

**Federal Aviation Administration
Center for Management Development
Library Resource Center Books**

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Aviation

FAA 1617 1996

BENEFITS OF CONTROLLER-PILOT DATA LINK ATC COMMUNICATIONS IN TERMINAL AIRSPACE
Federal Aviation Administration and Department of Transportation and the Data Link benefits Study Team

FAA 1618 1995

USER BENEFITS OF TWO-WAY DATA LINK ATC COMMUNICATIONS: AIRCRAFT DELAY AND FLIGHT
EFFICIENCY IN CONGESTED EN ROUTE AIRSPACE. Federal Aviation Administration and Department of
Transportation and the Data Link benefits Study Team

HD3089.ATC10 1997

IN SEARCH OF THE FUTURE OF AIR TRAFFIC CONTROL. Tekla Perry, Editor

HD8039.A42U54 1987

THIRD MAN, THE: A HISTORY OF THE AIRLINE CREW COMPLEMENT CONTROVERSY. Nick A. Komons

HD9711.U638637 1991

LEGEND AND LEGACY: THE STORY OF BOEING AND ITS PEOPLE. This book will take you behind the
statistics and the awe-inspiring aircraft to tell the inspiring true story of Boeing, a company whose willingness to take
daring market risks has kept it at the top of its industry. 480 PP., Robert J. Serling

HE9787.M23 1981

SEMANTICS OF AIR PASSENGER TRANSPORTATION, THE. Edward MacNeal

HE9803.A35P7 1987

TROUBLED PASSAGE: THE FEDERAL AVIATION ADMINISTRATION DURING THE NIXON-FORD TERM
Edmund Preston

HE9803.A4.W54 1979

TURBULENCE ALOFT: THE CIVIL AERONAUTICS ADMINISTRATION AMID WARS AND RUMORS OF WARS.
John R.M. Wilson

HE9803.A4K64 1989

BONFIRES TO BEACONS. Nick A. Komons

HE9803.A4K65 1984

CUTTING AIR CRASH CASE STUDY IN EARLY FEDERAL AVIATION POLICY, THE. Nick A. Komons

HE9803.A4R6 1976

TAKEOFF AT MID-CENTURY: FEDERAL CIVIL AVIATION POLICY IN THE EISENHOWER YEARS. Stuart I.
Rochester

HF309.E10 1993

HOW TO ASSURE THE FUTURE OF YOUR AIRPORT. Roy A. Eckrose and William A. Green

KF2439.W65 1985

AVIATION INDUSTRY REGULATION. Harry P. Wolfe and David A. NewMyer

TD4.F10 2003

GROUND STOP: AN INSIDE LOOK AT THE FEDERAL AVIATION ADMINISTRATION ON SEPTEMBER 11, 2001

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On 9/11/01, long before anyone was aware of the impending attack, members of the US air traffic control system knew something was wrong. Ground Stop tells the story of the FAA's first responders on 9/11. Unsung heroic actions were taken that day, and now the story can be told; Stories of lightning-quick decisions that saved lives. Airplanes were grounded all over the nation, and when all was quiet - - the hard part began. 166 PP., Pamel S. Freni

TL515.B10 1997

STORY OF AVIATION, THE: A CONCISE HISTORY OF FLIGHT. The authors examine the airplane's diverse career, exploring how it has been used for military defense, emergency rescue, and freight delivery, as well as for sheer recreation (as evidenced by the growing number of amateur pilots). They also discuss such spin-off industries as building and maintenance, operations, and passenger service. Illustrated with black & white and color photographs. 144 PP., Ray Bonds, Editor

TL515.S864 1995

PICTURE HISTORY OF EARLY AVIATION, 1903-1913. Excellent pictorial history lavishly chronicles exciting saga of first fliers and their machines. Carefully researched text and over 250 photographs introduce such early pioneers of flight as Otto Lilienthal, Samuel Langley, Octave Chanute, Louis Bleriot, the Wright Brothers, Glenn Curtiss and many others. 128 PP., Joshua Stoff

TL521.K36 1980

SAFE, SEPARATED AND SOARING: A HISTORY OF FEDERAL CIVIL AVIATION POLICY. Richard J. Kent, Jr.

TL540.V6 1969

GREAT AIR RACES, THE. This book gives an accurate and interesting account of three decades of air racing. Air racing, despite its hazards, contributed greatly to the development of both commercial and military aviation during this period. Don Vorderman

TL540.W7A3 1988

HOW WE INVENTED THE AIRPLANE: AN ILLUSTRATED HISTORY. Fascinating firsthand account covers early experiments, construction of planes and motors, first flights, much more. 76 photographs. 87 PP., Orville Wright

TL550.K4 1967

RACING PLANES AND AIR RACES: A COMPLETE HISTORY 1909-1923 Volume 1 Reed Kinert

TL551.K4 1967

RACING PLANES AND AIR RACES: A COMPLETE HISTORY 1924-1931. Volume 2 Reed Kinert

TL552.K4 1967

RACING PLANES AND AIR RACES: A COMPLETE HISTORY 1932-1939. Volume 3 Reed Kinert

TL553.26.V5 1998

HARPER'S AIRCRAFT BOOK: WHY AEROPLANES FLY, HOW TO MAKE MODELS, AND ALL ABOUT AIRCRAFT, LITTLE AND BIG. A.H. Verrill

TL553.5.N26 1987

BLIND TRUST: THE HUMAN CRISIS IN AIRLINE SAFETY. In graphic detail, this book demonstrates the havoc that has been wrought in the airline business in this country by the deregulation bill of 1978. Lower fares mean less income, and less income results in cost-cutting. While Nance, a lawyer and pilot, does not urge a return to the pre-1978 days, he recommends that the FAA, as the industry watchdog, be given increased powers to control airline safety. 416 PP., John J Nance

TL553.6.H86 1988

HUMAN FACTORS IN AVIATION. 684 PP., Earl L. Weiner and David C. Nagel, Editors

TL553.6.S43 1997

APPLIED COGNITIVE TASK ANALYSIS IN AVIATION. Focusing on cognitive psychology and artificial intelligence analyses of aviation tasks, the authors discuss how to identify and solve specific design and training problems, in the flight deck, air traffic control, and operations contexts. 338 PP., Thomas L. Seamster, et al

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TL553.K4 1969

RACING PLANES- 1969 ANNUAL. Reed Kinert

TL554.K4 1971

RACING PLANES- 1971 ANNUAL. Reed Kinert

TL725.ATNSP 1998

AIR TRAFFIC SELECTION PROCESS PARTICIPANT DEVELOPMENT GUIDE [ATNSP]. Office of Air Traffic Resource Management

Biography

BL2785.F10 2000

RECOLLECTIONS: VICTOR E. FRANKL AN AUTOBIOGRAPHY. In these stirring recollections, Frankl describes how as a young doctor of neurology in prewar Vienna his disagreements with Freud and Adler led to the development of "the third Viennese School of Psychotherapy," known as logotherapy; recounts his harrowing trials in four concentration camps during the War; and reflects on the celebrity brought by the publication of Man's Search for Meaning in 1945. 144 PP., Joseph Fabry and Judith Fabry

CT275.P648A33 1979

ZEN AND THE ART OF MOTORCYCLE MAINTENANCE. The extraordinary story of a man's quest for truth. It will change the way you think and feel about your life. 418 PP., Robert M. Pirsig

E745.P3W54 1982

PATTON'S PRINCIPLES: A HANDBOOK FOR MANAGERS WHO MEAN IT. 180 PP., Porter B. Williamson

GV697.M3T37 1983

BOB MATHIAS - THE LIFE OF THE OLYMPIC CHAMPION. Myron Tassin

HC102.5.A2A95 1997

HIGHWAYMEN, THE: WARRIORS OF THE INFORMATION SUPERHIGHWAY. The Highwaymen is a riveting and compelling look behind the scenes at the vanities and visions of such chief players as Rupert Murdoch, Ted Turner, Time Warner, Disney, Viacom, and Microsoft. It is an account of the explosive landscape of telecommunications, and as such provides an indispensable guide to today's world. 358 PP., Ken Auletta

HD69.C6H374 1995

CONSULTANT'S JOURNEY: THE DANCE OF WORK AND SPIRIT. This is the autobiography of a consultant, detailing the development of his consultancy work and his research into organizational issues. The author is well known for his development of material on culture, team work, cross cultural issues, learning, role negotiation and empowerment. 208 PP., Roger Harrison

HD9600.S10 1997

CONFESSIONS OF A MANAGEMENT CONSULTANT TURNED CEO: A BALANCED VIEW OF LEADERSHIP. Anita C. Simonton and Georgeanna Kiser

HD9696.C62G3379 1997

OVERDRIVE: BILL GATES AND THE RACE TO CONTROL CYBERSPACE. James Wallace

HD9696.C6414887 1990

FATHER SON AND CO: MY LIFE AT IBM AND BEYOND. Thomas Watson and Peter Petre

HD9710.U52.I25 1986

IACOCCA: AN AUTOBIOGRAPHY. Lee Iacocca

JF1351.P831 1996

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PUBLIC SECTOR EMPLOYMENT: IN A TIME OF TRANSITION. Dale Belman, et al, Editors

TA140.F9B35 1996

BUCKY WORKS: BUCKMINSTER FULLER'S IDEAS FOR TODAY. The author encourages readers from all walks of life to share Fuller's unique vision of science and technology and to find new ways of applying Fuller's concepts and designs for solving today's problems and building a better future for all mankind. 243 PP., J. Baldwin

