

STANDARDS & ACCOUNTABILITY

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.

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: *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: *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: *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.
