

Employee Success: A Bibliography of Materials for Professional Growth

November 2018

Stewart Resources Centre

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*Annotations have been excerpted from descriptions provided by the publishers.

152.42 R896

Rubin, Gretchen Craft

The happiness project : or, why I spent a year trying to sing in the morning, clean my closets, fight right, read Aristotle, and generally have more fun

Toronto, ON: HarperCollins, 2012.

Subjects: Happiness. Self-actualization (Psychology).

Summary: The author chronicles her adventures during the twelve months she spent test-driving the wisdom of the ages, current scientific research, and lessons from popular culture about how to be happier. Among other things, she found that novelty and challenge are powerful sources of happiness; that money can help buy happiness, when spent wisely; that outer order contributes to inner calm; and that the very smallest of changes can make the biggest difference.

153.35 K84

Korkki, Phyllis

The big thing : how to complete your creative project even if you're a lazy, self-doubting procrastinator like me

New York, NY: Harper, 2016.

Subjects: Creative ability. Motivation (Psychology). Procrastination. Success.

Summary: The author explores what drives people to pursue their dreams of creating the next Big Thing, documenting through stories, case studies, and science, the productive habits and behaviors of those who achieve success.

153.6 C955

Patterson, Kerry (Ed.)

Crucial conversations : tools for talking when stakes are high

New York, NY: McGraw-Hill, 2002.

Subjects: Interpersonal communication. Interpersonal relations.

Summary: This book gives you the tools you need to step up to life's most difficult and important conversations, say what's on your mind, and achieve the positive resolutions you want. You'll learn how to: prepare for high-impact situations with a six-minute mastery technique; make it safe to talk about almost anything; be persuasive, not abrasive; keep listening when others blow up or clam up; and turn crucial conversations into the action and results you want.

153.6 C955

Patterson, Kerry; Grenny, Joseph

Crucial conversations : tools for talking when stakes are high

New York, NY: McGraw-Hill, 2012.

Subjects: Communication. Interpersonal communication. Interpersonal relations.

Summary: The first edition of *Crucial Conversations* revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to: prepare for high-stakes situations; transform anger and hurt feelings into powerful dialogue; make it safe to talk about almost anything; and be persuasive, not abrasive.

153.6 C955

Patterson, Kerry (Ed.)

Crucial conversations : audio companion [sound recording]

Orem, UT: VitalSmarts, 2005.

Subjects: Interpersonal communication. Interpersonal relations.

Summary: The audio workout to strengthen your crucial conversation skills, this recording features nine presentations by the authors filled with creative insights, humorous stories, and useful tips.

153.9 R662

Robinson, Ken

The element : how finding your passion changes everything

New York, NY: Viking, 2008.

Subjects: Creative ability in children. School failure. Self-actualization (Psychology). Self-realization.

Summary: This book looks at the conditions that enable us to find ourselves in the element and those that stifle that possibility. The author shows that age and occupation are no barrier, and that once we have found our path we can help others to do so as well. This book shows the need to enhance creativity and innovation by thinking differently about human resources and imagination.

155.9042 B471

Bennett, Joel B.

Raw coping power : from stress to thriving

Fort Worth, TX: Organizational Wellness, 2014.

Subjects: Stress management.

Summary: This book explores new ways to address the growing problem of stress in society and the workplace. It is both a practical guidebook and resource for anyone interested in mastering stress, including individuals, groups, workplaces, and those who serve them (such as coaches, counselors, trainers, and therapists).

155.9042 C536

Childre, Doc Lew

Transforming stress : the HeartMath solution for relieving worry, fatigue, and tension

Oakland, CA: New Harbinger Publications, 2005.

Subjects: Heart beat—Psychological aspects. Stress management.

158 B877

Brown, Brené

Daring greatly : how the courage to be vulnerable transforms the way we live, love, parent, and lead

New York, NY: Avery, 2015.

Subjects: Assertiveness (Psychology). Courage. Risk.

Summary: Every day we experience the uncertainty, risks, and emotional exposure that define what it means to be vulnerable, or to dare greatly. Whether the arena is a new relationship, an important meeting, our creative process, or a difficult family conversation, we must find the

courage to walk into vulnerability and engage with our whole hearts. The author challenges everything we think we know about vulnerability. Based on twelve years of research, she argues that vulnerability is not weakness, but rather our clearest path to courage, engagement, and meaningful connection.

158 B877

Brown, Brené

Rising strong

New York, NY: Spiegel & Grau, 2015.

Subjects: Courage. Self-actualization (Psychology).

Summary: The physics of vulnerability is simple: If we are brave enough often enough, we will fall. The author tells us what it takes to get back up, and how owning our stories of disappointment, failure, and heartbreak gives us the power to write a daring new ending. Struggle, the author writes, can be our greatest call to courage, and rising strong our clearest path to a wholehearted life.

158 O36

O'Hanlon, William Hudson

Change 101: a practical guide to creating change in life or therapy

New York, NY: W.W. Norton, 2006.

Subjects: Change (Psychology).

Summary: Drawing on thirty years of clinical experience, the author - one of psychotherapy's most innovative practitioners and teachers - examines this simple yet often elusive aspect of successful therapy: change. He presents the key concepts and most powerful methods for achieving personal transformation. Readers are provided with the perspective and inspiration necessary to embrace the risk and reward of change.

158.1 B167

Baker, Dan

What happy people know : how the new science of happiness can change your life for the better

New York, NY: St. Martin's Griffin, 2003.

Subjects: Happiness.

Summary: The authors explain how research has shown that fear forms the root of unhappiness. They use evidence from the new science of happiness to show us how we can overcome this genetic predisposition toward negative reactions and lead a happy and healthy life.

158.1 C456

Chandler, Steve

100 ways to motivate yourself : change your life forever (Rev. ed.)

Franklin Lakes, NH: Career Press, 2001.

Subjects: Motivation (Psychology). Self-actualization (Psychology).

Summary: This book features 100 proven methods to positively change the way you think and act - methods based on feedback from the hundreds of thousands of corporate and public seminar attendees the author speaks to each year.