TL553.E3039 1972

AMELIA EARHART: LIVES TO REMEMBER. As the author reveals in this absorbing biography, Amelia Earhart grew up doing exciting things. The mysterious ending of her venturesome life is told here suspensefully. Burke Davis

Change

BD431.M169 1990

EVEN EAGLES NEED A PUSH: LEARNING TO SOAR IN A CHANGING WORLD. In the tradition of The Power of Positive Thinking and The Seven Habits of Highly Effective People, this motivational masterpiece uses anecdotes, quotations, and exercises to teach readers how to find meaning and purpose in both their professional and personal lives. 192 PP., David McNally

BF471.P12 1993

CULTURE SHIFT: THE EMPLOYEE HANDBOOK FOR CHANGING CORPORATE CULTURE. 35 PP., Price Pritchett

BF471.S56 1989

GETTING UNSTUCK: BREAKING THROUGH THE BARRIERS TO CHANGE. Psychologist and educator Dr. Sidney Simon presents a system to help the average person change. Readers first discover why they resist change. Then, when a specific roadblock is identified, the book outlines exercises that offer solutions to specific problems. 304 PP., Sidney Simon

BF637.B10 1999

MANAGER'S SURVIVAL GUIDE TO ORGANIZATIONAL CHANGE, THE. Kenneth A. Burgre and Alvin E. Ray

BF637.B37 1988

DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS. The author and host of the best-selling corporate video of all time, Discovering the Future: The Business of Paradigms leads businesses into the 21st century with this critically acclaimed book filled with tools for maintaining an edge on the competition. 240 PP., Joel Barker

BF637.C4H67 1993

TRANSITIONS: POSITIVE CHANGE IN YOUR LIFE AND WORK. 80 PP., Mike Scally and Barrie Hopson

BF637.C4J64 1998

WHO MOVED MY CHEESE? AN AMAZING WAY TO DEAL WITH CHANGE IN YOUR WORK AND IN YOUR LIFE. This book presents a simple parable that reveals profound truths about change. It is an amusing and enlightening story of four characters, two mice named Sniff and Scurry and two "little people" named Hem and Haw, who react differently in the face of unexpected change. This tale teaches employees how to accept and even seek possibilities that inevitable change brings. 94 PP., Spencer Johnson

BF637.C4K44 2000

HOW THE WAY WE TALK CAN CHANGE THE WAY WE WORK. In this intensely practical book, the authors take us on a carefully guided journey designed to help us answer these very questions, and not just generally, or in the abstract. They help each of us arrive at our own particular answers that can solve the puzzling gap between what we intend and what we are able to accomplish. 256 PP., Robert Kegan and Lisa L. Lahey

BF637.D12 1995

MAKING CHANGE WORK FOR YOU! HOW TO HANDLE ORGANIZATIONAL CHANGE. 93 PP., Richard S. Deems

BF637.P12 1993

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HIGH-VELOCITY CULTURE CHANGE: A HANDBOOK FOR MANAGERS. 44 PP., Price Pritchett and Ron Pound

BF637.P13 1994

EMPLOYEE HANDBOOK FOR ORGANIZATIONAL CHANGE, THE. Price Pritchett and Ron Pound

BF637.P14 1994

FIRING UP COMMITMENT DURING ORGANIZATIONAL CHANGE. 42 PP., Price Pritchett

BF637.P15 1988

BUSINESS AS "UN"USUAL. 28 PP., Price Pritchett and Ron Pound

BF698.2.S10 1989

MANAGING PERSONAL CHANGE: A PRIMER FOR TODAY'S WORLD. This book is designed for individuals who must deal with personal change. Topics include understanding change and learning to deal with negative attitudes. 71 PP., Cynthia Scott and Dennis Jaffe

HC79.I55D37 1993

PROCESS INNOVATION: REENGINEERING WORK THROUGH INFORMATION TECHNOLOGY. Process innovation is quickly becoming the byword for managers ready to lead their companies out of modest growth patterns and into highly effective competition in the global marketplace. This book should be read by general and functional managers, quality and information technology professionals, and industrial engineers - in short, by anyone. 337 PP., Thomas H. Davenport

HD2731.C623 2000

MANAGING THE EVOLVING CORPORATION. Faced with an ever-changing marketplace and a business environment in constant flux, many managers are looking for ways not only to adapt to change, but also to profit from it. This book provides the tools with which to do both. 238 PP., Langdon Morris

HD30.2.M4 1994

WAVES OF CHANGE: BUSINESS EVOLUTION THROUGH INFORMATION TECHNOLOGY. Waves of Change examines how management teams at American Airlines and Bank of America, starting in the 1950s, developed IT designs that changed the rules of the game for their competitors. 192 PP., James McKenney, et al

HD31.C514 2001

POWER OF SIX SIGMA, THE: AN INSPIRING TALE OF HOW SIX SIGMA IS TRANSFORMING THE WAY WE WORK. Six Sigma training is a revolutionary process that has been utilized by scores of corporations. To many, its exacting guidelines sound so daunting that they seem almost impossible to enact. They aren't. To show how Six Sigma can empower managers, Subir Chowdhury presents here a commute-sized fable that embodies the philosophy behind the system. Subir Chowdhury

HD31.C72 1996

KEY MANAGEMENT IDEAS: THINKING THAT CHANGES THE MANAGEMENT WORLD. Key Management Ideas provides instant access to the most significant management ideas and places them in a perspective that can be understood. 252 PP., Stuart Crainer

HD31.D77337 1995

MANAGING IN A TIME OF GREAT CHANGE. A wide-ranging guide for navigating the rapids-strewn course that will take the American economy into the 21st century, Managing in a Time of Great Change covers such issues as the U.S. economy's profound and rapid power shift, competition in the global economy, and ways to develop new international markets. 384 PP., Peter F. Drucker

HD31.K7 1976

MANAGEMENT: A SYSTEMS AND CONTINGENCY ANALYSIS OF MANAGERIAL FUNCTIONS. 895 PP., Harold Koontz and Cyril O'Donnell

HD38.2.K39 1996

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REAL CHANGE LEADERS: HOW YOU CAN CREATE GROWTH AND HIGH PERFORMANCE AT YOUR COMPANY. This paperback edition offers a real blueprint for how to deal with the dramatic change in today's marketplace. An added feature, "Real Change Leader's Handbook for Action," contains an assessment guide, ideas, checklists, and charts to help implement change. 416 PP., Jon R. Katzenbach and the RCL Team

HD4904.M39 1985

HOW TO WORK FOR A LIVING AND STILL BE FREE TO LIVE. Because all of us must respond to the demands of life in a unique way, this book contains a smorgasbord of ideas. Eileen McDargh

HD57.B10 1996

CHANGING WORK: A UNION GUIDE TO WORKPLACE CHANGE. AFL-CIO Human Resources Development Institute

HD58.2.C52 1991

IMAGE BY DESIGN: FROM CORPORATE VISION TO BUSINESS REALITY. Chajet, Chairman and CEO of Lippincott & Margulies, is a top image consultant who helped create and shape the images of such corporations as Coca-Cola, Chrysler, and American Express. In this book, he discusses his efforts to communicate verbally and visually the vision, goals, and leadership of his clients' companies. 216 PP., Clive Chajet and Tom Shachtman

HD58.5.K365 1990

WHEN GIANTS LEARN TO DANCE: MASTERING THE CHALLENGE OF STRATEGY, MANAGEMENT, AND CAREERS IN THE 1990'S. The new key to a fast-track career is a flexible package of skills and services that Professor Kanter details with authority and vision. Comprehensive and challenging, her blueprint for success is must reading for anyone in business who wants to stay competitive. 415 PP., Rosabeth Moss Kanter

HD58.8.A744 1993

KNOWLEDGE FOR ACTION: A GUIDE TO OVERCOMING BARRIERS TO ORGANIZATIONAL CHANGE. Knowledge for Action presents a step-by-step description of how to diagnose an organization's capacity to learn, analyze the data, and design and implement effective interventions that help change the status quo and create a more dynamic and innovative organization. 309 PP., Chris Argyris

HD58.8.B397 1991

CHANGING THE ESSENCE: THE ART OF CREATING AND LEADING FUNDAMENTAL CHANGE IN ORGANIZATIONS. This book helps us see that fundamental change is both intensely personal and relentlessly systemic, or it is nothing at all. 105 PP., Wendy Pritchard and Rich Beckhard

HD58.8.B455 1990

TEACHING THE ELEPHANT TO DANCE: EMPOWERING CHANGE IN YOUR ORGANIZATION. This book is a practical, hands-on guide to creating effective change in any organization. It explains how successful managers decide on a new direction, communicate their vision, and much more. 275 PP., James A. Belasco

HD58.8.B4623 1995

21st CENTURY ORGANIZATION, THE: REINVENTING THROUGH REENGINEERING. The authors bring a clear, concise and unique perspective to reinventing existing corporations to make them more competitive and successful in the coming century. The book provides a mix of actual cases, examples, illustrations and text to explain the concepts, results, processes and common pitfalls of reinventing a corporation. 115 PP., Warren Bennis and Michael Mische

HD58.8.B75 1991

MANAGING TRANSITIONS: MAKING THE MOST OF CHANGE. Managing Transitions provides practical, step-by-step strategies for reaching this goal and for minimizing the disruptions caused by workplace change. It is an invaluable managerial tool for navigating an inevitably tumultuous time. 144 PP., William Bridges

