Supporting Employee Success: Promoting a Respectful Workplace

A list of materials available for borrowing from the Stewart Resources Centre – April 2008
Aggression in organizations: violence, abuse, and harassment at work and in schools / Geffner, Robert A. (Ed.)
Summary: This book presents a wide range of research, perspectives, and approaches to violence and abuse at work and in school. Respected authorities discuss practical strategies that foster a sense of safety, dignity, growth, creativity, and social support in every organization. Topics include: the quantitative and qualitative methods that document the long-term effects of trauma and the effectiveness of interventions; the role of perceptions in gauging workplace hostility; a personality test to identify an aggressive personality; the role of organizational frustration in forming aggressive behaviours; the effects of a teacher’s emotional abuse of a student; two forms of workplace abuse - bullying and mobbing; and many more!

The anatomy of peace: resolving the heart of conflict / Arbinger Institute.
Summary: This book helps us see how we actually cause the problems we think are caused by other people. We’re trapped by preconceived ideas and self-justifying reactions that keep us from seeing the world clearly and dealing with it effectively. As a result, our efforts to make things better all too often make them worse. Through an intriguing story of parents who are struggling with their children and with problems that have come to consume their lives, we learn from once-bitter enemies the way to find peace whenever war is upon us. Yusuf al-Falah, an Arab, and Avi Rozen, a Jew, each lost his father at the hands of the others ethnic cousins. The Anatomy of Peace is the story of how they came together, how they help warring parents and children to come together, and how we too can find our way out of the struggles that weigh us down.

Appreciative coaching: a positive process for change / Orem, Sara L. Binkert, Jacqueline. Clancy, Ann L.
Subjects: Executive coaching. Organizational change.
Summary: Appreciative Coaching describes an approach to coaching that is rooted in Appreciative Inquiry. At its core, the appreciative coaching method shows individuals how to tap into (or rediscover) their own sense of wonder and excitement about their present life and future possibilities. Rather than focusing on individuals in limited or problem-oriented ways, Appreciate Coaching guides clients through four stages - Discovery, Dream, Design, and Destiny - that inspire them to an appreciative and empowering view of themselves and their future.

Summary: Provides a practical framework for formulating powerful questions, a set of skills for leading "inquiring systems," and examples of companies that have created business value by improving the quality of their questions.

*Summaries have been excerpted from book descriptions provided by the publishers.*
The art of yoga [kit]
Contents: 1 book and 1 videodisc.
Subject: Yoga.
Summary: Developed thousands of years ago, yoga remains a great way to improve your physical fitness and enhance your spiritual wellbeing. Follow the simple, step-by-step instructions and pictures in the 128-page book to learn a variety of positions, from basic asanas to intermediate level. Then, use the DVD to experience a class in your own home and make yoga part of your life.

Breaking the silence : overcoming the problem of principal mistreatment of teachers / Blase, Joseph.
Summary: In this groundbreaking book, the authors explain the various manifestations of mistreatment, and offer practical solutions for its prevention and correction. The information presented is based on findings from the first-of-its-kind study conducted by the authors, in which they interviewed elementary, middle/junior high, and high school teachers from rural, suburban, and urban areas across the United States and Canada. The text masterfully provides the tools necessary to identify destructive behaviour and raises awareness of this common phenomenon in order to break the cycle of abuse. It is the crucial first step toward preventing further mistreatment and fostering teacher development, student achievement, and school improvement. Key features include: real-life examples and testimonials; specific forms and indicators of mistreatment, categorized into three levels; detailed description of the effects on schools and teachers, professionally and personally; and solutions for overcoming this problem, including six survival skills, "Bullyproofing," "Bullybusting," and other individual, organizational, and legal resolutions.

Bridging troubled waters : conflict resolution from the heart / LeBaron, Michelle.
Subjects: Conflict management.
Summary: Bridging Troubled Waters is about a robust and holistic approach to resolving conflict. It begins where much of the currently accepted theory and practice in the field leave off. Like a hand pulling back the curtain from parts of us that have been closeted away, this book reveals ways we can use more of ourselves in addressing conflict. Moving beyond the analytic and the intellectual, it situates our efforts at bridging conflict in the very places where conflict is born - relationships. From relationships come connection, meaning, and identity. It is through awareness of connection, shared meaning, and respect for identity that conflicts are transformed.

Building trust for better schools : research-based practices / Kochanek, Julie Reed.
Subjects: School improvement programs - Case studies.
Summary: This resource identifies links between the growth of trust and positive organizational outcomes that benefit school improvement efforts. Kochanek offers an innovative process model of trust building. Increased trust in schools: fosters participation among faculty in school reform efforts, creates a greater openness to innovation among teachers, increases outreach to parents, and produces even higher academic productivity in schools. There is a need for efficient sharing of information in schools across role relationships. This can be done with the building of trust between principals, teachers, and parents as they work together toward a common goal!
The bully at work: what you can do to stop the hurt and reclaim your dignity on the job / Namie, Gary. Namie, Ruth. Naperville, IL: Sourcebooks, 2003. Subject: Bullying in the workplace. Summary: Workplace violence may snatch the daily headlines, but outside the spotlight, the pain and degradation of corporate bullying shatters lives nationwide. The authors teach you personal strategies to identify allies, build your confidence, and stand up to your tormentor - or decide to walk away with your sanity and dignity intact.