158.1 D996

Dyer, Wayne W.

Being in balance : 9 principles for creating habits to match your desires

Carlsbad, CA: Hay House, 2006.

Subjects: Conduct of life. Self-actualization (Psychology). Success.

158.1 H624

Hibbert, Christina G.

Who am I without you? : 52 ways to rebuild self-esteem after a breakup

Oakland, CA: New Harbinger Publications, Inc., 2015.

Subjects: Behavior modification. Interpersonal relations. Self-esteem. Self-help techniques.

Separation (Psychology).

Summary: If a breakup or divorce has drained your confidence and shattered your self-esteem, this book is for you. This book will help you work through your heartache, rediscover your self-worth, and learn to live and love again. Breakups can send you into a tailspin, causing an identity crisis and loss of self-worth. So how do you get back to the person you once were? This book will teach you powerful skills based in cognitive behavioral therapy (CBT), positive psychology, and mindfulness that will help you tackle the difficult emotions that can surface after a breakup, such as grief, loss, anger, fear, worry, and low self-esteem.

158.1 K19

Katz, Patricia

Press pause—press on : bringing balance and perspective to work and life

Saskatoon, SK: Optimus Consulting, 2006.

Subjects: Quality of life. Self-actualization (Psychology). Stress management. Time management.

158.2 B877

Brown, Brené

Braving the wilderness : the quest for true belonging and the courage to stand alone

New York, NY: Random House, 2017.

Subjects: Belonging (Social psychology). Self-actualization (Psychology).

Summary: In this book, the author redefines what it truly means to belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, the author will again change the cultural conversation while mapping a clear path to true belonging.

158.2 S877

Stone, Douglas

Difficult conversations : how to discuss what matters most

New York, NY: Penguin Books, 2000.

Subjects: Interpersonal communication.

158.26 C376

Cava, Roberta

Dealing with difficult people : how to deal with nasty customers, demanding bosses, and annoying co-workers

Toronto, ON: Key Porter Books, 2004.

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. This book offers proven techniques for working better with others, reducing stress and anxiety, and increasing confidence and enthusiasm in all professional relationships.

158.5 U83

Ury, William

Getting past no : negotiating with difficult people

New York, NY: Bantam Books, 1991.

Subjects: Negotiation.

158.7 G318

Gelles, David

Mindful work : how meditation is changing business from the inside out

Boston, MA: Houghton Mifflin Harcourt, 2015.

Subjects: Leadership—Psychological aspects. Meditation. Mind and body.

Summary: This book explains how such mindfulness practices as meditation and yoga have helped lower stress and increase mental focus for employees, and offers real-world examples of how mindfulness has benefited large corporations.

158.72 E16

Eblin, Scott

Overworked and overwhelmed : the mindfulness alternative

Hoboken, NJ: Wiley, 2014.

Subjects: Job stress. Quality of life. Quality of work life. Stress management. Time management. Work—Psychological aspects.

Summary: Leverage mindful awareness and intention to achieve better outcomes. This book offers practical insights for the executive, manager or professional who feels over stretched. By making the concepts and practices of mindfulness simple, practical and applicable, this book offers actionable hope for today's overworked and overwhelmed professional. New research shows that the smartphone equipped professional is connected to work 72 hours a week. Forty eight percent of Americans report that their stress level is up and that the number one source of stress is the job pressure of a 24/7 world. What's the alternative?

158.72 G464

Gilbert, Merv; Bilsker, Dan

Psychological health & safety : an action guide for employers

S.I.: Mental Health Commission of Canada, 2012.

Subjects: Job satisfaction. Job stress. Psychology, Industrial. Stress, Psychological.

177.37 F398

Ferruci, Piero

The power of kindness : the unexpected benefits of leading a compassionate life

New York, NY: Penguin Random House, 2006.

Subjects: Conduct of life. Kindness.

Summary: Citing a global phenomenon of impersonal human relations and materialism, a respected transpersonal psychologist argues that individual happiness can occur only through acts of kindness. This resource explores eighteen expressions of kindness, while demonstrating how kind people are the most likely to survive and thrive in a hostile world. With this new edition, the author features a complete new chapter on the theme of "Harmlessness," which joins his other chapters on virtues such as "Honesty," "Warmth," and "Loyalty." In addition, he contributes a substantial new introduction and selection of techniques, meditations, and exercises.

248.843 B571

Bevere, Lisa

Be angry, but don't blow it : maintaining your passion without losing your cool

Nashville, TN: Thomas Nelson, 2000.

Subjects: Anger—Religious aspects—Christianity. Christian women—Religious life.

302 C955

Patterson, Kerry; McMillan, Joseph

Crucial accountability : tools for resolving violated expectations, broken commitments, and bad behavior

New York, NY: McGraw-Hill, 2013.

Subjects: Communication in management. Communication in organizations. Interpersonal communication. Interpersonal confrontation. Interpersonal relations.

Summary: Broken promises, missed deadlines, poor behaviour - they don't just make others' lives miserable; they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. This book offers the tools for improving relationships in the workplace and in life and for resolving all these problems - permanently.

302 K19

Katherine, Anne

Where to draw the line : how to set healthy boundaries every day

New York, NY: Simon & Schuster, 2000.

Subjects: Interpersonal relations. Intimacy (Psychology).

302.34 H813

Horn, Sam

Take the bully by the horns : stop unethical, uncooperative, or unpleasant people from running and ruining you

New York, NY: St. Martin's Press, 2002.

Subjects: Aggressiveness. Bullying—Case studies. Bullying.

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. The author gives readers peace of mind and sanity with this book.

303.4 H437

Heath, Chip

Switch : how to change things when change is hard

New York, NY: Broadway Books, 2010.

Subjects: Change (Psychology).

Summary: Psychologists have discovered that our minds are ruled by two different systems—the rational mind and the emotional mind—that compete for control. The rational mind wants a great beach body; the emotional mind wants that Oreo cookie. The rational mind wants to change something at work; the emotional mind loves the comfort of the existing routine. This tension can doom a change effort—but if it is overcome, change can come quickly.