HD58.8.B86 1997

LARGE GROUP INTERVENTIONS: ENGAGING THE WHOLE SYSTEM FOR RAPID CHANGE. Large group intervention is a way of involving an entire organization in a process of workplace change. This volume presents and

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compares 12 different methods of large group intervention currently in use, covering the methods' origins, exploring their differences and similarities, and presenting examples and case studies. 246 PP., Barbara B. Bunker and Billie T. Alban

HD58.8.C10 1994

MASTERING CHANGE MANAGEMENT: A PRACTICAL GUIDE FOR TURNING OBSTACLES INTO OPPORTUNITIES. Change is no longer a choice. It is inevitable at all levels of an organization. Knowing how to anticipate and deal with change creates opportunities and helps produce the results you desire. 101 PP., Richard Y. Chang

HD58.8.C453 1993

CHANGE AT WORK: A COMPREHENSIVE MANAGEMENT PROCESS FOR TRANSFORMING ORGANIZATIONS. Offering a human systems approach to organizational change, this book shows how organizations can respond to change with intelligence and compassion. 261 PP., Oscar G. Mink

HD58.8.C646 1996

COMPETING IN THE INFORMATION AGE: STRATEGIC ALIGNMENT IN PRACTICE. Competing in the Information Age shows managers how to avoid being blindsided by information technology. It outlines how to match information systems with business strategy to forge a strong competitive edge and bring powerful solutions to bear on real-world problems. 414 PP., Jerry N Luftman

HD58.8.C652 1993

MANAGING AT THE SPEED OF CHANGE: HOW RESILIENT MANAGERS SUCCEED AND PROSPER. Daryl Conner runs the world's premier consulting firm devoted exclusively to change. Here, he coaches middle-and top-level executives in implementing business innovations on time and under budget. 282 PP., Daryl R. Conner

HD58.8.C67 1994

MANAGING CHANGE IN THE WORKPLACE. Sheila J. Costello

HD58.8.D56 1993

INTERVENTION AND COLLABORATION: HELPING ORGANIZATIONS TO CHANGE. 132 PP., Hedley G. Dimock

HD58.8.D833 2001

CHANGE MONSTER, THE: THE HUMAN FORCES THAT FUEL OR FOIL CORPORATE TRANSFORMATION AND CHANGE. A brilliant, original, and powerful look at corporate change/mergers, reorganizations, transformations and why it succeeds or fails. 304 PP., Jeanie D. Duck

HD58.8.E275 2001

MAKING SIX SIGMA LAST: MANAGING THE BALANCE BETWEEN CULTURAL AND TECHNICAL CHANGE. This offers tools for making Six Sigma more effective in any modern organization, showing how to drive forward toward a dramatic improvement in Sigma performance as well. Concentrates on balancing the cultural work component with the technical aspects to create a systematic method that takes into account the need for six sigma and resistance to it. George Eckes

HD58.8.F437 1993

CHANGE MANAGEMENT: A MODEL FOR EFFECTIVE ORGANIZATIONAL PERFORMANCE. 491 PP., Patricia K. Felkins, et al

HD58.8.F68 1989

UNDERSTANDING ORGANIZATIONAL CHANGE: CONVERTING THEORY TO PRACTICE. 86 PP., Lynn B. Fossum

HD58.8.F687 2001

CREATIVE DESTRUCTION: WHY COMPANIES THAT ARE BUILT TO LAST UNDERPERFORM THE MARKET – AND HOW TO SUCCESSFULLY TRANSFORM THEM. In a book that is sure to shake the business world to its foundations, Creative Destruction, like Re-Engineering the Corporation before it, offers a new paradigm that will change the way we think about business. 384 PP., Richard N. Foster and Sarah Kaplan

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HD58.8.G627 1994

UNSHACKLED ORGANIZATION, THE: FACING THE CHALLENGE OF UNPREDICTABILITY THROUGH SPONTANEOUS REORGANIZATION. Examines how change happens in organizations, using scientific and social theories about change including non-linear, far- from-equilibrium, chaos theory, and system dynamics. 189 PP., Jefferey Goldstein

HD58.8.G68 1995

TRANSFORMING THE ORGANIZATION: REFRAMING CORPORATE DIRECTION RESTRUCTURING THE COMPANY REVITALIZING THE ENTERPRISE RENEWING PEOPLE. In order to successfully compete in today's marketplace, companies must learn how to continuously transform. Here, for the first time, these influential authors reveal their revolutionary holistic prescription for corporate metamorphosis. 336 PP., Frances J. Gouillart and James N. Kelly

HD58.8.G765 1996

ONLY THE PARANOID SURVIVE: HOW TO EXPLOIT THE CRISIS POINTS THAT CHALLENGE EVERY COMPANY AND CAREER. Under Andy Grove's leadership, Intel has become the world's largest chipmaker, the fifth-most-admired company in America, and the seventh-most-profitable company among the Fortune 500. 210 PP. Andrew S. Grove

HD58.8.H353 1993

INTERNAL MARKETS: BRINGING THE POWER OF FREE ENTERPRISE INSIDE YOUR ORGANIZATION In this major work, many of our most astute intellectuals and leaders contend that radical changes are needed that goes beyond TQM, flat structures, networks, reengineering, and other current innovations. They demonstrate why business and government must adopt a new management paradigm - Internal Markets - that brings the power of free enterprise inside organizations. 301 PP., William E. Halal, et al

HD58.8.H356 1993

REENGINEERING THE CORPORATION: A MANIFESTO FOR BUSINESS REVOLUTION. Examining the firsthand experiences of companies that have reinvented themselves for success, Hammer and Champy present their revolutionary blueprint for creating a new kind of company for the brave new world of business. 223 PP., Michael Hammer and James Champy

HD58.8.H3618 1994

AGE OF PARADOX, THE. In an age of numbingly rapid change, one of the most brilliant and engaging thinkers of our day extends a guiding hand in the search for order. 320 PP., Charles Handy

HD58.8.H84 1979

PATH OF LEAST RESISTANCE, THE: PREPARING EMPLOYEES FOR CHANGE. Ken Hultman

HD58.8.H865 1995

CRISIS AND RENEWAL: MEETING THE CHALLENGE OF ORGANIZATIONAL CHANGE. This radical view of how all successful organizations evolve and renew themselves--and what managers need to do to lead the revival--argues that there are times when managers must deliberately create crises in acts of "ethical anarchy" in order to break the constraints of success and renew their organizations. 228 PP., David K Hurst

HD58.8.K52 1985

HOW TO MANAGE CHANGE EFFECTIVELY: APPROACHES, METHODS AND CASE EXAMPLES. This highly-praised book shows how to manage changes--while gaining acceptance and commitment from employees--in such areas as incentive plans, personnel policies, production systems, job designs, and organizational goals. 280 PP., Donald L. Kirkpatrick

HD58.8.K55 1991

CHANGE RIDERS, THE: MANAGING THE POWER OF CHANGE. The author serves up a multitude of usable ideas in witty, bite-sized portions. The unusual annotated footnotes add yet another dimension of value. 313 PP., Gary D. Kissler

HD58.8.K58 1993

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TEN STEPS TO A LEARNING ORGANIZATION. 239 PP., Peter Kline and Bernard Saunders

HD58.8.M34 1992

CAUGHT IN THE MIDDLE: HOW TO SURVIVE AND THRIVE IN TODAY'S MANAGEMENT SQUEEZE.

Caught in the Middle provides a wealth of practical guidance and 12 key strategies to help middle managers take charge of their careers, maximize their contributions to their organizations, and gain satisfaction from their work. 299 PP., Lynda McDermott

HD58.8.M55 1991

REBIRTH OF THE CORPORATION. Drawing on his wide-ranging experiences the author provides a provocative road map for executives looking to eliminate bureaucracy and shorten their lines of communication. Recommended for all managers interested in organizational theory and structure. 320 PP., D. Quinn Mills

HD58.8.M655 1996

SECOND CURVE, THE: MANAGING THE VELOCITY OF CHANGE. The author creates a revolutionary new business model that can be used no matter what the market upheaval. 240 PP., Ian Morrison

HD58.8.N297 1997

CHAMPIONS OF CHANGE: HOW CEO'S AND THEIR COMPANIES ARE MASTERING THE SKILLS OF RADICAL CHANGE. This highly readable guide offers leaders and managers at every level a coherent approach and compelling new repertoire of concepts, ideas, tools, and techniques for understanding the dynamics of change and managing it effectively. 352 PP., David A. Nadler

HD58.8.O86 1994

LEADING CHANGE: OVERCOMING THE IDEOLOGY OF COMFORT AND THE TYRANNY OF CUSTOM. One of America's most esteemed management thinkers offers a book that transcends how-to management primers, offering an unorthodox approach to leadership based on the lessons of history, moral and political philosophy, and the practical experience of men and women across cultures and circumstances. 282 PP., James O'Toole

HD58.8.P10 1990

EXECUTIVE LIBRARY FOR ORGANIZATIONAL CHANGE, VOLUMES 1-14. "Business As Unusual" is part of this series and is a reference for the course Managing Change. Price Pritchett

HD58.8.P13 1996

EMPLOYEE HANDBOOK OF NEW WORK HABITS FOR A RADICALLY CHANGING WORLD, THE: 13 GROUND RULES FOR JOB SUCCESS IN THE INFORMATION AGE. Provides high-powered guidelines on how to take personal responsibility for your career and seize the many opportunities you will encounter in the Information Age. Price Pritchett

