their commitment to the value of trust and not simply in an imitation of the practices of others. She identifies six elements that reflect a leader's trustworthiness: honor, inclusion, engaging followers, sharing information, developing others, and moving through uncertainty to pursue opportunities.

**Unusually excellent: the necessary nine skills required for the practice of great leadership.** John Hamm, 2011. (HD 57.7 H224 2011).

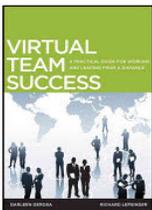
The business environment may change, but no management trend can displace the core laws of excellent leadership. This book brings these fundamentals together in a new and comprehensive way. It will help leaders at any level keep their focus on the bedrock principles that will make them extraordinary. Using a sports analogy, the author breaks the work of leaders into three parts: pregame: a matter of character; game day: a matter of competence; and postgame: a matter of consequence.

**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

**The virtual manager: cutting-edge solutions for hiring, managing, motivating, and engaging mobile employees.** Kevin Sheridan, 2012. (HD 66 S552 2012).

The mere suggestion of employees working from home is enough to make many managers sweat. Faced with the prospect of managing an employee they can't even see, many discover that their managerial style just doesn't work anymore. As an increasing number of jobs can be executed from home, managers must learn how to adapt their leadership style to cater to remote employees. Based on years of research, this book provides any manager with the tools he or she needs to successfully work with virtual employees.



**Virtual team success: a practical guide for working and leading from a distance.** Darleen M. DeRosa, 2010. (HD 66 D437 2010 RHB).

The authors researched teamwork around the world and compiled a list of why teams fail, a profile of high performing teams, and a virtual team launch kit. The second part of the book gives tips for how to lead virtual teams - best practices, performance boosters, how to hold virtual meetings, and summarizes the most important six lessons the authors have learned to make virtual teams a success.

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

**Virtuous leaders: strategy, character, and influence in the 21<sup>st</sup> century.** Richard R. Kilburg, 2012. (HD 57.7 K524 2012).

In this extensively researched yet thoroughly practical book, renowned executive consultant Richard Kilburg characterizes effective leadership as a combination of specific behaviorally based competencies and virtuous aspects of character. He demonstrates that despite all the complexities of the modern world, the foundations of executive leadership can still be found in the timeless and enduring virtues of the ancient Chinese and Greek.

**The visionary director: a handbook for dreaming, organizing, and improvising in your center,** 2<sup>nd</sup> ed. Margie Carter and Debbie Curtis, 2010. (560.1 C324v 2010 ECI).

This book provides a vision of early childhood programs in the 21st century; a synopsis of systems thinking and how it pertains to early childhood programs; real life stories from other directors; examples of how to translate values into innovative practices; and additional resources to make early childhood programs a success.

**We don't make widgets: overcoming the myths that keep government from radically improving.** Ken Miller, 2006. (750 M648w 2006 RHB).

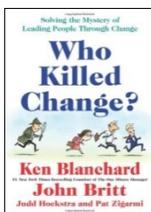
This book describes the amazingly ineffective ways that government has tried to improve by outlining three common myths. We don't make widgets. We don't have customers. We're not here to make a profit. It then explains how to lead a large-scale change initiative to better serve the public in all areas of government.

**What keeps leaders up at night: recognizing and resolving your most troubling management issues.** Nicole A. Lipkin, 2013. (HD 57.7 L567 2013).

No matter how many initiatives you spearhead or how hard you think about decisions, you will make the occasional management misstep. All leaders do. You can lie awake at night questioning yourself or you can read this book. As a clinical and business psychologist who works with executives around the world, Nicole Lipkin knows the stresses leaders face. She presents smart solutions to the common mistakes leaders make with their people, answering questions including: Why do I sometimes feel threatened by my best people? How do I remain cool in hot situations? How can I ensure people hear what I say? How can I cope more effectively with change? Why have I lost so many of my best employees to the competition? The book examines engagement, motivation, expectation, emotions, interpersonal and group dynamics—all the psychological principles that play pivotal roles in the workplace. Featuring illuminating examples and exercises, this book shines a bright light into the dark corners where all leaders struggle with their own shortcomings.

**What to ask the person in the mirror: critical questions for becoming a more effective leader and reaching your potential.** Robert S. Kaplan, 2011. (HD 57.7 K17 2011 RHB).