Changing minds: the art and science of changing your own and other people's minds / Gardner, Howard. Boston, MA: Harvard Business School Press, 2004. Subjects: Change (Psychology). Persuasion (Psychology). Summary: Drawing on decades of cognitive research and compelling case studies - from famous business and political leaders to renowned intellectuals and artists to ordinary individuals - Gardner identifies seven powerful factors that impel or thwart significant shifts from one way of thinking to a dramatically new one. Whether we are attempting to change the mind of a nation or a corporation, our spouse's mind or our own, this book provides insights that can broaden our horizons and improve our lives.

Coaching and mentoring for dummies / Brounstein, Marty. Foster City, CA: IDG Books Worldwide, 2000. Subjects: Mentoring in business. Summary: Provides the foundation for understanding what business coaching is all about, and helps you gain or improve the coaching skills that drive employee performance and commitment. These skills, which serve as the main topics of this book, involve: getting employees to deliver the results you need; guiding employees to think and do for themselves; motivating employees to take on responsibility and perform effectively; and growing employee capabilities that lead to career development and success.

Coaching and mentoring: how to develop top talent and achieve stronger performance Boston, MA: Harvard Business School Press, 2004. Subjects: Mentoring in business. Summary: Effective managers know that timely coaching can dramatically enhance their teams' performance. Coaching and Mentoring offers managers comprehensive advice on how to help employees grow professionally and achieve their goals. This volume covers the full spectrum of effective mentoring and the nuts and bolts of coaching. Managers will learn how to master special mentoring challenges, improve listening skills, and provide ongoing support to their employees.

Coaching to solutions : a manager’s toolkit for performance delivery / Pemberton, Carole.
Subjects: Mentoring in business. Solution-focused brief therapy.
Summary: This book is essential reading to help you deliver performance coaching, within the daily demands of your management role and outlines: practical case studies and provides a guiding framework throughout the text; coaching as a performance raising tool and a means of building motivation; principles that will enable managers to help employees understand their own models for resolving difficulties; and a solution-focused approach to coaching that offers pragmatic tools to effectively manage conversations to meaningful outcomes.

Coaching with spirit : allowing success to emerge / Belf, Teri-E.
Subject: Coaching in business.
Summary: Coaching with Spirit is an uncommon resource that shows you how to enhance your effectiveness by integrating spirituality into your professional interactions with clients. Written for coaches and managers - of all types and levels of expertise - this book is not a primer on spirituality but rather it is a guide that suggests practical ways you can get into "the zone" and welcome spirit into your coaching business.

Co-active coaching : new skills for coaching people toward success in work and life / Whitworth, Laura.
Summary: This resource includes: dozens of sample coaching conversations and a wide-ranging set of fresh coaching examples drawn from the author’s firsthand experience with thousands of international coaching trainees and clients; a Coach’s Toolkit, offering more than 35 exercises, questionnaires, checklists, and reproducible forms; and a CD-ROM containing real-life audio coaching sessions and printable forms from the Toolkit. Now you can learn this transformative communication process that co-workers and teammates, direct reports and managers, teachers and students use to build strong, collaborative relationships.

Collaborative peer coaching that improves instruction : the 2 + 2 performance appraisal model / Allen, Dwight William. LeBlanc, Alyce C.
Summary: As this book demonstrates, the current method of job appraisal consists of sporadic classroom visits from school administrators that frequently serve to reinforce teacher isolation rather than promote professional development. In contrast, the 2 + 2 method, a practice where teachers visit each other’s classrooms long enough to provide two compliments and two suggestions for improvement, has not only been proven to enhance teaching skills and student learning, but has also increased job satisfaction by reviving productive teacher collaboration. Through the presentation of detailed case studies that illustrate the authors’ actual experience implementing the program at an inner city school, this work chronicles how the 2 + 2 method: restores the vital connections between teachers and students, teachers and administrators, and teachers and teachers; encourages teaching and learning to develop beyond what standardized tests reveal; provides a low-cost, easy-to-implement program that is realistic, given teachers’ time constraints and limited school budgets; and transforms schools into cultures of collaborative teaching and learning.
A complaint free world: how to stop complaining and start enjoying the life you always wanted / Bowen, Will.
Summary: In this book, you can learn what constitutes a complaint, why we complain, what benefits we think we receive from complaining, how complaining is destructive to our lives, and how we can get others around us to stop complaining. You will learn the steps to eradicating this poisonous form of expression from your life. If you stay with it, you will find that not only will you not complain, but others around you will cease to do so as well.

Conflict is for the birds: understanding your conflict management style / Oudeh, Gayle Wiebe.
Subjects: Conflict management. Organizational behavior.
Summary: The authors share the positive potential of conflict - potential that derives from making appropriate choices in how we respond to conflict. They reveal five distinct conflict management styles - the Woodpecker, the Parakeet, the Ostrich, the Owl and the Hummingbird - and explain the unique strengths and challenges of each.