HD58.8.P14 1991

QUANTUM LEAP STRATEGY, THE. 90 PP., Price Pritchett

HD58.8.P15 1992

TEAM RECONSTRUCTION: BUILDING A HIGH PERFORMANCE WORK GROUP DURING CHANGE. Price Pritchett and Ron Pound

HD58.8.P16 1989

SMARTMOVES: A CRASH COURSE ON MERGER INTEGRATION MANAGEMENT. 33 PP., Price Pritchett and Ron Pound

HD58.8.P17 1987

EMPLOYEE SURVIVAL GUIDE TO MERGERS AND ACQUISITIONS, THE. Price Pritchett

HD58.8.P19 1990

YOU 2: A HIGH VELOCITY FORMULA FOR MULTIPLYING YOUR PERSONAL EFFECTIVENESS IN QUANTUM LEAPS. Price Pritchett

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HD58.8.P20 1996

MINDSHIFT: THE EMPLOYEE HANDBOOK FOR UNDERSTANDING THE CHANGING WORLD OF WORK.
Price Pritchett

HD58.8.P21 1993

TEAM RECONSTRUCTION: BUILDING A HIGH PERFORMANCE WORK GROUP DURING CHANGE. Price Pritchett and Ron Pound

HD58.8.P34 1996

DIARY OF A CHANGE AGENT. 296 PP., Tony Page

HD58.8.P478 1992

LIBERATION MANAGEMENT: NECESSARY DISORGANIZATION FOR THE NANOSECOND NINETIES. The author demonstrates that the key to success in business future is total engagement, dynamism, speed, and independence. Thomas J. Peters

HD58.8.P483 1994

TOM PETERS SEMINAR, THE: CRAZY TIMES CALL FOR CRAZY ORGANIZATIONS. Peters shows how to understand and thrive in the face of the crazy demands the business world makes upon us. 336 PP., Tom Peters

HD58.8.R62 1996

WHY CHANGE DOESN'T WORK: WHY INITIATIVES GO WRONG AND HOW TO TRY AGAIN - AND SUCCEED. In this book you'll discover how timing can make or break a change program, how best to communicate to the troops, how to identify and nurture change makers, and, most important, how to fire the organizational imagination so that even the most recalcitrant are amenable to change. 232 PP., Harvey Robbins and Michael Finley

HD58.8.S39 1989

MANAGING ORGANIZATIONAL CHANGE: A PRACTICAL GUIDE FOR MANAGERS. This self-study book offers examples and exercises which help managers and supervisors help their employees cope with organizational change. 96 PP., Cynthia D. Scott and Jaffe Scott

HD58.8.S42 1994

UNWRITTEN RULES OF THE GAME, THE: MASTER THEM, SHATTER THEM, AND BREAK THROUGH BARRIERS TO ORGANIZATIONAL CHANGE. A book that introduces a unique new approach to mastering corporate change. An associate of one of the world's leading consulting firms has discovered that the silent engines are not official policies but unwritten rules. Here readers learn how to decipher those rules and to break free of the barriers to change. 56 PP., Peter Scott-Morgan

HD58.8.S638 1997

7 LEVELS OF CHANGE, THE: CREATE, INNOVATE AND MOTIVATE WITH THE SECRETS OF THE WORLD'S LARGEST CORPORATIONS. Change can be used to your advantage if you manage it properly. By breaking down change into levels, you can develop a strategy for creativity, innovation, and continuous self-improvement that will propel you toward 262 PP., Rolf Smith

HD58.8.S728 1991

MANAGING CHANGE THROUGH TRAINING AND DEVELOPMENT. Jim Stewart

HD58.8.S77 1992

BREAKPOINTS: HOW MANAGERS EXPLOIT RADICAL BUSINESS CHANGE. Many companies have fallen from grace, not because they ignored customers or lacked superior management skills, but because business conditions shifted beneath them. In this book are strategies and real-life scenarios that show readers how to create competitive discontinuities—and become true market leaders. 261 PP., Paul Strebel

HD58.8.T65 1993

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RETHINKING THE CORPORATION: THE ARCHITECTURE OF CHANGE. Looks at companies through resizing & reshaping/provides mini-models & practical guidelines. 224 PP., Robert M. Tomasko

HD58.8.T885 1997

WINNING THROUGH INNOVATION: A PRACTICAL GUIDE TO LEADING ORGANIZATIONAL CHANGE AND RENEWAL. Winning through Innovation reveals why short-term corporate success often increases the chances of long-term failure. 259 PP., Michael Tushman and Charles O'Rielly, III

HD58.8.W386 1990

ADHOCRACY: THE POWER TO CHANGE. In an era of accelerating change, the people, organizations, and national economies most likely to succeed are those with the ability to adjust and adapt. The coauthor of In Search of Excellence offers clear instructions on how to make adhocracy work. An essential handbook for managers at all levels. 88 PP., Robert H. Waterman, Jr.

HD58.8.W485 1993

PHOENIX AGENDA, THE: POWER TO TRANSFORM YOUR WORKPLACE. This book reveals a proven, 12 step approach for effectively renewing companies in the face of turbulent change. It shows managers how to: generate trust; uncover context; invent the future; articulate strategies; source action; exploit moments of truth; maintain awareness; realize results; create wisdom; transcend addictions; complete the past; and acknowledge freely. 318 PP., John Whiteside

HD58.8W10 1992

CHANGE: COPING WITH TOMORROW. 118 PP., Patricia Wilson

HD58.9.H10 1998

THIN BOOK OF APPRECIATIVE INQUIRY, THE. [2nd Ed.] This is an easy to read introduction to Appreciative Inquiry. 63 PP., Sue Annis Hammond

HD58.9.K37 1995

MANAGING THE RAPIDS: STORIES FROM THE FOREFRONT OF THE LEARNING ORGANIZATION. 124 PP., Kellie W. O'Reilly

HD62.15.J65 1994

FOURTH GENERATION MANAGEMENT: THE NEW BUSINESS CONSCIOUSNESS. This is a clear, concise synthesis of the best of current management practice and a host of dynamic prescriptions for the future. 289 PP., Brian L. Joiner

HD70.U5P426 1987

THRIVING ON CHAOS: HANDBOOK FOR A MANAGEMENT REVOLUTION. Addressing American industry's continuing decline in foreign and domestic markets, Peters (In Pursuit of Excellence) here offers a detailed plan for unstructured business activity in which some readers will see not only chaos but also anarchy. Tom Peters

HD8072.5.U5 1997

UNIONS AND WORKPLACE REORGANIZATION. Bruce Nissen, Editor

HD9696.A3U655 1997

CHANGING BY DESIGN: ORGANIZATIONAL INNOVATION AT HEWLETT-PACKARD. Deone Zell

HD9708.U64E274 1993

TEAM ZEBRA: HOW 1500 PARTNERS REVITALIZED EASTMAN KODAK'S BLACK AND WHITE FILM-MAKING FLOW. The first insider's account of how an American company turned to its people to save a vital, but failing, business unit. Told as a personal narrative from the perspective of Steve Frangos, the manager of Eastman Kodak's Black and White Film Division, Team Zebra is a powerful account of a billion dollar 100-year-old business and the 1500 partners who pulled off "the turnaround of the decade. 223 PP., Stephen J. Frangos and Steven J. Bennett

HF5386.K855 1991

IF IT AIN'T BROKE... BREAK IT! AND OTHER UNCONVENTIONAL WISDOM FOR A CHANGING BUSINESS

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Center for Management Development
Library Resource Center Books**

WORLD. Robert Kriegel and Louis Patler

HF5386.W456 1993

WORKING SCARED: ACHIEVING SUCCESS IN TRYING TIMES. Kenneth Wexley and Stan Silverman

HF5548.32.C58X 2000

CLUETRAIN MANIFESTO, THE: THE END OF BUSINESS AS USUAL. The Cluetrain Manifesto presents a stunning tapestry of anecdotes, object lessons, parodies, war stories, and suggestions, all aimed at illustrating what it will take to survive and prosper in the fast-forward world on the wire. 190 PP., Rick Levine, et al

HF5548.8.S626 1993

YOU CAN MAKE IT HAPPEN: A GUIDE TO SELF ACTUALIZATION AND ORGANIZATION. Len Sperry

HF5549.5.C6T15 1994

COMMUNICATING CHANGE: HOW TO WIN EMPLOYEE SUPPORT FOR NEW BUSINESS DIRECTIONS. Now, here's a book that reveals to all managers how to implement important changes and make them work. This is not a theoretical book. It's advice from the trenches. Packed with checklists, sample communications, diagrams, surveys, step-by-step guidance. 252 PP., T J Larkin and Sandar Larkin

HF5549.5.J10 1997

MULTIPOINT FEEDBACK: A 360-DEGREE CATALYST FOR CHANGE. Deborah Jude-York and Susan Wise

HF5549.U39 1997

HUMAN RESOURCE CHAMPIONS: THE NEXT AGENDA FOR ADDING VALUE AND DELIVERING RESULTS. The author helps us understand prior failures and the necessary steps for future successes in human resource management. 281 PP., Dave Ulrich

