

Communication

Cowan, John. (n.d.). *Techniques for Communicators: Employee Communication, Fund Raising, Media Relations, Sales Promotion, Customer Relations, Strategies for Nonprofits, Personal Development*. Chicago: Lawrence Ragan Communications, Inc.

Quick tips from the author on various subjects, such as, handling complaints, writing memos, using the telephone and conducting meetings, as well as tips from readers.

Dana, Daniel, PhD. (1989). *Managing Differences: How to Build Better Relationships at Work and Home*. Shawnee, KS: MTI Publications.

Use the “4-Step Method” to increase conflict resolution skills.

Horn, Sam. (1996). *Tongue Fu!: How to Deflect, Disarm, and Defuse any verbal conflict*. New York: St. Martin’s Press.

Tongue Fu! is a practical and easy-to-read book on the important topic of interpersonal relationships.

Lederer, Richard, & Dowis, Richard. (1995). *The Write Way: The S.P.E.L.L. Guide to Real-Life Writing*. New York: Pocket Books.

Improve your grammar, syntax and punctuation while adding zest to your writing!

Whitman, Dibgy. (1993). *The Road to Readability: Basics of writing and editing*. Chicago: Lawrence Ragan Communications, Inc.

Learn the tricks of writing and editing from a humorous master of the trade.

Customer Service

Bessler, Joanne M. (1994). *Putting Service Into Library Staff Training: A Patron-Centered Guide*. Chicago: ALA.

Learn how to teach all levels of library staff to become a “service-oriented organization”.

Connellan, Thomas K., & Zemke, Ron. (1993). *Sustaining Knocks Your Socks Off Service*. New York: American Management Association.

Gain the skills needed to give your customers continual, quality service that lasts years, not just a few months.

Gross, T. Scott. (1991). *Positively Outrageous Service: The Ultimate Antidote for Today’s Tough Times: How to Surprise and Astound Your Customers and Win Them for Life*. New York: Warner Books.

The author focuses on “participation service” as the key to great customer service, one customer at a time.

Hernon, Peter, & Whitman, John R. (2001). *Delivering Satisfaction and Service Quality: A Customer-Based Approach for Libraries*. Chicago: ALA.

Gain a better understanding of your customers’ needs and learn to utilize your library’s technology effectively.

Leland, Karen, & Bailey, Keith. (1995). *Customer Service for Dummies*. Foster City, CA: IDG Books Worldwide, Inc.

A humorous, step-by-step guide details the route to excellent customer service.

Leadership

Cottrell, David. (2000). *Listen Up, Leader!: Pay Attention, Improve and Guide*. Dallas: The Walk the Talk Company.

A quick guide to practical, workplace advice for leaders.

Drath, Wilfred H., & Palus, Charles J. (1994). *Making Common Sense: Leadership as Meaning-making in a Community of Practice*. Greensboro, NC: Center for Creative Leadership.

The authors describe how “social meaning-making” is a key factor to effective leadership.

Rees, Fran. (1991). *How to Lead Work Teams: Facilitation Skills*. Amsterdam: Pfeiffer & Company.

Learn how to lead productive work teams by becoming a “facilitative leader”.

Performance Appraisal

Belcastro, Patricia. (1998). *Evaluating Library Staff: A Performance Appraisal System*. Chicago: ALA.

Improve library appraisal skills through various forms, guidelines and case studies.

Swan, William S., PhD. (1991). *How To Do A Superior Performance Appraisal*. New York: John Wiley & Sons, Inc.

This book shows managers how to turn a painful process into a mutually positive experience for both employee and manager.

Presentation Skills

Arredondo, Lani. (1991). *How To Present Like A Pro: Getting People To See Things Your Way*. New York: McGraw-Hill, Inc.

Acquire skills to prepare effective materials, relate better to audiences and field questions, as well as learning to get your ideas across with increased confidence.

Draves, William A., CAE, (1994). *The Successful Presenter*. Manhattan, KS: The Learning Resources Network.

Learn quick, easy tips to improve your presentation!

Peoples, David. A. (1988). *Presentations Plus: David Peoples' Proven Techniques*. New York: John Wiley & Sons.

Several real world examples from the business trenches are used to help the reader create an effective presentation.

Training

Rylatt, Alastair, & Lohan, Kevin. (1997). *Creating Training Miracles*. San Francisco: Pfeiffer. Learn how to empower your staff through effective training sessions.

Silberman, Mel, & Auerbach, Carol. (1990). *Active Training: A Handbook of Techniques, Designs, Case Examples and Tips*. New York: Lexington Books.

With real world examples, gain the skills to train adult learners through active participation.

Various Management Topics

Avery, Elizabeth Fuseler, et al. (2001). *Staff Development: A Practical Guide*. Chicago: ALA.
Learn how to meet your library staff development challenges through step-by-step guidelines.

Bleech, James M., & Mutchler, David G. (1994). *Let's get results, not excuses!: How To Become Number One Again*. Grand Rapids, MI: MBP Press.
Turn old workplace excuses into positive results!

Carson, Kerry David, et al. (1997). *The ABCs of Collaborative Change: The Manager's Guide to Library Renewal*. Chicago: ALA.
Learn how to move your library from traditional to "renewed" through positive, effective steps.

Collis, John W. (1998). *The Seven Fatal Management Sins: Understanding and Avoiding Managerial Malpractice*. Boca Raton, FL: St. Lucie Press.
Through research, interviews, surveys and personal observations, the author compiles everyday advice for new managers on how to avoid management errors.

Giesecke, Joan. (2001). *Practical Strategies for Library Managers*. Chicago: ALA.
Learn how to finely tune your skills as a middle manager.

Kaner, Sam, et al. (1996). *Facilitator's Guide to Participatory Decision-Making*. Gabriola Island, British Columbia: New Society Publishers.
Learn the skills for effective team decision-making.

Maynard, Bill, Dr., & Champoux, Tom. (1996). *Heart, Soul and Spirit: Bold Strategies for Transforming Your Organization*. Redmond, WA: The Effectiveness Institute, Inc.
Acquire skills to improve your staff's performance level through basic human values.

Metz, Ruth F. (2002). *Coaching in the Library: A Management Strategy for Achieving Excellence*. Chicago: ALA.
Learn how to coach your library employees to excellence through real-life examples and case studies.

Senge, Peter, et al. (1994). *The Fifth Discipline Fieldbook: Strategies and Tools for Building a Learning Organization*. New York: Doubleday.
This practical guide shows managers how to create a "learning organization" with various corporate examples.

Soete, George J. (2000). *The Library Meeting Survival Manual*. San Diego: Tulane Street Publications.
Learn the skills to administer a productive library meeting for all staff members.