The conflict survival kit: tools for resolving conflict at work / Goodwin, Cliff. Griffith, Daniel B.
Summary: This book provides tools, advice, pointers, exercises, cases, and role-play activities that help the reader apply text material to real-life situations. Learn how to: identify your own personal communication and leadership capabilities necessary for conflict resolution; apply learned strategies and methods taught in this book; and use “instant” skill-building and practical methods in organizational and personal conflict situations.

Courage to coach - retail [videorecording]: help your supervisory staff excel
VisionPoint Productions and Provant Media.
Summary: Outlines a specific five-step process for coaching that will improve any employee performance situation. Shows how to reach an agreement on a problem, develop an action plan for correcting the problem, and follow up with the employee. Although the scenarios take place in retail environments, the lessons apply to any supervisory situation.

Creative solutions for addressing diversity [kit]
Contents: 1 video and 4 skill building guides.
Summary: This video helps employees understand what diversity is. Participants also 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.
158.26 C376
Dealing with difficult people: how to deal with nasty customers, demanding bosses, and annoying co-workers / Cava, Roberta.
Subjects: Interpersonal communication. Work - Psychological aspects.
Summary: The author draws on years of human resources experience as she: explores the root causes of communication problems; reviews specific situations, such as workplace bullying; explains the reasons behind common personality conflicts; provides suggestions for alleviating problems; and suggests ways to improve people skills. Dealing with Difficult People offers proven techniques for working better with others, reducing stress and anxiety, and increasing confidence and enthusiasm in all professional relationships.

344.7101 D279
Dealing with workplace harassment, violence, and threats [kit]
Toronto, ON: Lancaster House, 2005.
Contents: 2 sound discs, 1 CD-ROM, and accompanying print material.
Subjects: Labor laws and legislation - Canada. Violence in the workplace - Canada.
Summary: Some of the questions addressed in the program include: What responsibilities do employers have to protect employees? How do you recognize and identify signs of workplace bullying and harassment? Are there preventative measures that can be taken? Workplace policies? Training? How should employers and unions respond to incidents of violence, harassment and threats in the workplace?

658.456 L563
Death by meeting: a leadership fable...about solving the most painful problem in business / Lencioni, Patrick.
Subject: Business meetings.
Summary: Best-selling author Patrick Lencioni provides readers with another powerful and thought-provoking book, this one centered on a cure for the most painful yet underestimated problem of modern business: bad meetings. And what he suggests is both simple and revolutionary. Lencioni provides a framework for his groundbreaking model, and makes it applicable to the real world. Death by Meeting is nothing short of a blueprint for leaders who want to eliminate waste and frustration among their teams, and create environments of engagement and passion.

616.8527 C782
The depression workbook: a guide for living with depression and manic depression / Copeland, Mary Ellen.
Subjects: Depressed persons.
Summary: This workbook presents the latest research-based, self-help strategies to relieve depression and address other mental health issues. Includes new information on managing symptoms.

370.153 M875
Developing emotionally literate staff: a practical guide / Morris, Elizabeth. Casey, Julie.
Summary: This practical book provides everything you need to create an emotionally literate ethos within your school, and gives you the tools to develop emotionally literate staff and practices over the course of a year. It is packed with practical tools to: help you assess and measure the current 'emotional temperature' of your setting, and evaluate progress; and help all staff in your setting develop the knowledge, confidence and key skills necessary for supporting children's social, emotional, and behavioural development.
**Difficult conversations : how to discuss what matters most** / Stone, Douglas. Patton, Bruce. Heen, Sheila.
Subjects: Interpersonal communication.
Summary: Walks the reader through a proven step-by-step approach for how to have your toughest conversations with less stress and more success. Reveals how to prepare, how to start the conversation without defensiveness, and how to keep it constructive and focused, regardless of how the other person responds.

**Discovering your personality type: the essential introduction to the enneagram** / Riso, Don Richard. Hudson, Russ.
Subjects: Typology (Psychology).
Summary: The most reliable, most accurate, and most accessible way to identify type, the enneagram questionnaire helps identify fundamental character traits, revealing invaluable directions for change and growth. The profile that emerges is useful for a wide variety of purposes: professional development, education, relationships, vocational counseling, and more. *Discovering Your Personality Type* is the book readers need in order to begin to see the possibilities made available by understanding personality types.

**Discussing performance [videorecording]**
Summary: Managers/supervisors will learn a step-by-step plan for setting up a proper appraisal discussion. Learn how to make the discussions more productive and focused to create a satisfying work environment and promote employee retention throughout the workplace.

**Don’t sweat the small stuff at work : simple ways to minimize stress and conflict while bringing out the best in yourself and others** / Carlson, Richard.
Subjects: Job stress. Conflict management.
Summary: Shows you how to interact more peaceably & joyfully with colleagues, clients, & bosses. Reveals tips that will transform your outlook at the office, easing stress there and also leading to a happier life at home.

**The 8th habit : from effectiveness to greatness [sound recording]** / Covey, Stephen R.
Contents: 1 sound disc.
Summary: An audiobook that holds powerful insights that challenge us to find our voice and inspire others to find theirs.