303.69 C955

Patterson, Kerry, et al.

Crucial confrontations : tools for resolving broken promises, violated expectations, and bad behavior

New York, NY: McGraw-Hill, 2005.

Subjects: Communication in management. Communication in organizations. Interpersonal communication. Interpersonal confrontation. Interpersonal relations.

303.69 F664

Folger, Joseph P.

Working through conflict : strategies for relationships, groups, and organizations, 5th ed.

Boston, MA: Pearson/Allyn and Bacon, 2005.

Subjects: Conflict (Psychology). Conflict management. Social conflict. Social interaction.

303.69 M266

Managing conflict resolution [DVD]

Orangeville, ON: Distributed by McIntyre Media, 2011.

Subjects: Conflict management—Study and teaching (Secondary).

Summary: Students learn about the types of opposition in this video, which illustrates ways to use conflict constructively while avoiding violence, alienation, and resentment. Beginning with the notion that we deal with conflict largely through patterns learned as children, the program explores four behaviors that push conflict into the destructive zone: miscommunication, demonizing, refusal to negotiate, and "kitchen sinking," or pulling past events and unrelated frustrations into a present disagreement. Mediation, including peer mediation and the "third side" method of negotiation, are examined. Grade 9 - Post secondary.

303.69 S454

Segal, Judith

Getting them to see it your way : dealing with difficult and challenging people

Los Angeles, CA: Lowell House, 2000.

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, the author teaches you, step by step, how to rise to the challenge.

342.710872 J83

Joseph, Robert P. C.

21 things you may not know about the Indian Act : helping Canadians make reconciliation with Indigenous Peoples a reality

Port Coquitlam, BC: Indigenous Relations Press, 2018.

Subjects: Canada.—Indian Act. Indigenous Peoples—Canada—Government relations.

Indigenous Peoples—Canada—Politics and government. Indigenous Peoples—Legal status, laws, etc.—Canada.

Summary: A guide to understanding the Indian Act and its impact on generations of Indigenous Peoples, as well as an examination of how Indigenous Peoples can return to self-government, self-determination, and self-reliance.

362.19685 F294

Fedrau, Ali

Unbroken millennial : a memoir of bullying, eating disorders and pageants

Place of publication: CreateSpace, 2018.

Subjects: Bullying. Eating disorders—Patients. Fedrau, Ali—Health—Biography. Resilience (Personality trait). Teenage girls.

Summary: Former Miss Universe Canada competitor, eating-disorder survivor and anti-bullying advocate Ali Fedrau bravely delves into honest, first-hand recollections that are not for the faint of heart. However, nor are they an unrealistic portrayal of the emotional and physical distress prevalent in society today. Attempting to break through the barrier of stereotypes and strongly advocate for physical and mental health, this inspirational memoir shines a spotlight on the adversity experienced by one millennial.

362.29 G548

Glasner-Edwards, Suzette

The addiction recovery skills workbook : changing addictive behaviors using CBT, mindfulness, and motivational interviewing techniques

Oakland, CA: New Harbinger Publications, Inc., 2015.

Subjects: Addicts—Rehabilitation. Meditation—Therapeutic use. Psychotherapy. Substance abuse—Treatment.

Summary: In this book, the author offers evidence-based techniques fusing cognitive behavioral therapy (CBT), motivational interviewing, and mindfulness-based relapse prevention to help readers move past addictive behaviors.

370.152 C837

Costa, Arthur L.; Garmston, Robert J.

Cognitive coaching : developing self-directed leaders and learners

Lanham, MD: Rowman & Littlefield, 2016.

Subjects: Cognition in children. Student-centered learning. Thought and thinking—Study and teaching.

Summary: In this greatly expanded and extensively updated edition of a widely popular resource you see how teachers' individual and collective capacities for continuing self-improvement are strengthened over time through cognitive coaching.

371.1022 A161

Abrams, Jennifer; Von Frank, Valerie

The multigenerational workplace : communicate, collaborate, and create community

Thousand Oaks, CA: Corwin, 2014.

Subjects: Communication in education. Educational leadership. Intergenerational communication. Teachers—Professional relationships.

Summary: The authors demonstrate how educators can look past their own generational filters to reap the benefits of seeing through a new lens. Focusing on the major contexts in which generational differences play out - including recruitment, coaching, professional learning, and succession planning - this book offers: tools, checklists, and recommendations for collaborating, evaluating, and engaging in professional learning that meets multigenerational needs; professional development activities that cultivate an understanding of generational differences and strengthen workplace culture; and real-life stories and case studies that bring the topic to life.

371.2 K86

Kosmoski, Georgia J.

Managing difficult, frustrating, and hostile conversations

Thousand Oaks, CA: Sage Publications, 2000.

Subjects: Conflict management. Mediation. School administrators.

371.201 E45

Eller, John Frank

Working with difficult and resistant staff

Bloomington, IN: Solution Tree Press, 2011.

Subjects: Problem employees. School improvement programs. School personnel management.

Summary: This book is a practical framework for addressing the challenging behaviors school leaders sometimes face during the school improvement process. Drawing from their own experiences, the authors offer specific insights and strategies to understand and address eight types of resistant people.

371.82997 M648

Miller, J. R.

Residential schools and reconciliation : Canada confronts its history

Toronto, ON: University of Toronto Press, 2017.

Subjects: Canada—Ethnic relations—History. Indians of North America—Canada—History. Native Peoples—Canada—History. Off-reservation boarding schools—Canada—History. Truth and Reconciliation Commission of Canada. Truth commissions—Canada.

Summary: In this book, the author tackles and explains these institutional responses to Canada's residential school legacy. Analysing archival material and interviews with former students, politicians, bureaucrats, church officials, and the Chief Commissioner of the TRC, he reveals a

major obstacle to achieving reconciliation - the inability of Canadians at large to overcome their flawed, overly positive understanding of their country's history. This unique, timely, and provocative work asks Canadians to accept that the root of the problem was Canadians like them in the past who acquiesced to aggressively assimilative policies.