HM101.T47 1987

RAPIDS OF CHANGE, THE: SOCIAL ENTREPRENEURSHIP IN TURBULENT TIMES. Robert Theobald

HM131.N63 1993

HEALING THE WOUNDS: OVERCOMING THE TRAUMA OF LAYOFFS AND REVITALIZING DOWNSIZED ORGANIZATIONS. Provides executives, human resource professionals, managers, and consultants with an original model and clear guidelines for revitalizing a downsized organization. 288 PP., David M. Noer

HN17.5.T636 1995

CREATING A NEW CIVILIZATION: THE POLITICS OF THE THIRD WORLD. In this book, the author, as well as in his other books, has given way to the second wave industrial age, that it in turn has yielded to the third knowledge revolution. He outlines the differences and prescribes the need for change. Alvin Toffler and Heidi Toffler

HN17.5.T6417 1990

POWERSHIFT: KNOWLEDGE, WEALTH, AND VIOLENCE AT THE EDGE OF THE 21ST CENTURY. Toffler argues that while headlines focus on shifts of power at the global level, equally significant shifts are taking place in our everyday world--supermarkets, hospitals, banks, television, and politics. As old antagonisms fade, Toffler identifies where the next, far more important world division will arise . . . between the "fast" and the "slow". Thought-provoking on every page. 592 PP., Alvin Toffler

HN18.T6418 1991

DO IT! LET'S GET OFF OUR BUTS. 400 PP., John Roger and Peter McWilliams

HQ1121.C10 1996

CAREER TRANSITION: A GUIDE FOR FEDERAL EMPLOYEES IN A TIME OF TURMOIL. Robert Carey

JK1764.L36 1994

QUICKENING OF AMERICA, THE: REBUILDING OUR NATION, REMAKING OUR LIVES. This book is an extremely

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useful and practical guide. It reaffirms that personal and social change are intertwined; that each of us counts; that our lives do make a difference; and that, through involvement and by developing our skills, we can make an even greater difference. 338 PP., Frances Moore Lappe' and Paul Martin DuBois

LC5225.T4V45 1995

TRAINING THROUGH DIALOGUE: PROMOTING EFFECTIVE LEARNING AND CHANGE WITH ADULTS. Jane Vella

RC969.P10 1995

SURVIVAL GUIDE TO THE STRESS OF ORGANIZATIONAL CHANGE, A. Make sure your people know how to manage their own stress! Teach your employees and managers to cope successfully with today's accelerating rate of change, and assume much more personal responsibility for their own emotional well-being. 30 PP., Price Pritchett and Ron Pound

RC969.P11 1990

EMPLOYEE HANDBOOK FOR ORGANIZATIONAL CHANGE, THE. 40 PP., Price Pritchett and Ron Pound

RC969.P12 1996

RESISTANCE: MOVING BEYOND THE BARRIERS TO CHANGE. 34 PP., Price Pritchett

Communication

BC177.G54 1995

HOW TO WIN AN ARGUMENT: SUREFIRE STRATEGIES FOR GETTING YOUR POINT ACROSS. An introduction to critical thinking, including the various fallacies, arguing techniques, and defenses. Learn how to argue effectively and sway others to your line of thought. With real-life examples illustrating the use of the natural world--the communication among us. 208 PP., Michael Gilbert

P90.W38 1990

WAYS OF COMMUNICATING: THE DARWIN COLLEGE LECTURES. Ways of Communicating is a stimulating exploration of the single most powerful force that gives humankind its control over the natural world--the communication among us. 117 PP., D. H. Mellor, Editor

BF323.L5.B10 1988

BUSINESS OF LISTENING, THE: A PRACTICAL GUIDE TO EFFECTIVE LISTENING. Studies prove that people listen at about one third their ability! Learn how to improve your listening skills with this book. 88 PP., Diane Bone

BF323.L5D10 1991

LISTEN UP: HEAR WHAT'S REALLY BEING SAID. 70 PP., Jim Dugger

BF633.S3 1990

SHARED MINDS: THE NEW TECHNOLOGIES OF COLLABORATION. The author has written a trailblazing guide to help people in diverse fields move from mere communication to true collaboration. Snippets on such duos as Picasso/Braque, F. Scott Fitzgerald/Maxwell Perkins and Francis Crick/James Watson (co-discoverers of DNA's double helix) throw light on the collaborative process. 227 PP., Michael Schrage

BF637.C45.C78 2002

CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN STAKES ARE HIGH. "Crucial" conversations are interpersonal exchanges at work or at home that we dread having but know we cannot avoid. It offers readers a proven seven-point strategy for achieving their goals in all those emotionally, psychologically, or legally charged situations that can arise in their professional and personal lives. 256 PP., Kerry Patterson, et al

BF637.C45H66 1993

COMMUNICATION: SKILLS TO INSPIRE CONFIDENCE. 84 PP., Barrie Hopson and Mike Scally

BF637.C45H7 1982

EMPATHIC COMMUNICATOR, THE. 272 PP., William S. Howell

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BF637.C45N48 1993

HOW TO READ A PERSON LIKE A BOOK: THE LANGUAGE EVERYBODY USES BUT NOBODY SPEAKS--BODY TALK! This illustrated guide teaches us how to spot the hidden messages that we send to each other with our bodies. Learning how to decipher the meaning of this unspoken vocabulary and controlling your response can radically influence the outcome of almost any situation. 180 PP., Gerard I. Nierenberg and Henry H. Calero

BF637.C45S78 1999

DIFFICULT CONVERSATIONS: HOW TO DISCUSS WHAT MATTERS MOST. This is a step-by-step guide to weathering conversational storms. It breaks down a conversation into three parts, illuminating the moments where misunderstandings arise. The techniques in this book won't surprise you. 272 PP., Douglas Stone, et al

BF637.C74H371 1990

GIVING AND RECEIVING CRITICISM: YOUR KEY TO INTERPERSONAL SUCCESS. This book explores the factors that hinder giving criticism and presents a step-by-step process to learn and apply this important skill. 69 PP., Patti Hathaway

BF637.P11 1997

ART OF GIVING AND RECEIVING FEEDBACK, THE. 101 PP., Shirley Poertner and Karen M. Miller

BF637.V47E432 1986

LAST WORD ON THE GENTLE ART OF VERBAL SELF DEFENSE, THE. 256 PP., Suzette Haden Elgin

HD30.26.N49 1995

BIG BOOK OF BUSINESS GAMES, THE: ICEBREAKERS, CREATIVITY EXERCISES, AND MEETING ENERGIZERS
Two of today's acknowledged games masters serve up a cookbook of activities that you can learn to use, guaranteed to generate a lively discussion. Each of the 75 group games and activities here is adapted and shortened to suit the needs of managers and team leaders to use with their departments, staff, or committees. 170 PP., John Newstrom and Edward Scannell

HD30.3.G447 1995

COMMUNICATING, TRAINING, AND DEVELOPING: FOR QUALITY PERFORMANCE. Management is often considered a "neglected art". It is not possible to know how to manage before you are made a manager. It is our purpose to help you confront the difficult task of managing in these turbulent times. 47 PP., Saul W. Gellerman

HD30.3.G7413 1991

VISUAL FACTORY, THE: BUILDING PARTICIPATION THROUGH SHARED INFORMATION. This book is a collection of dozens of specific examples of successful and unsuccessful use of visual techniques juxtaposed in such a way as to indicate what has to be done and undone to create the visual factory. 281 PP., Michael Greif

HD30.3.H13 1995

INTERACTIVE TOASTER, THE. 120 PP., Sidney Harris

HD30.3.L33 1983

INFLUENCING WITH INTEGRITY: MANAGEMENT SKILLS FOR COMMUNICATION AND NEGOTIATION
235 PP., Genie Z. Laborde

HD30.3.N10 1989

INFLUENCING OTHERS: A HANDBOOK OF PERSUASIVE STRATEGIES. This concise book provides proven techniques to influence others using written and verbal communication and strategies that help to understand his or her audience and influence them. 74 PP., William L. Nothstine

HD30.3.N66 1995

KNOWLEDGE-CREATING COMPANY, THE: HOW JAPANESE COMPANIES CREATE THE DYNAMICS OF INNOVATION. The authors contend that Japanese firms are successful because they are innovative--and not merely masters of imitation as some think--and because they create new knowledge and use it to produce successful products and

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technologies. 304 PP., Ikujiro Nonaka and Hirotaka Takeuchi

HD30.3.W49 1993

DEVELOPING MANAGEMENT SKILLS: APPLIED COMMUNICATION SKILLS. 102 PP., David Whetten and Kim Cameron

HD30.3.W492 1993

DEVELOPING MANAGEMENT SKILLS: COMMUNICATING SUPPORTIVELY. 146 PP., David Whetten and Kim Cameron

HD38.2.F10 1995

TELEPHONE SKILLS FROM A TO Z: THE TELEPHONE "DOCTOR" PHONE BOOK. 106 PP., Nancy J. Friedman

HD57.5.S10 1998

BUILDING TRUST: A MANAGER'S GUIDE FOR BUSINESS SUCCESS. Through looking at the Foundations of Trust (Instinct, Past Experience, Current Observation/Experience) the author shows the reader familiar concepts and demonstrates them through exercises. The consequences resulting from a lack of trust are examined and pursued through another set of exercises. 96 PP., Mary Galbreath Shurtleff