**Emotional intelligence [kit]**
Contents: 1 videocassette, 2 books, 1 CD-ROM, and 1 package of cards.
Summary: This video shows how organizations are accessing the power of emotions to create better, more productive team members. It illustrates how EI can be integrated into the workplace to enhance other knowledge and technical capabilities.
Summary: Experts now acknowledge that emotional intelligence (EI) is the major determinant of success in the workplace. And unlike IQ or other traditional measures of intelligence, EI can be developed and dramatically increased. In this work, Dr. Hendrie Weisinger shares with the world the means to realize personal ambitions and optimize organizational effectiveness through the masterful management of emotions.

Subjects: Personal coaching. Executive coaching.
Summary: This book applies recent behavioural science research to executive and personal coaching, bringing multiple disciplines to bear on why and how coaching works. It presents several different coaching approaches, along with the empirical and theoretical knowledge base supporting each. Recognizing the special character of coaching - that the coaching process is non-medical, collaborative, and highly contextual - the authors lay out an evidence-based coaching model that allows practitioners to integrate their own expertise and the needs of their individual clients with the best current knowledge. This gives coaches the ability to better understand and optimize their own coaching interventions, while not having to conform to a single, rigidly defined practice standard.

Summary: What is the difference between a coach and a mentor? How can practitioner's and clients assess their benefits if there is little or no general understanding as to their meaning? This book offers answers by describing the different theoretical models available for coaching and mentoring and by looking at how these models are applied in practice.

Follow your True Colors to the work you love: the popular method for matching your personality to your career / Kalil, Carolyn. Riverside, CA: True Colors, 1998.
Subjects: Typology (Psychology). Temperament.
Summary: This book helps you to discover your natural strengths and talents. With the help of the True Colors method, you'll learn quickly how to reclaim your true self and find your own path to success.

Summary: Stop dreading Monday morning! Wherever you work, whatever you do, you can make your work life more fulfilling, more joyful. Dive in, and discover how to improve all your interactions with colleagues - what really motivates you, and why; how to find the positive feedback and work experiences you desperately need; what you can learn today to become happier and more effective in your current job; when to quit; and how to find the work you’re meant to do. One day, one small step at a time, start building the work life you’ve always dreamed about - passionate, fun, and enormously successful!
370.715 F655
From staff room to classroom: a guide for planning and coaching professional development / Fogarty, Robin. Pete, Brian.
Subjects: Teachers - In-service training. Career development.
Summary: From Staff Room to Classroom is built around four critical roles of the staff developer: designing, presenting, facilitating, and coaching. Rich with theoretical underpinnings, this book drills down to the essentials for each aspect and role. Offering concrete help for working with teachers using myriad real-life mentoring and coaching scenarios for reference and inspiration, this practical guide presents techniques for: customizing professional development to fit the unique needs of adult learners; organizing a successful workshop; incorporating five essential elements for sound training; building relationships and community; and putting ideas into immediate practice using extensive reproducibles, templates, and practical tips.

650.1 G394
Get organized and stay organized [videorecording]: the 7-day plan for putting your work life in order
Subjects: Office management. Time management.
Summary: View this video and you’ll discover that it takes only an hour a day for the first seven days to get organized, and then a few minutes each day from then on to stay organized.

303.69 S454
Getting them to see it your way: dealing with difficult and challenging people / Segal, Judith.
Subjects: Conflict management. Interpersonal communication. Interpersonal relations.
Summary: Difficult people come in all shapes and sizes, but they're easy to recognize: managers who take credit for your achievements; family members who can't compromise; abrasive and close-minded people who refuse to see things your way or anybody else's. With wry humour, pure common sense, and razor-sharp insight, Dr. Judith Segal teaches you, step by step, how to rise to the challenge.

650.1 B923
Go put your strengths to work: 6 powerful steps to achieve outstanding performance / Buckingham, Marcus.
Summary: Research data show that most people do not come close to making full use of their assets at work - in fact, only 17 percent of the workforce believes they use all of their strengths on the job. Go Put Your Strengths to Work aims to change that through a six-step, six-week experience that will reveal the hidden dimensions of your strengths. You will learn: why your strengths aren't what you are good at and your weaknesses aren't what you are bad at; how to use the four telltale signs to identify your strengths; the simple steps you can take each week to push your time at work toward those activities that strengthen you and away from those that don't; how to talk to your boss and your colleagues about your strengths without sounding like you're bragging and about your weaknesses without sounding like you're whining; and the fifteen-minute weekly ritual that will keep you on your strengths path your entire career.

158.1 C626
Growing the distance: timeless principles for personal, career, and family success / Clemmer, Jim.
Subjects: Self-actualization (Psychology).
Summary: Personal growth is all about developing the qualities of leadership that each of us has, regardless of our position in society or the workplace. With his unique blend of humourous quips, anecdotes, and insightful commentary, the author has taken decades of experience in organizational leadership development and created a remarkably easy-to-read guide to living and growing that will benefit anyone who reads it.
616.8521 L665
Healing trauma: a pioneering program for restoring the wisdom of your body / Levine, Peter A.
Subjects: Mind and body therapies.
Summary: Researchers have shown that survivors of accidents, disaster, and childhood trauma often endure life-long symptoms ranging from anxiety and depression to unexplained physical pain, fatigue, illness, and harmful "acting out" behaviours reflecting these painful events. In Healing Trauma, Dr. Levine gives readers the personal how-to-guide for using the theory he first introduced in his highly acclaimed work, Waking the Tiger.