371.82997 R333

Regan, Paulette

Unsettling the settler within : Indian residential schools, truth telling, and reconciliation in Canada

Vancouver, BC: UBC Press, 2010.

Subjects: Canada—Race relations. Indians of North America—Canada—History. Indians of North America—Education—Canada. Native Peoples—Canada—History. Native Peoples—Education—Canada. Off-reservation boarding schools—Canada. Reconciliation—Canada. Truth commissions—Canada.

Summary: In 2008, Canada established a Truth and Reconciliation Commission to mend the deep rifts between Aboriginal Peoples and the settler society that created Canada's notorious residential school system. This book argues that non-Aboriginal Canadians must undergo their own process of decolonization in order to participate fully in the transformative possibilities of reconciliation. Settlers must relinquish the persistent myth of themselves as peacemakers and acknowledge the destructive legacy of a society that has stubbornly ignored and devalued Indigenous experience. A compassionate call to action, this powerful book offers a new and hopeful path toward healing the wounds of the past.

372.623 K19

Kaston, Nomi

My notebook is a friend that listens : a guide to journal-writing for self-exploration and growth

Vancouver, BC: Pacific Edge Publishing, 1999.

Subjects: Diaries—Authorship. English language—Composition and exercises—Study and teaching. Language arts.

Summary: This book is a unique collection of writing activities carefully designed to provide teachers and students with a wide range of personal journal writing opportunities. The moment you encourage your students to begin their own notebook, this collection of writing ideas will motivate them to embark on a personal journey of self discovery helping them record the changes in their interests, talents, needs and support systems. Grades 4-8. Includes reproducibles.

612.8 S571

Siegel, Daniel J.

The mindful brain : reflection and attunement in the cultivation of well-being

New York, NY: W. W. Norton, 2007.

Subjects: Awareness. Brain. Psychophysiology.

Summary: Over the last twenty years, there has been growing attention in the Western world to mindfulness, paying attention to life in the present moment. Here, the author investigates the phenomenon of mindfulness as it impacts our daily lives, offering readers insight into personal relationships, emotional behaviour, parenting, and work.

613 W452

Wellness : a question of balance, 2nd ed.

Victoria, BC: SMC Educational Products & Services, 2000.

Subjects: Health promotion—Study and teaching.

Summary: The Wellness Kit is based on the Wellness Wheel Model which was developed, integrated into curriculum and presented at a variety of workshops since 1979.

613.7046 A784

Lloyd, Elly (Ed.)

The art of yoga [kit]

Valencia, CA: Top That! Publishing, 2004.

Subjects: Yoga, Hatha.

Summary: Audio Visual. DVD format. Book written by Elly Lloyd.

613.7046 M498

Mehta, Mira

Yoga : the Iyengar way

New York, NY: A. A. Knopf, 1990.

Subjects: Iyengar, B. K. S.,—1918- . Yoga, Hatha.

613.7046 S851

Stewart, Mary

Yoga over 50 : the way to vitality, health, and energy in the prime of life

New York, NY: Simon & Schuster, 1994.

Subjects: Exercises for middle aged persons. Yoga, Hatha.

613.7046 W788

Winters, Jaimie

Get into yoga

St. Catharines, ON: Crabtree Publishing Company, 2018.

Subjects: Mindfulness (Psychology)—Juvenile literature. Stress management for children—Juvenile literature. Yoga—Health aspects—Juvenile literature. Yoga—Juvenile literature.

Summary: Readers will reach to the sky in this important book, which introduces children to yoga using reader-friendly text and clear, step-by-step instructions. From breathing techniques and meditation to yoga poses and flows, readers can explore the mind-and-body benefits of practicing yoga regularly. Dynamic photographs support instructions, offering a clear guide to the practice. This book also introduces readers to the important practice of mindfulness, which helps children manage stress and take charge of their emotions.

616.0019 S241

Sapolsky, Robert M.

Why zebras don't get ulcers, 3rd edition

New York, NY: Times Books, 2004.

Subjects: Stress (Physiology). Stress (Psychology). Stress management.

Summary: Combining cutting-edge research with a healthy dose of good humour and practical advice, this book explains how prolonged stress causes or intensifies a range of physical and

mental afflictions, including depression, ulcers, colitis, heart disease, and more. It also provides essential guidance to controlling our stress responses.

616.85 S491

Servan-Schreiber, David

The instinct to heal : curing stress, anxiety, and depression without drugs and without talk therapy

Emmaus, PA Rodale; distributed to the book trade by St. Mart, 2004.

Subjects: Anxiety—Alternative treatment. Depression, Mental—Alternative treatment.

616.8521 L665

Levene, Peter A.

Waking the tiger : healing trauma : the innate capacity to transform overwhelming experiences

Berkeley, CA: North Atlantic Books, 1997.

Subjects: Mind and body therapies. Post-traumatic stress disorder—Prevention. Post-traumatic stress disorder—Treatment.

Summary: This book normalizes the symptoms of trauma and the steps needed to heal them. People are often traumatized by seemingly ordinary experiences. The reader is taken on a guided tour of the subtle, yet powerful impulses that govern our responses to overwhelming life events. To do this, it employs a series of exercises that help us focus on bodily sensations. Through heightened awareness of these sensations trauma can be healed.

616.852205 P689

Pittman, Catherine M.; Karle, Eliza

Rewire your anxious brain : how to use the neuroscience of fear to end anxiety, panic and worry

Oakland, CA: New Harbinger Publications, Inc., 2015.

Subjects: Anxiety—Prevention. Fear. Neuroplasticity. Neuropsychology. Worry—Prevention.