HD69.C810 1993

NETWORKING: HOW TO CREATIVELY TAP YOUR PEOPLE RESOURCES. Coleen Clarke

HD69.S8M25 1997

DIG YOUR WELL BEFORE YOU'RE THIRSTY: THE ONLY NETWORKING BOOK YOU'LL EVER NEED. Syndicated columnist and business speaker, Harvey Mackay proves "it's not what you know, it's who you know." In this provocative networking book, he contends that talent alone will not save you in the current economy. Genius, guts, and hard work can also be counted out as life preservers. In fact, according to Mackay, there's only one thing you can depend on -- your network. 336 PP., Harvey Mackay

HF5541.T4F58 1994

TELEPHONE SKILLS AT WORK. Judith E. Fisher

HF5549.5.C6M29 1994

FEEDBACK TOOLKIT: 16 TOOLS FOR BETTER COMMUNICATION IN THE WORKPLACE. In the book the author has combined guidelines with instructional and anecdotal insights that make this a practical guide on this subject. 93 PP., Rick Maurer

HF5718.B654 1994

COMMUNICATE WITH CONFIDENCE: HOW TO SAY IT RIGHT THE FIRST TIME AND EVERY TIME. In a book designed to be read by professionals on the go, communications dynamo Booher covers speaking, listening, and all the dynamics of verbal communication on the job. Each savvy tip is based on real-life problems raised by participants in Booher Consultants' workshops. 400 PP., Dianna Booher

HF5718.G38 1996

101 WAYS TO CAPTIVATE A BUSINESS AUDIENCE. This handy book is a smorgasbord of over one hundred audience-tested quotes, anecdotes, experiences, and insights that will add creative sizzle to your presentations and speeches. 144 PP., Sue Gaulk

HF5718.H284 1989

HOW TO TALK SO PEOPLE LISTEN. Sonya Hamlin

HF5718.M553 1995

WOMAN'S GUIDE TO THE LANGUAGE OF SUCCESS, A: COMMUNICATING WITH CONFIDENCE AND POWER. 256 PP., Packed with powerful techniques and real-world tips, this practical, candid guide shows women how to shed the language of weakness and gain the language of power. Phyllis Mindell

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HF5718.S22 1994

PRACTICAL BUSINESS COMMUNICATION. Through this book's contemporary examples and exercises, you'll discover how to organize concise, logical messages, deliver good and bad news, develop professional writing habits, and avoid communication styles that are bland, confusing, or culturally insensitive. 94 PP., Tim J. Saben

HF5718.S52 1994

BREAKING THE ICE: HOW TO IMPROVE YOUR ON-THE-SPOT COMMUNICATIONS SKILLS. Deborah Shouse

HF5718.S568 1994

WORKING WOMAN'S COMMUNICATIONS SURVIVAL GUIDE: HOW TO PRESENT YOUR IDEAS WITH IMPACT, CLARITY AND POWER AND GET THE RECOGNITION YOU DESERVE. In this book you'll discover dozens of business-tested techniques and strategies that show you how to build your self-esteem and make it work for you: practical advice for enhancing your self-esteem and projecting your most powerful image. 250 PP. Ruth Hermann Siress, et. al.

HF5718.T11 2000

COMMUNICATION ICEBREAKERS AND TRAINING ACTIVITIES. Louis E. Tagliaferr

HF5718.T36 1994

TALKING 9 TO 5: WOMEN AND MEN IN THE WORKPLACE: LANGUAGE, SEX AND POWER. The author presents information that will have a dramatic impact on those who are struggling with co-workers, jobs, & companies, and will help individuals as well as companies thrive in a working world made up of increasingly diverse work forces & ever more competitive markets. 368 PP., Deborah Tannen

HF5718.T66 1995

ARTICULATE EXECUTIVE, THE: LEARN TO LOOK, ACT, AND SOUND LIKE A LEADER. 204 PP., Granville N. Toogood

HF5781.F74 1986

HOW TO GET YOUR POINT ACROSS IN 30 SECONDS OR LESS. Milo O. Frank

HM132.B10 1996

EFFECTIVE PEOPLE SKILLS. [MBTI section]. Terry R. Bacon

HM132.C10 1992

THINKING ON YOUR FEET: TOOLS TO COMMUNICATE CLEARLY AND CONVINCINGLY. Marlene Caroselli

LB1043.5.W10 1992

DEALING EFFECTIVELY WITH THE MEDIA. 90 PP., John Wade

LB2804.T10 1998

FAST FEEDBACK. Bruce Tulgan

P90.B10 1989

DYNAMIC COMMUNICATION SKILLS FOR WOMEN. 72 PP., Carla Brown

P90.H298 1990

GETTING YOUR MESSAGE ACROSS. Innovative ideas, practical examples, and exercises help readers identify and overcome communication problems. 135 PP., Kurt Hanks

P90.J10 1994

COACHING THROUGH EFFECTIVE FEEDBACK: A PRACTICAL GUIDE TO SUCCESSFUL COMMUNICATION. Giving and receiving performance feedback successfully is one of the most critical and difficult interpersonal skills in the workplace. To increase performance, individuals at all levels need to master this critical coaching skill. 98 PP., Paul J. Jerome

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P93.P5 1993

PICTORIAL COMMUNICATION IN VIRTUAL AND REAL ENVIRONMENTS. [2nd Edition] The topics presented in this text reflect work in the broad range of disciplines which contribute to the field: visual and spatial perception, human factors and ergonomics, telerobotics, manual and supervisory control, cartography, scientific visualization, and medical illustration. 615 PP., Stephen R. Ellis, Editor

P95.A35 1989

YOU ARE THE MESSAGE: GETTING WHAT YOU WANT BY BEING WHO YOU ARE. Roger Ailes

P95.W87 1991

FOLLOW THE YELLOW BRICK ROAD; LEARNING TO GIVE, TAKE, AND USE INSTRUCTIONS. The author's innovative and thought-provoking approach will help you overcome "instruction-anxiety", discover how instructions work - and won't work - and find out how to make them work for you. 400 PP., Richard Saul Wurman

PE1408.D10 1988

ART OF COMMUNICATING, THE. 77 PP., Bert Decker

PE1585.H36 1992

LANGUAGE IN THOUGHT AND ACTION. [5th Edition] The author discusses ways of better understanding language, and therefore thought, and therefore action, including the use of the 'operational definition' and the need to recognize different levels of abstraction. 287 PP., S. I. Hayakawa and Alan Hayakawa

PN4121.B66K76 1991

COMMUNICATING IN THE BUSINESS ENVIRONMENT. Gloria Boone and Richard P. Kropp

PN4121.F84S54 1990

COMMUNICATING COMFORTABLY: YOUR GUIDE TO OVERCOMING SPEAKING AND WRITING ANXIETIES. Linda K. Fuller and Lilles McPherson Shilling

Communication > Cont.

Book/Videos

HM132.B7426 1994

DEALING WITH PEOPLE YOU CAN'T STAND: HOW TO BRING OUT THE BEST IN PEOPLE AT THEIR WORST. The following video is a compliment to this book: MV-1685 Workplace Communication: The Gaps and Traps. Rick Brinkman and Rick Kirschner

Computer Science

HD69.P75D744 1998

MICROSOFT PROJECT 98 FOR DUMMIES: A REFERENCE FOR THE REST OF US! Martin Doucette

HD9.T54M535 1998

MICROSOFT OUTLOOK 98: STEP-BY-STEP. Microsoft Press

HF5548.4.B10 1997

SPECIAL EDITION USING MICROSOFT OFFICE 97 PROFESSIONAL, BEST SELLERS EDITION. Jim Boyce, et al

HF5548.4.M525 1998

MASTER OFFICE 97 VISUALLY: THE COMPLETE VISUAL REFERENCE. IDG Books

HF5548.M523M 1997

MICROSOFT EXCEL 97: STEP-BY-STEP: COMPLETE COURSE. Catapult and Reed Johnson

HF5549.4.C373 1997

OFFICE 97 SECRETS. Steve Cummings and Robert Cowart

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HF5549.4.N10 1997

EXCEL 97 ONE STEP AT A TIME. Alan Neibauer

QA76.27.A53 1998

A + EXAM PREP. Jean Andrews

QA76.27.G10 1998

A+ CERTIFICATION KIT: EVERYTHING YOU NEED TO KNOW TO PREPARE FOR THE A+ CERTIFICATION.
David Groth

QA76.73.B3S44783 1998

VISUAL BASIC 6 FOR DUMMIES: A REFERENCE FOR THE REST OF US! Wallace Wang

QA76.73.H153 1998

VISUAL C++ FOR DUMMIES: A REFERENCE FOR THE REST OF US! Michael Hyman and Bob Arnson

QA76.76.H94HR389 1998

HTML 4 FOR DUMMIES: A REFERENCE FOR THE REST OF US! Ed Tittel and Stephen N. James

QA76.76.H94S62 1998

CREATING WEB PAGES FOR DUMMIES: A REFERENCE FOR THE REST OF US! [3rd Edition] Bud Smith and Arthur Bebak

QA76.76.K23 1998

JAVA PROGRAMMING FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US! Donald Koosis and David Koosis

QA76.76.O63M575 1998

MASTERING WINDOWS NT SERVER 4. [5th Edition] Mark Minasi

T385.B484 1996

CORELDRAW 6: EXPERT'S EDITION. Gary Bouton

TK5105.8885.D11 1997

FRONTPAGE 98 FOR DUMMIES: A REFERENCE FOR THE REST OF US! Asha Dornfest

TR858.A36 2002

ADOBE AFTER EFFECTS 5.0: CLASSROOM IN A BOOK. Introduces the core 2D and 3D tools for the digital post-production of film, motion graphics, video multimedia, and the web. The author covers viewing 3D from different perspectives, creating and editing expressions, editing masks, defining parent-child relationships between layers, and animating lights and cameras. The CD-ROM contains source files for the lessons in the book. 376 PP., Adobe Press