658.4092 C891
The heart of coaching: using transformational coaching to create a high-performance culture / Crane, Thomas G.
Summary: This book is destined to make an impact on the leadership styles and cultures of the leaders who read and apply this transformational approach. It will be an invaluable investment in developing contemporary leadership competencies in leading the three different generations working side-by-side in our organizations. Connecting with people to discover what makes them "tick" is a rich and underdeveloped source of genuine influence and power. Transformational coaching provides the framework for creating this deeper level of trust and mutual support.

658.3125 K59
Improving employee performance through appraisal and coaching / Kirkpatrick, Donald L.
Subjects: Employees - Rating of.
Summary: Gives you the tools you need to build a genuinely proactive performance management program, no matter where you work. This book will help you: start a new program or tailor your existing one to get maximum results; understand job segments and set performance standards; use coaching as an integral, ongoing driver of performance; streamline the appraisal process; prepare and conduct more effective appraisal interviews; establish improvement plans; and much more.

658.314 C323
Improving employee performance through workplace coaching: a practical guide to performance management / Carter, Earl. McMahon, Frank A.
Summary: This book covers all the tools required for implementing a performance management system and includes: how to develop a code of conduct; how to set the scene for workplace coaching; how to conduct formal reviews; how managers can prepare in order to coach competently; and what actions to take when an employee does not respond to workplace coaching.

158.1 P324
It's hard to make a difference when you can't find your keys: a seven-step path to becoming truly organized / Paul, Marilyn.
Subjects: Time management. Self-management.
Summary: Management consultant Dr. Marilyn Paul will guide you on a path to personal change that can bring true relief from the pain and stress of chronic disorganization. Drawing from her own past experience as a chronically disorganized person, Paul adds warmth, insight, humour, and hope to this primer for change and self-discovery.
Jane Scrivner’s total detox : 6 ways to revitalize your life / Scrivner, Jane.
Subjects: Diet therapy. Detoxification (Health).
Summary: Describes six outstanding programs that are specifically designed to revitalize your body and mind.

Jerks at work : how to deal with people problems and problem people / Lloyd, Ken.
Subjects: Problem employees. Interpersonal relationships.
Summary: Jerks at Work provides a wide array of strategies to deal with all the jerks you come across. There are the time-tested, classical methods for the retro-jerks; the screamers, impractical jokers, egomaniacs, complainers, and non-stop talkers. Then there are new, state-of-the-art strategies to deal with a generation of cyber-jerks that includes bullies, jerks on cell phones, and jerks on line.

The joy of conflict resolution : transforming victims, villains and heroes in the workplace and at home / Harper, Gary.
Subjects: Conflict management.
Summary: The Joy of Conflict Resolution helps readers understand conflict and why it arises through the lens of the "drama triangle" of victims, villains, and heroes. In an accessible, engaging, and lighthearted style that uses stories and humour to explore potentially emotionally charged situations, it provides proven and practical skills to move beyond confrontation to resolve conflicts collaboratively.

King Arthur’s round table: how collaborative conversations create smart organizations / Perkins, David N.
Subjects: Communication in organizations.
Summary: Your organization functions and grows through conversations - face-to-face and electronic, from the mailroom to the boardroom. The quality of those conversations determines how smart your organization is. This book shows you how the Round Table of Arthurian legend can help foster collaboration and transform today’s world of business, nonprofits, and government.

Subjects: Codependency - Meditations.
Summary: Fear, shame, anger, self-doubt. Helping people "let go" of self-destructive thoughts, emotions, and behaviours has been the life work of acclaimed author Melody Beattie. For more than a decade, millions of readers have turned to Beattie's classic meditation book, The Language of Letting Go, as a wellspring for daily reflection, affirmation, and change. Now the journal edition of this best-seller features the entire original meditation text in a format that affords room for readers to record their thoughts, fears, and accomplishments.

Summary: Shows how to tackle self-defeating thinking and replace it with a problem-solving outlook.
Listening to the volcano: conversations that open our minds to new possibilities / Hutchens, David. Waltham, MA: Pegasus Communications, 2005.
Subjects: Communication in organizations. Decision making.
Summary: Offers an engaging introduction to conversation as a disciplined workplace practice for sparking generative thinking, improving decision-making, and creating effective action.

Summary: In Make the Right Choice, the author shares his experience and insight on creativity, communication, teamwork, passion, and fun. With wit, a sharp observational eye, and playful irreverence, he discusses the choices we all encounter in our careers. We each have the ability to take initiative and make the right choice to live a more creative, passionate, effective, and productive life. How do you make the right choice? You must take ownership of your work environment and create a foundation of opportunity and positive support. You can choose to be patient, supportive, and more flexible to change. You can choose to have fun in the workplace and still be productive. The author teaches us just how easy it is to make these choices.