Summary: In the book, you will learn how the amygdala and cortex (both important parts of the brain) are essential players in the neuropsychology of anxiety. The amygdala acts as a primal response, and oftentimes, when this part of the brain processes fear, you may not even understand why you are afraid. By comparison, the cortex is the center of "worry." That is, obsessing, ruminating, and dwelling on things that may or may not happen. In the book, the authors make it simple by offering specific examples of how to manage fear by tapping into both of these pathways in the brain. As you read, you'll gain a greater understanding how anxiety is created in the brain, and as a result, you will feel empowered and motivated to overcome it.

616.9803 P855

Posen, David

Is work killing you? : a doctor's prescription for treating workplace stress

Toronto, ON: Anansi, 2013.

Subjects: Job stress—Treatment. Job stress. Stress management.

617.564 S312

Schatz, Mary Pullig

Back care basics : a doctor's gentle yoga program for back and neck pain relief

Berkeley, CA: Rodmell Press, 1992.

Subjects: Backache—Exercise therapy. Neck pain—Exercise therapy. Yoga, Hatha—Therapeutic use.

605.1 F965

Fullan, Michael

Freedom to change : four strategies to put your inner drive into overdrive

San Francisco, CA: Jossey-Bass, 2015.

Subjects: Change (Psychology). Job enrichment. Work—Psychological aspects.

Summary: Have you ever felt like your progress was being blocked, not just by your own circumstances, but by the presence and actions of others? This book releases you from the trap of constantly telling yourself that you'd be more successful at teaching, leading, or contributing to an organization if only others didn't stand in your way. The author explores the two kinds of freedom in our daily lives: freedom from obstacles versus freedom to take initiative and act. Gaining freedom from barriers has no value in itself until it is partnered with an equally determined sense of what you truly want. What change would you like to bring about for yourself or those around you?

650.1 S616

Sinek, Simon; Aldridge, Ethan M.

Together is better : a little book of inspiration

New York, NY: Penguin, 2016.

Subjects: Job satisfaction. Leadership. Organizational behavior. Organizational change.

Summary: Filled with inspiring quotes, this fable tells the story of three kids who go on a journey to a new playground and take a stand for what they believe. The story is a metaphor for anyone looking to make a change or wondering how to pursue their dreams. And the message is simple: real, human relationships really, really matter. The stronger our relationships, the stronger the bonds of trust and cooperation, the more we can accomplish and the more joy and fulfillment we get from our work and personal lives.

650.13 B433

Bell, Arthur H.

Winning with difficult people

Hauppauge, NY: Barron's, 2004.

Subjects: Conflict management in organizations. Interpersonal conflict. Interpersonal relations.

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 C284

Carlson, Richard

Don't sweat the small stuff at work : simple ways to minimize stress and conflict while bringing out the best in yours

New York, NY: Hyperion, 1998.

Subjects: Conflict management. Job stress.

650.13 C643

Cloke, Ken

Resolving conflicts at work : eight strategies for everyone on the job

San Francisco, CA: Jossey-Bass, 2005.

Subjects: Conflict management. Industrial psychology. Interpersonal relations. Personnel management—Psychological aspects.

Summary: This book 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.

650.13 C953

Crowley, Katherine; Elster, Kathi

Working with you is killing me : freeing yourself from emotional traps at work

New York, NY: Warner Business Books, 2006.

Subjects: Interpersonal communications. Interpersonal relations. Problem employees. Psychology, Industrial.

Summary: This book aims to provide strategies for confronting workplace conflicts in a healthy, productive way. This book shows readers how to: manage an ill-tempered boss before he or she explodes; defend themselves against idea-pilfering rivals before they steal all the credit; and detach from those annoying co-workers whose irritating habits ruin the day.

651.73 I89

It's your call : connecting with customers over the phone [DVD]

S.I. Ross Shafer Productions; Mill Valley, CA: 1997.

Subjects: Customer service. Telephone etiquette. Telephone in business.

Summary: This DVD includes ten crucial do's and don'ts of basic telephone courtesy, five essential elements for taking phone orders and generating sales, and three steps for handling angry customers and resolving problems.

658.3 B993

Bue, Danita

Millennials matter

Racine, WI: BroadStreet Publishing, 2017.

Subjects: Executives—Training of. Generation Y. Intergenerational relations. Leadership. Mentoring in business.

Summary: This book will provide you with coaching inspiration and practical action steps to harness the strengths of your millennial leaders so they become one of your biggest business assets and a testimony to your leadership legacy.

658.3 G612

Goffee, Rob; Jones, Gareth

Why should anyone work here? what it takes to create an authentic organization

Boston, MA: Harvard Business Press, 2015.

Subjects: Corporate culture. Leadership. Organizational behavior.

Summary: With vivid stories and examples from global companies, the authors illustrate the kind of strong, attractive workplace culture that leads to sustained high performance. They also provide ways of assessing how your company is doing and describe the tensions and trade-offs that leaders must manage as they transform their organizations.

658.3008 Z53

Zemke, Ron

Generations at work : managing the clash of veterans, boomers, xers, and nexters in your workplace

New York, NY: AMACOM, 2000.

Subjects: Age groups. Conflict of generations. Diversity in the workplace. Supervision of employees.

Summary: Veterans...Baby Boomers...GenXers ...Nexters. Mix them all together, and what do you get? Sometimes disaster. Here are fresh insights and practical solutions for easing the inevitable conflicts of today's age- and values-diverse workplace, where people just don't see work (or life) the same way.

658.3045 K97

Kusy, Mitchell

Toxic workplace! : managing toxic personalities and their systems of power

San Francisco, CA: Jossey-Bass, 2009.

Subjects: Conflict management. Interpersonal conflict. Personnel management. Problem employees.

Summary: This book tackles the underlying systems issues that enable a toxic person to create a path of destruction in an organization, pervading others' thoughts and energies, even undermining their sense of well-being. Based on research with over 400 leaders, this book illustrates how to manage existing toxic behaviours, create norms that prevent the growth or regrowth of toxic environments, and ultimately design organizational communities of respectful engagement.

658.3124 B942

Bungay Stanier, Michael

The coaching habit : say less, ask more and change the way you lead forever

Toronto, ON: Box of Crayons Press, 2016.