TR858.B66 2002

ADOBE AFTER EFFECTS: FOR MACINTOSH AND WINDOWS. Anthony Bolante

HC79.I55K44 1991

EVERY MANAGER'S GUIDE TO INFORMATION TECHNOLOGY: A GLOSSARY OF KEY TERMS AND CONCEPTS FOR TODAY'S BUSINESS LEADERS. This book provides a summary of the terms and concepts of information technology (IT) that are directed relevant to managers. This edition features 409 new terms, and is an essential reference tool for managers to make effective use of IT as business resources and to make informed choices about investment in IT. 170 PP., Peter G.W. Keen

HD30.37.K44 1998

BUSINESS INTERNET AND INTRANETS: A MANAGER'S GUIDE TO KEY TERMS AND CONCEPTS. Peter Keen

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delivers another comprehensive guide for managers, bringing clarity to the muddled vocabularies of the Internet and intranets. 304 PP., Peter G.W. Keen et al

HD30.37.M48 1998

AGILE NETWORKING: COMPETING THROUGH THE INTERNET AND INTRANETS. Agile Networking builds on the authors' Agility Engineering Practice Model to describe concrete design practices for building agile networks. Learn how Agile Networking principles can transform your company's approach to almost every process, including communication, learning, management, teamwork, and IPR. 257 PP., George Metes and John Gundy

HD30.W10 1996

TRAINER'S GUIDE TO THE WORLD WIDE WEB AND INTRANETS, A: USING ONLINE TECHNOLOGY TO CREATE POWERFUL, COST-EFFECTIVE LEARNING IN YOUR ORGANIZATIOON. 160 PP., Wendy Webb

HD58.8.V10 1995

CLIENT/SERVER STRATEGIES: A SURVIVAL GUIDE FOR CORPORATE REENGINEERING. Vaskevitch shows today's corporate decision makers, business owners, and technical professionals how emerging technology will make their companies more competitive by empowering their work force with the ability to do their jobs faster and better. 552 PP., David Vaskevitch

HD69.754H6 1998

10 MINUTE GUIDE TO OUTLOOK 98: MASTER THE ESSENTIALS YOU NEED IN 10 MINUTES OR LESS. Ten minutes is all you need to learn how to: customize Outlook 98 for your personal use; send, receive and distribute email from workgroups and the Web. 224 PP., Joe Habraken

HD69.D11 1998

MICROSOFT OUTLOOK 98 FOR WINDOWS FOR DUMMIES: A REFERENCE FOR THE REST OF US. Bill Dyszel

HD69.N10B10 2001

DOMINO AND WEBSHERE TOGETHER. [2nd Edition] In this IBM Redbook we explain how you can use the combined capabilities of Lotus Domino and IBM WebSphere to provide a complete and integrated platform for solutions like collaborative commerce. 574 PP., Soren Peter Nielsen, et al

HD69.P10 1997

10-MINUTE GUIDE TO OUTLOOK 97: MASTER THE ESSENTIALS YOU NEED IN 10 MINUTES OR LESS. Sue Plummley

HD69.S10 1998

SAMS TEACH YOURSELF OUTLOOK 98 IN 24 HOURS. John R. Nicholson, et al

HF30.37.B67 1997

BUILDING AN EXTRANET: CONNECT YOUR INTRANET WITH VENDORS AND CUSTOMERS. This book provides complete information and working details for building the network behind Intranets and Extranets, designing the applications, and getting everything up and running. 326 PP., Julie Bort and Bradley Felix

HF30.37.K44 1998

BUSINESS INTERNET AND INTRANETS, THE: A MANAGER'S GUIDE TO KEY TERMS AND CONCEPTS. Peter Keen delivers another comprehensive guide for managers, bringing clarity to the muddled vocabularies of the Internet and intranets. "A useful, lucid explanation of how to use the Net in business to deliver actual service and create real value—rather than hype and image".--Esther Dyson, Chairman, EDventure Holdings. Peter W. Keen, et al

HF5548.2.D3724 1997

INFORMATION ECOLOGY: MASTERING THE INFORMATION AND KNOWLEDGE ENVIRONMENT. Thomas H. Davenport

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HF5548.2.J54U 1997

USING MICROSOFT ACCESS 2 FOR WINDOWS. [Special Edition]. Roger Jennings

HF5548.32.K67 1997

UNDERSTANDING ELECTRONIC COMMERCE: HOW ON-LINE TRANSACTIONS CAN GROW YOUR BUSINESS. In five years or less, analysts say, sales transactions on the Internet will total \$100 billion annually. In short, online commerce is big and it's coming fast - and here's the book that shows you how to understand and profit from it. 304 PP., David Kosior

HF5548.32.L69 1998

NETREPRENEUR: THE DIMENSIONS OF TRANSFERRING YOUR BUSINESS MODEL TO THE INTERNET. The author offers a tremendous wealth of knowledge about how companies can successfully adapt themselves to this powerful and exciting marketing tool. 424 PP. Joseph Lowrey

HF5548.4.H523H3673 1996

EXCEL 97 FOR WINDOWS FOR DUMMIES: A REFERENCE FOR THE REST OF US. Greg Harvey

HF5548.4.H523W3673 1996

EXCEL 97 FOR WINDOWS FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US. John Wallenbach

HF5548.4.M525W558 1997

COMPLETE IDIOT'S GUIDE TO MICROSOFT OFFICE 97 PROFESSIONAL, THE: SMART PEOPLE USE IDIOT'S GUIDES. J. Kraymak S. Kinkoph

HF5549.4.L10 1997

OFFICE 97 ANNOYANCES. Woody Leonhard, et al

QA76.27.C58 1996

COMPLETE COMPUTER TRAINER, THE. Paul Clothier

QA76.5.O16 1997

COMPUTER TRIANGLE, THE. From the very start the author grabs our attention and forces us to think about the roles, both good and bad, computers play in our daily lives - - and how we can take advantage of the good and avoid the bad. 336 PP., Robert L. Oakman

QA76.73.B3S44 1998

VISUAL BASIC 6 FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US! Namir Clement Shammass

QA76.73.C153D36 1998

C++ FOR DUMMIES: A REFERENCE FOR THE REST OF US! [3rd Edition] Stephen R. Davis

QA76.73.C153W75 1998

VISUAL C++ 6 FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US! Charles Wright

QA76.73.S67T39 1997

SQL FOR DUMMIES: A REFERENCE FOR THE REST OF US! Allen G. Taylor

QA76.76.H94T568 1998

HTML 4 FOR DUMMIES. Deborah S. Ray and Eric J. Ray

QA76.76.I57W36 1996

MICROSOFT OFFICE 97 FOR WINDOWS FOR DUMMIES: A REFERENCE FOR THE REST OF US! Wallace Wang and Roger Parker

QA76.76.L11 1998

CREATING WEB PAGES FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US! Doug Lowe

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QA76.76.S64Y68 1997

TIME BOMB 2000: WHAT THE YEAR 2000 COMPUTER CRISIS MEANS TO YOU! Edward Yourdon

QA76.76.V23 1998

JAVA SCRIPT FOR DUMMIES: A QUICK REFERENCE FOR THE REST OF US! Emily A. VanderVeer

QA76.9.C66 B35 1996

AFTER THOUGHT: THE COMPTUER CHALLENGE TO HUMAN INTELLIGENCE. This profound book reveals the potential of computers to reshape how we think. Bailey asserts that computers are about to take a giant scientific step forward, enabling us to finally understand such complex biological and social phenomena as weather patterns, economies, and James Bailey

QA76.9.D3M5565 1996

MICROSOFT ACCESS 97 AT A GLANCE: THE EASY WAY TO FIND THE RIGHT ANSWERS, RIGHT NOW. Microsoft Press

QA76.9.H65C73 1998

WORK AND REWARDS IN THE VIRTUAL WORKPLACE: A "NEW DEAL" FOR ORGANIZATIONS AND EMPLOYEES. N. Fredric Crandall and Marc J. Wallace, Jr.

QA76.9.H85V57 1993

VIRTUAL REALITY: APPLICATIONS AND EXPLORATIONS. A collection of original essays, including contributions from some of the leaders in the field, that illustrates the myriad and potentially powerful applications of virtual reality. 245 PP., Alex Wexelblat

TK1505.883.M53S64 1997

WINDOWS 95 FOR DUMMIES: NEW REVISED AND UPDATED. [2nd Edition] Andy Rathbone

TK5015.73.H34 1996

3 R's OF E-MAIL, THE: RISKS, RIGHTS, AND RESPONSIBILITIES. Diane B. Hartman and Karen S. Mantz

TK5101.S65 1994

NAVIGATING THE INTERNET. [Deluxe Edition] Richard J. Smith and Mark Gibbs

TK5105.875.I57B76 1998

USING THE INTERNET SMARTER AND FASTER: AT HOME, ON THE ROAD, OR AT THE OFFICE. Brook Broadbent

Z286.E48K45 1996

INTERNET PUBLISHING WITH ADOBE: A COMPREHENSIVE REFERENCE FOR CREATING AND INTEGRATING PDF FILES WITH HTML ON THE INTERNET OR INTRANETS. 379 PP., This is the definitive inside-Adobe reference to Acrobat's native file format PDF and the only book that combines HTML and PDF together. Gordon Kent

Z675.BM38 1999

ADAPTIVE TECHNOLOGY FOR THE INTERNET: MAKING ELECTRONIC RESOURCES ACCESSIBLE TO ALL. Mates states that there are over 12 million visually impaired and 39 million learning impaired people in this country. The Americans with Disabilities Act stipulates that these individuals have equal access to all library resources. She explains user-friendly document design (for library home pages) and goes on to highlight large print, Braille, hearing, and different keyboard access through specific products. The last several chapters are devoted to staff training, announcing improved access, and creating plans and goals for your library. 192 PP., Barbara T. Mates

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Book/Computer Disks

Computer Science > Cont.