This book discusses how to learn to be a great leader. It explains vision and priorities; how to manage time; how to give and get feedback; succession planning and delegation; evaluation and alignment; and the leader as role model. This title is also available through Ebsco eBooks. Contact the library at (512) 776-7559 for more information.



**Who killed change?: solving the mystery of leading people through change.** 2009. (HD 58.8 W628 2009 RHB).

This short book cites a prevalence of failed change-based initiatives in organizations throughout the world, sharing a detective-style parable that offers insight into how resistance to change is compromising the implementation of positive agendas.

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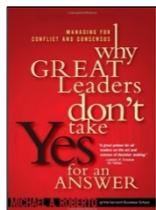
## Management, Supervision, and Leadership – Books (continued)

**Who moved my cheese?: an amazing way to deal with change in your work and in your life.** Spencer Johnson, 1998. (790 J69 1998 RHB).

This classic book is a simple parable that reveals profound truths about change and how to deal with this insight for a lifetime. It is also available on DVD as an animated movie (DD0380). Two versions of the movie are included on one DVD, one from 1999 (13 min.) and one from 2003 (16 min.).

**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 DVD as DD0379.

**Your best just got better: work smarter, think bigger, make more.** Jason W. Womack, 2012. (HF 5386 W83 2012).

Productivity expert Jason Womack teaches readers that working longer hours doesn't make up for a flawed approach to productivity and performance. Workers need to clarify their habits, build mindset-based strategies, and be proactive. Womack's signature "workplace performance" techniques offer specific strategies to consistently and incrementally improve performance.

## Management, Supervision, and Leadership – eBooks

*The following books and many more titles are available electronically and you may access them on a computer or mobile device. To view FAQs, Help Sheets, User Guides, and Tutorials, go to <http://support.epnet.com/ebooks/>. If you have any questions, please contact the library at [library@dshs.state.tx.us](mailto:library@dshs.state.tx.us) or call (512) 776-7559 or toll-free 1-888-963-7111 x7559.*

- **The 27 challenges managers face: step-by-step solutions to (nearly) all of your management problems.** Bruce Tulgan, 2014.
- **1501 ways to reward employees.** Bob Nelson, 2012.
- **The ASTD management development handbook: innovation for today's manager.** Lisa Haneberg, 2012.
- **Beyond consensus: improving collaborative planning and management.** Richard D. Margerum, 2011.

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## Management, Supervision, and Leadership – eBooks (continued)

- **Career conversations: 20 leading professionals share the secrets of their success.** Ronald Tay, 2014.
- **Conflict management for managers: resolving workplace, client, and policy disputes.** Susan Raines, 2013.
- **Creating engaged employees.** William Rothwell, 2014.
- **Cutting through the noise: the right engagement strategies for you.** Norma Dávila and Wanda Piña-Ramirez, 2013.
- **Dealing with difficult people.** Roy Lilley, 2013.
- **Dealing with the tough stuff: how to achieve results from crucial conversations.** Darren Hill, 2012.
- **Delivering high performance: the third generation organization.** Douglas G. Long, 2013.
- **Effective management in practice: analytical insights and critical questions.** Robin Wensley, 2014.
- **Ego vs. EQ: how top leaders beat 8 ego traps with emotional intelligence.** Jen Shirkani, 2013.
- **Employee engagement for dummies.** Bob Kelleher, 2014.
- **The executive guide to integrated talent management.** Pat Galagan and Kevin Oakes, 2011.
- **Facilitator's guide to participatory decision-making.** Sam Kaner, 2014.
- **First-time leader: foundational tools for inspiring and enabling your new team.** George B. Bradt and Gillian Davis, 2014.
- **The happy manifesto: make your organization a great workplace.** Henry Stewart, 2012.
- **High performance hiring: select the best everytime.** Robert W. Wendover, 2010.
- **High potential: how to spot, manage, and develop talented people at work.** Ian D MacRae and Adrian Furnham, 2014.
- **How women are transforming leadership: four key traits powering success.** Mary Lou Décosterd, 2013.
- **Intrinsic motivation at work: what really drives employee engagement.** Kenneth W. Thomas, 2009.
- **Leading across boundaries: creating collaborative agencies in a networked world.** Russell M. Linden, 2010.
- **Leading effective meetings: 72 tips to save time, improve teamwork, and make better decisions.** Dianna Daniels Booher, 2013.
- **Leader evolution: from technical expertise to strategic leadership.** Alan Patterson, 2015.
- **Leader interpersonal and influence skills: the soft skills of leadership.** Sherylle J. Tan and Ronald E. Riggio, 2014.
- **Leadership blindspots: how successful leaders identify and overcome the weaknesses that matter.** Robert B. Shaw, 2014.
- **Leading virtual project teams: adapting leadership theories and communications techniques to 21<sup>st</sup> century organizations.** Margaret R. Lee, 2014.
- **Learning to think strategically.** Julia Sloan, 2014.
- **Making a difference by being yourself: using your personality type at work and in relationships.** Gregory E. Huszczo, 2010.
- **Making sense of change management: a complete guide to the models, tools and techniques of organizational change.** Esther Cameron and Mike Green, 2012.
- **The manager's guide to presentations: ace your presentations and make your mark as a rising star in your organization.** Lauren M. Hug, 2014.
- **Negotiating success: tips and tools for building rapport and dissolving conflict while still getting what you want.** Jim Hornickel, 2014.
- **New supervisor: lead with confidence.** Wil McKnight and Elwood N. Chapman, 2010.