Subjects: Employees—Coaching of. Executive coaching.

Summary: This book combines insider information with research based in neuroscience and behavioural economics, together with interactive training tools to turn practical advice into practiced habits. Witty and conversational, it takes your work, and your workplace, from good to great.

658.3124 C271

Career planning and succession management : developing your organization's talent - for today and tomorrow

Westport, CT: Praeger Publishers, 2005.

Subjects: Career development. Executive succession—Planning.

658.3124 P394

Pemberton, Carole

Coaching to solutions : a manager's toolkit for performance delivery

Oxford, England: Burl Butterworth-Heinemann, 2006.

Subjects: Mentoring in business. Solution-focused brief therapy.

Summary: This book will help you deliver performance coaching, within the daily demands of your management role and outlines: practical case studies, providing a guiding framework throughout the text; coaching as a performance raising tool and a means of building motivation; principles which 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.

658.3124 R464

Reynolds, Marcia

The discomfort zone : how leaders turn difficult conversations into breakthroughs

San Francisco, CA: Berrett-Koehler Publishers, Inc., 2014.

Subjects: Leadership. Mentoring. Oral communication. Personal coaching.

Summary: Leaders, coaches, and mentors are charged with helping others to stretch their limits. However, few people enjoy hearing the messy, and sometime painful, feedback it takes to overcome a personal obstacle. This books shows how to use the discomfort zone to help others grow, not suffer.

658.3124 W187

Wall, Bob

Coaching for emotional intelligence : the secret to developing the star potential in your employees

New York, NY: AMACOM, 2007.

Subjects: Career development—Psychological aspects. Emotional intelligence—Study and teaching. Employees—Coaching of. Management—Psychological aspects. Performance—Psychological aspects.

Summary: This book provides a carefully planned strategy to help managers address such factors as personality traits, communications styles, and personal behaviours, the delicate issues that make coaching for EI more challenging than coaching for performance alone.

658.314 C323

Carter, E. M. A.

Improving employee performance through workplace coaching : a practical guide to performance management

London, England: Steerling, VA Kogan Page, 2005.

Subjects: Employee motivation. Employees—Training of. Labor productivity. Mentoring in business. Performance standards.

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.

658.314 L913

Lowe, Graham S.

Creating healthy organizations : how vibrant workplaces inspire employees to achieve sustainable success

Toronto, ON: University of Toronto Press, 2010.

Subjects: Corporate culture. Employee health program. Employee motivation. Job satisfaction. Leadership. Quality of work life.

658.314 S587

White, Paul E.

The vibrant workplace : overcoming the obstacles to building a culture of appreciation

Chicago, IL: Northfield Publishing, 2017.

Subjects: Employee motivation. Leadership. Personnel management.

Summary: Any workplace can be healthy. It just takes knowledge of the issues and skills to navigate them, which is exactly what this book provides. Readers will be equipped to overhaul their workplace environment successfully and infuse it with authentic appreciation.

658.3145 B938

Bullying and respect in the workplace. Employees [kit]

Mill Valley, CA: Kantola Productions, LLC, 2013.

Subjects: Bullying in the workplace. Bullying—Prevention.

Summary: Workplace bullying is behavior that is meant to hurt, dominate or control others. It poisons the atmosphere and causes damage by reducing productivity while increasing absenteeism, turnover and stress. Filmed in five diverse workplaces, this video teaches viewers how to speak up if they experience or witness disrespectful behavior.

658.3145 G656

Goodwin, Cliff

The conflict survival kit : tools for resolving conflict at work

Upper Saddle River, NJ: Pearson Prentice Hall, 2007.

Subjects: Conflict management. Industrial relations. Interorganizational relations. Psychology, Industrial.

658.4 C182

Cameron, Esther

Making sense of change management : a complete guide to the models, tools, and techniques of organizational change

Philadelphia, PA: Kogan Page, 2012.

Subjects: Information technology—Management. Organizational change—Management. Reengineering (Management). Teams in the workplace—Management.

Summary: This book is aimed at readers who want to understand why change happens, how it happens and what needs to be done to make change a welcome concept rather than a dreaded

one. It offers insights into the many frameworks, models and ways of approaching change and helps the reader apply the right approach to each unique situation.

658.4 H615

Heyck-Merlin, Maia

The together leader : get organized for your success – and sanity!

San Francisco, CA: Jossey-Bass, 2016.

Subjects: Leadership. Teams in the workplace. Time management.

Summary: Streamline your workflow and bring your vision to life. This is a practical handbook for the busy, mission-driven leader. With an emphasis on time management, the book provides all of the tools, templates, and checklists necessary for leaders to stay organized and keep on top of their responsibilities.

658.4 K17

Kaplan, Barry; Manchester, Jeff

The power of vulnerability : how to create a team of leaders by shifting inward

Austin, TX: Greenleaf Book Group Press, 2018.

Subjects: Leadership. Management. Teams in the workplace.

Summary: This book can help you find empowerment so that you and your colleagues can create a fulfilling, supportive, and open corporate culture. This fulfillment creates loyalty and long-term employee commitment to organizations.

658.4 M649

Miller, Mark

Leaders made here : building a leadership culture

Oakland, CA: Berrett-Koehler Publishers, Inc., 2017.

Subjects: Leadership.

Summary: Outlining a clear and replicable approach to creating the leadership bench every organization needs, this book provides a practical plan that any organization can use to create a leadership culture, sustained competitive advantage, and long-term success.

658.4022 S617

Sink or swim teamwork : we're all in this together [DVD]

Alexandria, VA: Briefings Publishing Group, 2004.

Subjects: Organizational effectiveness. Teams in the workplace.

Summary: Every great organization can trace its success to this key, fundamental concept: teamwork. Yet not everyone knows how to make a team work, or be a team player. Presented in a memorable documentary style format, you and your team will learn the most important lesson of all: sink or swim, we are all in this together.

658.4053 D167

Dana, Daniel

Conflict resolution : mediation tools for everyday worklife

New York, NY: McGraw-Hill, 2001.

