

COMMUNICATION – GENERAL

TITLE: *Coaching, Mentoring and Managing*

AUTHOR: Micki Holliday

PUBLISHER: The Career Press, Inc.

DATE OF PUBLICATION: 2001

PAGES: 278

SUMMARY OF CONTENT: This book highlights the supervisor's role as a coach, mentor and counselor. It also discusses how as a supervisor, our values impact our team. The book uses case studies and a variety of exercises to teach the differences between coaching, mentoring and counseling and when it is appropriate to use each.

TITLE: *Crucial Conversations: Tools for talking when stakes are high*

AUTHORS: Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler

PUBLISHER: McGraw-Hill

YEAR OF PUBLICATION: 2002

PAGES: 228

SUMMARY OF CONTENT: This book gives you the tools needed to handle some of life's most difficult and important conversations. Specifically, the book can help you: 1) prepare for situations in which the stakes are high, 2) transform feelings of hurt or anger into a powerful dialogue, 3) make it safe to talk about almost anything, and 4) learn to be persuasive without being abrasive.

TITLE: *Difficult Conversations: How to Discuss What Matters Most*

AUTHORS: Douglas Stone, Bruce Patton, Sheila Heen, Roger Fisher

PUBLISHER: Penguin Books

DATE OF PUBLICATION: 1999

PAGES: 249

SUMMARY OF CONTENT: This main focus of this book is developing an understanding about everyday difficult conversations. Specifically, it outlines why difficult conversations are difficult and typically do not resolve well. It then takes you step-by-step towards understanding each aspect of a difficult conversation and what you can do to lead the interaction in a more positive direction. The ultimate goal of this book is to promote improved relationships through learning to productively discuss challenging issues.

TITLE: *Love It, Don't Leave It—26 Ways to Get What You Want at Work*

AUTHORS: Beverly Kaye and Sharon Jordan-Evans

PUBLISHER: Berrett-Koehler Publishers, Inc.

DATE OF PUBLICATION: 2003

PAGES: 191

SUMMARY OF CONTENT: The focus of *Love It, Don't Leave It* is 26 strategies for an employee at any level of an organization to take to help take control of personal job and general satisfaction. This is the employee focused accompaniment to the book *Love 'Em or Lose 'Em* by the same authors and uses strategies from A to Z to help a person take control of his/her career and satisfaction.

TITLE: *The Seven Habits of Highly Effective People*

AUTHOR: Stephen R. Covey

PUBLISHER: Simon and Schuster

DATE OF PUBLICATION: 1989

PAGES: 340

SUMMARY OF CONTENT: This book provides a step-by-step guide for achieving success in your personal and professional life. Steven Covey has identified seven habits that direct the beliefs and actions of successful people and provides examples, anecdotes and a variety of suggested applications and worksheets that the reader can use to develop each habit. This book is recommended reading for anyone wanting to improve him or herself.

COMMUNICATION – COMMUNICATING EFFECTIVELY

TITLE: *Execution – The Discipline of Getting Things Done*

AUTHORS: Larry Bossidy and Ram Charan

PUBLISHER: Crown Business

DATE OF PUBLICATION: 2002

PAGES: 269

SUMMARY OF CONTENT: It has been said that culture trumps strategy in the business world. Building on this adage, the authors lay out the need for a culture that is focused on execution and then describe the building blocks of an execution oriented organization. It is co-written by an executive, Larry Bossidy – former CEO of Honeywell and AlliedSignal, and an academic, Ram Charan – a professor at Harvard Business School. They provide excellent illustrations from many organizations.

TITLE: *Good to Great*

AUTHOR: Jim Collins

PUBLISHER: Harper Business

DATE OF PUBLICATION: 2001

PAGES: 210

SUMMARY OF CONTENT: A profile of great companies and distinctive characteristics that took them from merely good to outstanding. Based on objective data and extensive interviews, the author and his research team have compiled their findings into major categories of organizational behavioral that contribute to sustained high performance. This book includes many important management (and people) lessons such as leadership styles that make a difference, building effective teams, developing an understanding of core values and competencies and the value of incremental (vs radical) change.

TITLE: *Leadership*

AUTHOR: Rudolph W. Giuliani

PUBLISHER: Hyperion

DATE OF PUBLICATION: 2002

PAGES: 380

SUMMARY OF CONTENT: This book discusses the importance of trust, respect, confidence and knowing your team every step of the way. Rudy Giuliani was able to lead his team through 9/11 by building that trust and confidence prior to the tragedy. He made it a point to have weekly meetings with every department head in city government. He made himself assessable to all of them. Because of that openness, they felt comfortable with his leadership style, which assisted him in handling crises during 9/11.

TITLE: *Leadership in Collaborative Community Health*

AUTHORS: Jeffrey Alexander, Maureen E. Comfort, Bryan J Weiner, and Richard Bogue

JOURNAL: *Nonprofit Management and Leadership*, 12(2), 159-175

DATE OF PUBLICATION: 2008

SUMMARY OF CONTENT: Based on extensive research, the authors have identified five key themes of collaborative leadership. These include: systems thinking, vision-based leadership, collateral leadership, power sharing, and process-based leadership. The article outlines differences between traditional leadership and collaborative leadership and distinguishes features of a collaboration

TITLE: *Leading with Soul*

AUTHORS: Lee G. Bolman and Terrence E. Deal

PUBLISHER: Jossey-Bass

DATE OF PUBLICATION: 1995

PAGES: 173

SUMMARY OF CONTENT: This is written in the format of a parable and points out that organizations have “souls” just as people have souls. Leaders need to be in touch with their souls to effectively lead others and develop an organization in a way that its “soul” can flourish as well. The book reads well and quickly.

TITLE: *Wisdom of Teams*

AUTHORS: Jon R. Katzenbach and Douglas K. Smith

PUBLISHER: Harper Business

DATE OF PUBLICATION: 1994

PAGES: 317

SUMMARY OF CONTENT: The book outlines why teams are important within organizations. It gives practical steps on how to develop teams and get team members to work together. From a management perspective, it defines the leader’s role and how to achieve top performance and outcome from team efforts.