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## Management, Supervision, and Leadership – eBooks (continued)

- **Opening doors to teamwork and collaboration: 4 keys that change everything.** Judith H. Katz and Frederick A. Miller, 2013.
- **People manager’s toolkit: a practical approach to critical day-to-day workplace discussions.** Marnie Green, 2013.
- **The people manager’s toolkit: a practical guide to getting the best from people.** Karen Gately, 2013.
- **Project management: a systems approach to planning, scheduling, and controlling.** Harold Kerzner, 2013.
- **Reward management.** Michael Rose, 2014.
- **Servant leadership: developments in theory and research.** 2010.
- **Seven disciplines of a leader.** Jeff Wolf, 2015.
- **A team of leaders: empowering every member to take ownership, demonstrate initiative, and deliver results.** Paul Gustavson, 2014.
- **Turning learning into action.** Emma Weber, 2014.
- **The ultimate competitive advantage: why your people make all the difference and the 6 practices you need to engage them.** Shawn D. Moon and Sue Dathe-Douglass, 2015.
- **Visionary strategic leadership: sustaining success through strategic direction, corporate management, and high-level programs.** David Rainey, 2013.
- **What to ask the person in the mirror: critical questions for becoming a more effective leader and reaching your potential.** Robert Steven Kaplan, 2011.
- **You raised us, now work with us: millennials, career success, and building strong workplace teams.** Lauren Stiller Rikleen, 2014.

## Management, Supervision and Leadership - Selected Websites

- **Leadership:** The Community Tool Box includes information on leadership and management. See Part E, chapters 13-16 for leadership, management, and group facilitation tips. See <http://ctb.ku.edu/en/tablecontents/index.aspx>.
- **Managing People at Work** began as a newsletter but has now become a website with many extra features. Some of the articles are free but the newsletter requires a subscription. Included are management blogs and podcasts. See <http://www.managingpeopleatwork.com/>.
- **Nonprofit Organization Information:** Links to valuable nonprofit resources are available from the Funding Information Center’s website at <http://www.dshs.state.tx.us/fic/nonprofit.shtm>.
- **Project Management Tools and Guides** are available at <http://nccsdataweb.urban.org/knowledgebase/detail.php?linkID=960&category=146&xrefID=4722>.
- **SBDCNet: National Information Clearinghouse** gives information on the development or maintenance of small businesses. See <http://www.sbdnet.org/>.
- **Trainingmag.com** offers some of their current articles from Training Magazine for free. See <http://www.trainingmag.com>.
- **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. Links to management blogs are available. See especially the Topics portion of the website. See <http://www.workforce.com>

Early Childhood Report – August 2015

# Early CHILDHOOD Report

Children With Special Needs & Their Families

VOLUME 26, ISSUE 8

AUGUST 2015

## LEGAL SPOTLIGHT

### YOU BE THE JUDGE

Is this child with divorcing parents, behavior problems entitled to IDEA's procedural protections? **Page 2**

### WASHINGTON WATCH

Health and Human Services Department turns tables on critics, proposes more hours, days for Head Start; more. **Page 7**

### DECISIONS & GUIDANCE

Read recent legal decisions in early childhood cases. **Pages 10-12**

### Quick Tip

The IDEA is silent as to whether both divorced parents must be included in their child's IEP meeting. But proper notification is a first step toward meeting your district's obligation to afford parents meaningful participation.