Subjects: Conflict management. Interpersonal conflict. Mediation.

658.406 H461

Hefferman, Margaret

Beyond measure : the big impact of small changes

New York, NY: TED Books, 2015.

Subjects: Industrial management. Organizational change. Reengineering (Management).

Summary: This book is a foundational introduction to the concept that organizations create major impacts by making small changes.

658.4063 C245

Capodagli, Bill; Jackson, Lynn

The Disney way : harnessing the management secrets of Disney in your company

New York, NY: McGraw-Hill Education, 2016.

Subjects: Walt Disney Company—Management.

Summary: This resource examines Disney's business philosophy and explains how it can be used in any company to achieve superior team-work, creativity, and innovation. The authors introduce four principles - Dream, Believe, Dare, and Do - and reveal how these ideas drive the ten principles that are at the heart of every Disney strategy. Each principle is then examined in detail by illustrating the principle at work at Disney as well as at other successful companies.

658.4038 O36

O'Hara, Maureen; Leicester, Graham

Dancing at the edge : competence, culture and organization in the 21st century

Aberdour, Scotland: International Futures Forum, 2012.

Subjects: Organizational learning.

Summary: The authors draw on their own extensive research and practical experience observing some of today's most successful cultural, political and business leaders to explore the competencies that can best help us navigate the blooming, buzzing confusion of the 21st century.

658.404 G946

A guide to the project management body of knowledge (PMBOK guide). Sixth edition

Newtown Square, PA: Project Management Institute, 2017.

Subjects: Project management.

Summary: This sixth edition has been updated to reflect the latest good practices in project management. New to this edition: each knowledge area will contain a section entitled Approaches for Agile Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business knowledge.

658.409 F527

First, break all the rules : what the world's greatest managers do differently

New York, NY: Gallup Press, 2016.

Subjects: Employees—Attitudes. Employer attitude surveys. Executive ability. Executives—Attitudes.

Summary: This book presents vital performance and career lessons for managers at every level — and best of all, shows you how to apply them to your own situation. Included with this re-release are updated meta-analytic research and access codes to the Clifton StrengthsFinder

assessment, which reveals people's top themes of talent, and to Gallup's Q12 employee engagement survey.

658.4092 C666

Cockerell, Lee

Career magic : how to stay on track to achieve a stellar career

Tulsa, OK: Emerge Publishing, 2016.

Subjects: Cockerell, Lee. Corporate culture. Executives—United States—Biography. Leadership. Walt Disney Company—Management—Biography.

Summary: This book is full of priceless advice and insightful experience. The author chronicles how he went from being a college dropout, rose through the ranks at both Hilton and Marriott, and ultimately became the Executive Vice President of Operations for Walt Disney World Resorts. As the Senior Operating Executive for more than a decade, he led a team of 40,000 cast members and was responsible for the operations of 20 resort hotels, 4 theme parks, 2 water parks, a shopping and entertainment village and the ESPN sports and recreation complex.

658.4092 C886

Craig, Nick

Leading from purpose

New York, NY: Hachette Books, 2018.

Subjects: Leadership. Success in business.

Summary: This book identifies three pathways to help assess purpose, sharing experiences from top leaders to demonstrate how they are energized by their purpose and using that energy to evaluate high-stakes decisions and take the optimal action.

658.4092 C891

Crane, Thomas G.

The heart of coaching : using transformational coaching to create a high-performance culture

San Diego, CA: FTA Press, 2002.

Subjects: Leadership. Persuasion (Psychology). Teams in the workplace.

658.4092 L754

Lines, Hilary; Scholes-Rhodes, Jacqui

Touchpoint leadership : creating collaborative energy across teams and organizations

London, England: Kogan Page, 2013.

Subjects: Interpersonal relations. Leadership. Teams in the workplace.

658.4092 R269

Raymond, Jonathan

Good authority : how to become the leader your team is waiting for

Washington, DC: IdeaPress Publishing, 2016.

Subjects: Leadership. Psychology, Industrial.

Summary: Why is it so rare for people to truly own their work? How can the employee engagement numbers be so bad year after year with no sign of getting better? In this book, the author invites us to reexamine our assumptions about the role of leaders and how culture change

and personal growth actually happen. The idea is as simple as it is radical: personal and professional growth are one thing, not two. Through powerful stories from his time as CEO of one of the most influential business coaching brands, along with the work he's doing with clients today, the author reveals the good, bad and truly ugly of real life as a leader- from the perspective of someone who's made all the mistakes and reinvented a business (and himself) in the process.

658.4092 S253

Satterthwaite, Frank; Millard, Jamie

Becoming a can-do leader : a guide for the busy manager

Alexandria, VA: ATD Press, 2017.

Subjects: Industrial management. Leadership. Organizational effectiveness.

Summary: Sharing essential guidelines for can-do leadership, this book offers workplace examples that ring true, as well as unique strategies and tools that both help you identify your values and provide insight into your natural leadership style.

658.4092 S616

Sinek, Simon; Mead, David

Find your why : a practical guide for discovering purpose for you and your team

New York, NY: Portfolio/Penguin, 2017.

Subjects: Leadership. Motivation (Psychology). Success in business.

Summary: Whether you've just started your first job, are leading a team, or are CEO of your own company, the exercises in this book will help guide you on a path to long-term success and fulfillment, for both you and your colleagues.

658.4092 S616

Sinek, Simon

Leaders eat last : why some teams pull together and others don't

New York, NY: Portfolio/Penguin, 2014.

Subjects: Corporate culture. Leadership. Organizational change.

658.4092 S616

Sinek, Simon

Start with why : how great leaders inspire everyone to take action

New York, NY: Portfolio/Penguin, 2009.

Subjects: Leadership.

658.4092 W557

Wheatley, Margaret J.

Who do we choose to be? : facing reality, claiming leadership, restoring sanity

Oakland, CA: Berrett-Koehler Publishers, Inc., 2017.

Subjects: Leadership.