Summary: Mobbing is a “ganging up” by several individuals to force someone out of the workplace through rumour, innuendo, intimidation, discrediting, and particularly, humiliation. Mobbing is a serious form of nonsexual, nonracial harassment - it affects the mental and physical health of victims. It extracts staggering costs from victims, their families, and from organizations. This book helps readers to understand what mobbing is, why it occurs, how it affects a victim and organizations, and what people can do.

Monday morning leadership: 8 mentoring sessions you can’t afford to miss / Cottrell, David. Dallas, TX: CornerStone Leadership Institute, 2002.
Summary: Offers unique encouragement and direction that will help you become a better manager, employee, and person.

Subjects: Conflict management. Cooperativeness.
Summary: Provides new research and insights into human behaviour and human nature, which show that we are not, in fact, doomed to violent conflict. With intelligence and sensitivity, the author outlines a brilliant program for personal and community empowerment called The Third Side. This new paradigm shows how we can intervene to support healthy conflict while preventing destructive confrontation.
Subjects: Anxiety. Fear. Panic disorders.
Summary: Offers a method to control anxiety that involves making gentle, natural changes to your lifestyle that promote wellness in mind and body.

Subjects: Interpersonal communication.
Summary: Marshall Rosenberg offers insightful stories, anecdotes, practical exercises and role-plays that will dramatically change your approach to communication for the better. Discover how the language you use can strengthen your relationships, build trust, prevent conflicts and heal pain.

Summary: The author has created a revolutionary program to help readers identify their talents, build them into strengths, and enjoy consistent, near-perfect performance. The program introduces 34 dominant "themes" with thousands of possible combinations, and reveals how they can best be translated into personal and career success.

Subjects: Gays - Family relationships. Parents of gays.
Summary: Written by two mothers of gay children, the book discusses the nature of homosexuality and works toward helping both children and parents understand the experience of the other.

Subjects: Communication in management.
Summary: In theory, communication is a simple process - one person sends a message and another person receives it. In reality, the sending-and-receiving process is far from simple. This book offers a variety of quick tips to help you communicate more clearly at work.

103 quick tips to motivate your employees / Segall, Linda. Palm Beach Gardens, FL: Dartnell Corporation, 1999.
Subjects: Employee motivation.
Summary: Motivating your employees doesn't have to be difficult, nor does it have to cost a lot. Here are 103 quick tips to getting the most out of your employees.
123 quick tips to lead effectively / Segall, Linda.
Palm Beach Gardens, FL: Dartnell Corporation, 2000.
Subject: Leadership.
Summary: Leaders understand that empowering their employees, instilling a desire to be innovative, and inspiring continuous learning are all important for success. Here are 123 quick ways in which you can develop traits to become a better leader.

Perfect phrases for performance reviews / Max, Douglas. Bacal, Robert.
Subjects: Employees - Rating of.
Summary: Provides hundreds of ready-made phrases that you can use to describe any employee's performance in 74 different skill areas. The phrases are grouped into five employee performance levels: outstanding, exceeds expectations, meets expectations, needs improvement, and unacceptable.

Performance appraisals : 10 minute guide / Furtwengler, Dale.
Subjects: Employees - Rating of.
Summary: Through goal-oriented, 10-minute lessons, you will learn all the skills you need to turn the dreaded performance appraisal into a constructive, positive tool to help your employees work harder and smarter, and stick around longer.

Pfeiffer’s classic activities for diversity training / Gordon, Jack (Ed.).
Subjects: Diversity in the workplace. Personnel management - Study and teaching. Multiculturalism - Problems, exercises, etc. Employee training personnel - Training of. Organizational behavior - Problems, exercises, etc.
Summary: Provides a wide range of approaches - activities, exercises, and models - to help understand and leverage a diverse workforce. This essential resource offers a “valuing” approach that puts the emphasis on reframing diversity in the workplace as an opportunity to improve organizational performance.

Summary: Unveiling neuroscientific links between organizational success or failure and primal leadership, the authors argue that a leader's emotions are contagious. If a leader resonates energy and enthusiasm, an organization thrives; if a leader spreads negativity and dissonance, it flounders. This breakthrough concept charges leaders with driving emotions in the right direction to have a positive impact on earnings or strategy. Drawing from decades of analysis within world-class organizations, the authors show that resonant leaders - whether CEOs or managers, coaches or politicians - excel not just through skill and smarts, but by connecting with others using EI competencies like empathy and self-awareness. And they employ up to six leadership styles - from visionary to coaching to pace-setting - fluidly interchanging them as the situation demands.
Putting emotional intelligence to work: successful leadership is more than IQ / Ryback, David.
Summary: This book covers the origins and history of emotional intelligence, why it is essential at this point in the changing marketplace, how to delegate and negotiate more effectively, and how to change yourself to become a more effective player. An EQ (Emotional Quotient) survey helps you determine where you are on the scale of executive intelligence.