Take these steps:

- Review any pertinent court orders.
- Initiate contact several weeks before the meeting.
- Confirm the addresses of divorced or separated parents.

Get additional tips on **page 9**.

## COVER STORY

### Uncover emotions at root of young students' disruptive behaviors

Early educators are adept at redirection when it comes to addressing disruptive behaviors. But to truly uproot the problem, especially for at-risk children, it's important to get at the feelings behind the behavior, says early childhood mental health specialist Rachel Wagner Sperry.

Thus, instead of talking to children about behavior, first talk to them about how they are feeling at the moment when they are exhibiting the challenging behavior, says Sperry. Then set limits, ask the child to think about how to solve her challenge, and offer suggestions or clues to help the child figure out how to address the problem. **Full story, page 4.**

### Show empathy

Communicate at a child's level regarding emotions by acknowledging that whatever is bothering the child is indeed significant to that child at that moment. **See page 4.**

## HIGHLIGHTS

### Expert: Embrace Common Core standards in kindergarten

Early educators can work together to reach young students where they are developmentally by using the Common Core State Standards as a guide, says one child development expert. Learn how. **Page 3**

### Eye on Autism: Use peer mediation to promote social skills

Find out what steps you can take to improve the social skills of young children with autism and how to ensure teachers don't inadvertently impede student connections. **Page 5**

### Support staff well-being to combat stress, avoid burnout

It's not uncommon for early childhood educators to experience job-related stress. Follow these strategies to create a positive work environment that promotes staffers' well-being and positive interaction with students. **Page 6**

### Be empathetic, honest with parents on expectations

Open communication is the first step to building collaborative relationships with parents of students with disabilities, says one veteran special educator. Read her tips to cultivate such teamwork in your early childhood program. **Page 8**

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## **Journal of Early Intervention – March 2015**

### ARTICLES

Justin D. Lane, David L. Gast, Collin Shepley, and Jennifer R. Ledford. Including Social Opportunities During Small Group Instruction of Preschool Children With Social-Communication Delays. *Journal of Early Intervention* March 2015 37: 3-22.

Jessica R. Dykstra Steinbrenner, Linda R. Watson, Brian A. Boyd, Kaitlyn P. Wilson, Elizabeth R. Crais, Grace T. Baranek, Michelle Flippin, and Sally Flagler. Developing Feasible and Effective School-Based Interventions for Children With ASD: A Case Study of the Iterative Development Process. *Journal of Early Intervention* March 2015 37: 23-43.

Jennifer A. Brown and Juliann J. Woods. Effects of a Triadic Parent-Implemented Home-Based Communication Intervention for Toddlers. *Journal of Early Intervention* March 2015 37: 44-6.

Patricia A. Snyder, Salih Rakap, Mary Louise Hemmeter, Tara W. McLaughlin, Susan Sandall, and Mary E. McLean. Naturalistic Instructional Approaches in Early Learning: A Systematic Review. *Journal of Early Intervention* March 2015 37: 69-97.

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## **Texas Child Care – Summer 2015**

### Features

Helping Latino families transition to child care  
by John Garcia and Shann Hwa Hwang

Exploring clouds: An introduction  
by Barbara Langham

Exploring clouds: Activities for the classroom  
by Cathy Abraham

Quality programs for young children: What the research tells us  
by Louise Parks

Read Developmentally appropriate technology in my classroom—But how?  
by Sharon Hirschy

Stuff and new stuff: New books that challenge adults... and delight children.

Back to basics: Child guidance: School-agers.

Early Childhood Intervention: What is ECI?

Child Care Licensing: Use of restrictive equipment.

Building a business: Immunization: Help parents get accurate information / Tax deductions for home care providers / Encourage referrals.

Texas Parenting News: Keep children safe in summer / Prevent illness from waterborne germs / Prevent Salmonella illness / Prevent dog bites / Returning home after flooding.