Summary: This book is born of the author's desire to summon us to be leaders for this time as things fall apart, to reclaim leadership as a noble profession that creates possibility and humaneness in the midst of increasing fear and turmoil.

658.4095 A547

Anderson, Jennifer

Stress stoppers! : the manager's survival guide for stressful situations

Palm Beach Gardens, FL: Dartnell Corporation, 2002.

Subjects: Executives—Job stress. Stress management.

658.45 G779

Gray, John

How to get what you want at work : a practical guide for improving communication

New York, NY: HarperCollins, 2003.

Subjects: Communication in management. Communication in organizations.

Summary: A hardcover edition of this book was published in 2002 under the title: *Mars and Venus in the workplace.*

658.45 M423

Mastering difficult conversations [kit]

Richmond, VA: Briefings Media Group, 2009.

Subjects: Business communication. Interpersonal communication. Personnel management.

Summary: DVDs entitled: *How to shine in difficult management situations; Giving and receiving criticism;* and, *Communicating with people on the job.* Sound disc entitled: *How to tell anyone anything : breakthrough techniques for difficult conversations at work mp3.* CD-ROM entitled: *Customizable, print-ready forms.*

658.812 B365

Be our guest: perfecting the art of customer service. Revised and update edition

Los Angeles, CA: Disney Editions, 2011.

Subjects: Amusement parks—Customer services—Florida—Orlando. Disney Institute. Walt Disney World (Fla.)

Summary: Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. This book specializes in helping professionals see new possibilities through concepts not found in the typical workplace, revealing even more of the business behind the magic of quality service.

658.812 C666

Cockerell, Lee

The customer rules : the 39 essential rules for delivering sensational service

New York, NY: Currency, 2013.

Subjects: Customer relations. Customer services.

Summary: In 39 chapters, the author shares everything he has learned in his 40+ year career in the hospitality industry about creating an environment that keeps customers coming back for more. As simple as they are profound, these principles have been shown to work in companies as large as Disney and as small as a local coffee shop. They have been proven indispensable at all levels of a company, from managers responsible for hiring and training employees, setting policies and procedures, and shaping the company culture to front line staff who deal directly with clients and customers.

658.812 L825

Loeffler, Bruce; Church, Brian T.

The experience : the 5 principles of Disney service and relationship excellence

Hoboken, NJ: Wiley, 2015.

Subjects: Customer relations. Customer services. Walt Disney Company.

Summary: This is a guide to mastering the art of customer service and service relationships, based on the principles employed at the Walt Disney Company. Based on the I. C.A.R.E. model, the five principles Impression, Connection, Attitude, Response, and Exceptionals give you a solid framework upon which to raise the level of your customer experience. You will learn how to identify your customer service issues and what level of experience you are currently offering. You can then determine exactly what the "customer experience" should be for your company, and the changes required to make it happen. Topics include: "the experience" and what it means to the organization; the five levels of experience, and why most companies fail at it; service problems that face every company in the marketplace; the experience quotient and applying the I. C.A.R.E. principles; converting customers to ambassadors who share their story with others.

658.812 W367

Webb, Nicholas J.

What customers crave : how to create relevant and memorable experiences at every touchpoint

New York, NY: AMACOM, 2017.

Subjects: Customer relations. Customer services.

Summary: Do you think you know your customers? Think again. The best companies in the world discover what their customers desire-and then deliver it in memorable and deeply human experiences. How well do you know your customers? This book examines how the hyper-connected economy is radically changing consumer expectations, and reveals what companies need to do to stay on top. The solution rests on two simple questions: What do your customers love? What do they hate? Find the answers, and you're well on your way to success.

658.83 E96

Extra mile: 500 customer service tips for success : tools to attract, satisfy and retain

Berkeley, CA: Tycho Press, 2015.

Subjects: Customer satisfaction. Customer service.

Summary: Even the most successful companies need to keep their customers happy and coming back for more. Whether you're just starting your business and want to lock up great customer service procedures, or you're an established company looking to revamp your customer service to address new market needs, this book offers 500 essential tips, including: real-life scenarios, crisis management, and building customer loyalty, and intel into the customer service secrets of business giants, such as American Express, Southwest Airlines, and Ritz-Carlton Hotels.

658.4 K17

Kaplan, Barry; Manchester, Jeff

The power of vulnerability : how to create a team of leaders by shifting inward

Austin, TX: Greeleaf Book Group Press, 2018.

Subjects: Leadership. Management. Teams in the workplace.

Summary: This book can help you find INpowerment so that you and your colleagues can create

a fulfilling, supportive, and open corporate culture. This fulfillment creates loyalty and long-term employee commitment to organizations.

971.00497 R571

Borrows, John

The right relationship : reimagining the implementation of historical treaties

Toronto, ON: University of Toronto Press, 2017.

Subjects: Indians of North America—Canada—Government relations. Indians of North America—Legal status, laws, etc.—Canada.

Summary: The relationship between Canada's Indigenous Peoples and the Canadian government is one that has increasingly come to the fore. Numerous tragic incidents and a legacy of historical negligence, combined with more vehement calls for action, are forcing a reconsideration of the relationship between the federal government and Indigenous nations. This book brings together a group of renowned scholars, both Indigenous and non-Indigenous, to cast light on the magnitude of the challenges Canadians face in seeking a consensus on the nature of treaty partnership in the twenty-first century. The diverse perspectives offered in this volume examine how Indigenous People's own legal and policy frameworks can be used to develop healthier attitudes between First Peoples and settler governments in Canada. While considering the existing law of Aboriginal and treaty rights, the contributors imagine what these relationships might look like if those involved pursued our highest aspirations as Canadians and Indigenous Peoples.

971.00497 V974

Vowel, Chelsea

Indigenous writes : a guide to First Nations, Métis and Inuit issues in Canada

Winnipeg, MB: Highwater Press, 2016.

Subjects: Canada—Race relations. Indians of North America—Canada. Inuit—Canada. Métis—Canada.

Summary: This book contains thirty-one essays discussing various issues related to the Indigenous experience in Canada from the time of first contact to the present.