Resolving conflicts at work: eight strategies for everyone on the job / Cloke, Ken. Goldsmith, Joan.
Subjects: Conflict management. Personnel management - Psychological aspects.
Summary: This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors’ eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth.

Responsibility at work: how leading professionals act (or don’t act) responsibly / Gardner, Howard (Ed.).
Summary: Filled with original essays by Howard Gardner, William Damon, Mihaly Csikszentmihalyi, and Jeanne Nakamura, Responsibility at Work reflects the information gleaned from in-depth interviews with more than 1,200 people from nine different professions - journalism, genetics, theatre, higher education, philanthropy, law, medicine, business, and pre-collegiate education. The book reveals how motivation, culture, and professional norms can intersect to produce work that is personally, socially, and economically beneficial. At the heart of the study is the revelation that the key to good work is responsibility - taking ownership for one's work and its wider impact.

Resume magic: trade secrets of a professional resume writer / Whitcomb, Susan Britton.
Subjects: Resumes (Employment).
Summary: Features 50 before-and-after resume transformations that reveal the trade secrets of one of America's most respected and effective resume writers.

Solutions for promoting principal-teacher trust / Gimbel, Phyllis A.
Summary: This book offers school administrators an opportunity to gain insight into principal and teacher perspectives on what particular behaviours are most effective in promoting trust. With three easy-to-read tables summarizing the meaning of trust in schools, the most commonly identified principal and teacher trust-building behaviours, and a list of suggested trust enhancers for principals, the solutions proposed here can be a way for overworked administrators to gather practical information quickly. This resource offers school leaders a chance to focus their leadership on building and maintaining trust early in their tenure, paving the path for school improvement.
The speed of trust: the one thing that changes everything / Covey, Stephen M. Merrill, Rebecca R. New York: Free Press, 2006.
Summary: Offers a practical look at exactly how trust functions in our everyday transactions and relationships - from the most personal to the broadest, most indirect interaction - and how to establish trust immediately so that you and your organization can forego the time-killing, bureaucratic check-and-balance processes so often deployed in lieu of actual trust.

Summary: This book illuminates many of the core values, beliefs, and principles that can guide, sustain, and inspire leaders during difficult times. These values and principles have underlying spiritual roots. The more aware of them you are, and the more you express them in leadership practice, the more effective you become. The authors offer the following eight key leadership principles to help you become a more enlightened leader: intention, attention, unique gifts and talents, gratitude, unique life lessons, holistic perspective, openness, and trust.

Summary: Do you do what you do best every day? Chances are, you don't. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. With hundreds of strategies for applying your strengths, StrengthsFinder 2.0 will change the way you look at yourself - and the world - forever.

Subjects: Stress management.
Summary: Practical tips for reducing stress in three main areas of the workplace: stress caused by employees, stress caused by the boss, and stress from everyday issues.

Subjects: Management information systems.
Summary: Systems Thinking is holistic. Its focus is on ensuring that the parts of the organization function properly together to serve the needs of the whole. It is also creative, because its development has produced a range of approaches that can be used in powerful combinations. Indeed, being systemic increasingly means resolving problems from multi-viewpoints and using multi-techniques. Placing a central emphasis on such 'creative holism,' this book draws on a host of examples to cover the development, implementation and integration of all major systems approaches.
Take the bully by the horns: stop unethical, uncooperative, or unpleasant people from running and ruining your life / Horn, Sam.
Subjects: Bullying. Bullying - Case studies. Aggressiveness.
Summary: This book shows readers how to defuse difficult people who are wreaking havoc on your home or work life. Real-life strategies include how to: Adopt a Don't You Dare attitude; Refuse to play The Blame-Shame Game; Stop paying the price of nice; Put all kidding aside; Act on your anger; and Adopt the Clarity Rules and Rights. Sam Horn gives readers peace of mind and sanity with *Take the Bully by the Horns*!

Taming the abrasive manager: how to end unnecessary roughness in the workplace / Crawshaw, Laura.
Subjects: Organizational behavior. Interpersonal relations.
Summary: *Taming the Abrasive Manager* is an ideal resource for managers, human resource professionals, coaches, and anyone who works for or with an abrasive boss. Executive coach Dr. Laura Crawshaw shares her discoveries on how to tame the deep fears that drive abrasive managers to attack their coworkers. In her straight-shooting style, Crawshaw offers invaluable insights gained from her encounters with abrasive bosses in corporate jungles who aggressively defend against threats to their dominance in the high-risk business of survival. These insights, combined with lessons learned from employees and organizations who have successfully reined in their unmanageable bosses, provide realistic solutions that will improve the workplace for everyone.

Tongue fu!: how to deflect, disarm, and defuse any verbal conflict / Horn, Sam.
Summary: *Tongue Fu!* offers constructive alternatives that will turn hostility into harmony and help you avoid a mental breakdown in the face of aggression. With straightforward strategies and proven techniques, *Tongue Fu!* examines almost every kind of verbal conflict - from fights with your spouse or a stalemate with the kids - and shows how to use martial arts for the mind and mouth to deflect attacks, disarm disputes, and defuse any explosive situation.

Tongue fu! at school: 30 ways to get along better with teachers / Horn, Sam.
Summary: This book is for educators who want to learn real-life responses to situations faced everyday in the classroom, on campus, in the front office, at extra-curricular activities, in staff meetings, PTA meetings, and district meetings. Readers will learn specific dialogue to help them: end arguments by focusing on solutions; persuade others to stop, listen, and see their point of view; handle hassles with humour; communicate with helpful language; keep emotions under control; and turn resentment into rapport so that people have the incentive to get along.
Summary: This book is about trust - the power when it exists, the problems when it doesn't, the pain when it is betrayed, and how to restore it. Drawing on years of research and experience with organizations worldwide, the authors provide a simple yet comprehensive approach to trust that shows how to discuss it constructively, identifies behaviours that build or break trust, and describes steps to rebuild trust and sustain it even through periods of change. This resource features examples and practical tips, tools, quizzes, and exercises to help readers create work environments where trust grows so that people feel good about what they do, relationships are energized, and productivity and profits accelerate.

Summary: Trust in Schools demonstrates convincingly that the quality of social relationships operating in and around schools is central to their functioning, and strongly predicts positive student outcomes. This book offers insights into how trust can be built and sustained in school communities, and identifies some features of public school systems that can impede such development. Bryk and Schneider show how a broad base of trust across a school community can provide a critical resource as education professionals and parents embark on major school reforms.

Summary: Trust Matters offers educators a practical, hands-on guide for establishing and maintaining trust within their schools as well as for providing information on how to repair trust that has been damaged. The book outlines the five key elements on which individuals base their trust judgments (benevolence, honesty, openness, reliability, and competency) and explores the factors that influence the development of trust. The book explores the leader's role in fostering high quality relationships among teachers, students, and parents and examines examples of positive outcomes of trusting school environments.

Summary: Trusting What You Know shows that building genuine trustworthy relationships between teachers and students is pivotal in students' capacity to learn. Based on the author's extended research study, this book reveals what students think about their relationships in the classroom and how these relationships affect their ability to learn. The book includes guiding principles for teachers, researchers, educators, and parents who want to understand the ways that human relationships at school fundamentally influence what children learn, know, and trust.
658.3 L244  
**When generations collide: who they are, why they clash, how to solve the generational puzzle at work** / Lancaster, Lynne C. Stillman, David.  
Subjects: Diversity in the workplace. Age groups. Conflict of generations.  
Summary: This insightful guide shows how to solve problems among Traditionalists, Baby Boomers, Generation Xers, and Millennials - and how to recruit, retain, motivate, and manage each of them most effectively.

650.13 B433  
**Winning with difficult people** / Bell, Arthur H. Smith, Dayle M.  
Summary: The authors point out twelve different difficult personality types in business environments, and advise on how to cope with them. They explain the traits of each personality type, and give you insights on ways to transform potential personality problems to your advantage.

650.13 W187  
**Working relationships: using emotional intelligence to enhance your effectiveness with others** / Wall, Bob.  
Subjects: Office politics. Interpersonal relations.  
Summary: From executives to front-line supervisors, the research is clear: emotional competencies are more important than training, IQ, and technical experience in determining who succeeds and fails at work. This book is a classic toolkit for mastering the personal characteristics and social abilities of emotional intelligence (EQ), showing how to use the power of EQ to influence success regardless of job type, level of education, or scope of responsibility.

303.69 F664  
**Working through conflict: strategies for relationships, groups and organizations** / Folger, Joseph P. Poole Marshall Scott. Stutman, Randall K.  
Summary: Covering the whole range of conflict settings - interpersonal, group, and organizational - *Working Through Conflict* provides an introduction to conflict management that is firmly grounded in current theory and research.

658.409 G625  
**Working with emotional intelligence** / Goleman, Daniel.  
Summary: Drawing on unparalleled access to business leaders around the world and studies in more than 500 organizations, Goleman documents an astonishing fact: in determining star performance in every field, emotional intelligence matters twice as much as IQ or technical expertise. Readers also discover how emotional competence can be learned. Goleman analyzes five key sets of skills and vividly shows how they determine who is hired and who is fired in the top corporations in the world. He also provides guidelines for training in the "emotionally intelligent organization."
X-treme safety: survival tips for rookies in the workplace.
Subjects: Industrial safety.
Summary: Provides information on workplace safety that will help you to: identify safe and unsafe working conditions; understand the importance of workplace safety orientations and training; learn about rights and responsibilities of employers and workers; and more.

Your boss is not your mother: eight steps to eliminating office drama and creative positive relationships at work / Mandel, Debra.
Chicago, IL: Agate, 2006.
Summary: Using real-life stories and anecdotes, the author demonstrates how readers can learn how to respond to people in the workplace with a clear head. They'll also learn about how to distinguish a truly abusive boss or co-worker from one who is actually harmless, how to deal with flirtations and office romance opportunities, and how to negotiate the unique and often unexpected dilemmas of dealing with other women at work. The book is full of interactive features - self-tests, exercises, checklists - designed to help readers explore and assess their workplace interactions. Your Boss Is Not Your Mother will benefit any woman who wants to let go of old, negative influences and take charge of her professional life.