HD69.T54M53 1997

MICROSOFT OUTLOOK 97: STEP-BY-STEP. Catapult, Inc.

HF5548.M523M51575 1997

MICROSOFT EXCEL 97: STEP-BY-STEP. Catapult, Inc. and Microsoft Press

QA76.9.D3L47 1997

ACCESS 97 DEVELOPER'S HANDBOOK. [3rd. Edition] Paul Litwin, et al

QA76.9.D3M5566 1997

MICROSOFT ACCESS 97: STEP-BY-STEP. Microsoft Press

T385.M522 1997

MICROSOFT POWERPOINT 97: STEP-BY-STEP. Enjoy quick and easy training on PowerPoint 97, Microsoft's powerful business presentation software, with this book-and-disk self-training package. The step-by-step method allows you to choose your best starting point and learn at your own pace. 352 PP., Microsoft Press

Z52.5.M523 1997

MICROSOFT WORD 97: STEP-BY-STEP. With this book and Microsoft Word 97, you'll learn to create and edit documents and format them for maximum impact; make your documents ready for publication over the Internet or intranets by using Microsoft FrontPage; use your other Microsoft programs with Word - send a document as an e-mail message, pull information from your Microsoft Outlook contacts list into a document, and much more; make daily chores go much faster with a wealth of shortcut tools; consistently and quickly style and restyle entire documents; create forms you can use on line; create tables, columns of text, and drawings; and outline documents, keep track of revisions to a document, and create personalized form letters. 290 PP., Microsoft Press

Customer Relations

HF5438.25.A424 1992

IDEA-A-DAY GUIDE TO SUPER SELLING AND CUSTOMER SERVICE, THE. This book provides a personal roadmap for increased personal productivity. It contains a wealth of information for anyone who has the desire to be known as a professional in their chosen career. 310 PP., Tony Alessandra, et al

HD9980.5.P398 1999

REINVENTING WORK: THE PROFESSIONAL SERVICE FIRM 50. In 50 easy-to-grasp sections and over 200 Things To Do, the author explains how to generate excitement, partner with your clients, master information flow and timelines, design "hot" spaces, and deliver WOW! Results - - every time. 228 PP., Tom Peters

HD9981.5.A42 1988

AT AMERICA'S SERVICE: HOW CORPORATIONS CAN REVOLUTIONIZE THE WAY THEY TREAT THEIR CUSTOMERS. This book outlines a phased strategy for achieving a customer focus. Karl Albrecht

HF5415.335.H45 1997

ONE SIZE FITS ONE: BUILDING RELATIONSHIPS ONE CUSTOMER AND ONE EMPLOYEE AT A TIME. Gary Heil, et al

HF5415.5.A425 1992

ONLY THING THAT MATTERS, THE: BRINGING THE POWER OF CUSTOMER INTO THE CENTER OF YOUR BUSINESS. The author challenges American business to a commitment that will transform it to its very core. Albrecht's plan goes beyond lip service and simple cosmetic approaches to show the way to a radical bottom-up, top-down, total company commitment to the customer. Karl Albrecht

HF5415.5.A43 1990

SERVICE ADVANTAGE, THE: HOW TO IDENTIFY AND FULFILL CUSTOMER. This thoughtful, well-organized guide

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to the management of service offers a challenge to both middle managers and senior managers. Karl Albrecht and Lawrence J Bradford

HF5415.5.G547 1994

BUILDING CUSTOMER LOYALTY: HOW YOU CAN HELP KEEP CUSTOMERS LOYAL. Barbara A. Glanz

HF5415.5.L58 1995

SHARED EXPECTATIONS: SUSTAINING CUSTOMER RELATIONSHIPS. Spend an hour with this author and find new ways to assure quality customer relationships. 41 PP., Wayne A. Little

HF5415.5.M13 1994

CUSTOMER SERVICE EXCELLENCE. Debra J. MacNeill

HF5415.5.M53 1995

BUILDING BRIDGES TO CUSTOMERS. Customers give you repeat business when you've built bridges they want to cross. Every employee in your organization is responsible for creating and maintaining links to your customers. Spend the time with this author and learn the blueprints and guiding principles for building great bridges to customers. 69 PP., Gerald A. Michaelson

HF5415.5.S44 1995

CREATING CUSTOMERS FOR LIFE. In this book you will find ways to delight your customers, and you'll find rewards that translate into more profit and more business for your organization.. 53 PP., Eberhard E Scheuing

HF5415.5.S49 1998

CUSTOMERS.COM: HOW TO CREATE A PROFITABLE BUSINESS STRATEGY FOR THE INTERNET AND BEYOND. The author shares her thoughts on what it takes to build a successful online business focused on intimately knowing a customer's wants and needs. While many of her 16 case studies describe larger companies, her powerful strategies offer important insights for small-business owners. Patricia B. Seybold

HF5415.5.Z45 1990

DELIVERING QUALITY SERVICE: BALANCING CUSTOMER PERCEPTIONS AND EXPECTATIONS. The authors' groundbreaking model tracks five attributes of quality service - reliability, empathy, assurance, responsiveness, and tangibles. The model provides marketing managers with a two-part measure of perceived quality that enables them to segment a market into groups with different service expectations. Valerie A. Zeithaml, et al

HF5415.C10 1994

SATISFYING INTERNAL CUSTOMERS FIRST! A PRACTICAL GUIDE TO IMPROVING INTERNAL AND EXTERNAL CUSTOMER SATISFACTION. Richard Chang and P. Keith Kelly

HF5415.H11 1999

180 WAYS TO WALK THE CUSTOMER SERVICE TALK: THE HOW-TO HANDBOOK FOR EVERYONE IN YOUR ORGANIZATION. 43 PP. Eric Harvey

HF5415.H43 1990

SERVICE BREAKTHROUGHS: CHANGING THE RULES OF THE GAME. Building on five years of exhaustive research in 14 service industries, the authors demonstrate how one or two companies in each industry constantly set new standards for quality that force competitors to either adapt or fail. 306 PP. James L Heskett and W. Earl Sasser, Jr

HF5415.P10 1991

SERVICE EXCELLENCE! Price Pritchett

HF5541.T4B43 1994

CUSTOMER SERVICE AND THE TELEPHONE. Dennis Becker and Paula Becker

HF5548.5.B10 1995

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WINNING AT CUSTOMER RETENTION: 101 WAYS TO KEEP 'EM HAPPY, KEEP 'EM LOYAL, AND KEEP 'EM COMING BACK! Joanna Brandi

LD1780.M10 1993

GREAT IDEAS ON...CUSTOMER SATISFACTION. Harold R. McAlindon, Editor

HF5415.G578 2003

PURPLE COW: TRANSFORM YOUR BUSINESS BY BEING REMARKABLE. The author concentrates on niche areas, maximizing a marketing plan with significantly less funding that traditional marketing insists, and finding your Purple Cow. There is no magic formula for a purple cow but he presents avenues to look around at existing businesses/products/services and see where there is room for improvement. And sometimes the improvement comes in surprising ways. 144 PP., Seth Godin

Decision Making

BF448.B42 1990

IMAGE THEORY: DECISION MAKING IN PERSONAL AND ORGANIZATONAL CONTEXTS. This book focuses on the theoretical and empirical nature of images and their constituent principles, goals and plans, and up the details of the compatibility and profitability tests. 254 PP., Lee Roy Beach, Editor

HD30.23.D75 1993

DYNAMIC DECISION MAKER, THE: FIVE DECISION STYLES FOR EXECUTIVE AND BUSINESS SUCCESS. A practical, results-driven approach to managerial decision-making, detailing a decision-making strategy made up of five readily identifiable styles: decisive, flexible, hierarchic, integrative, and systemic. 248 PP., Michael Driver and Ken Brousseau

HD30.23.S192 1999

DECISION MAKING FOR LEADERS: THE ANALYTIC HIERARCHY PROCESS FOR DECISIONS IN A COMPLEX WORLD. 315 PP., Thomas L. Saaty

HD30.28.RG76 1987

MANAGING WITH STYLE. Analyzes psychological styles used in decision making and shows how an understanding of style helps one to manage successfully. 256 PP., Alan J. Rowe and Richard O. Mason

HD38.2.R68 1986

INTUITIVE MANAGER, THE. Rowan speaks eloquently in this work to the value of ``hunches, instinct, and gut feelings" as management tools. Perhaps the work's most important contribution is a clear statement that intuition is not only okay, but necessary, for good management. Good decisions are based on much more than just numbers from a printout. 188 PP., Roy Rowan

HD38.25.U6D78 1966

EFFECTIVE EXECUTIVE, THE. The measure of the executive, Peter Drucker reminds us, is the ability to "get the right things done." This usually involves doing what other people have overlooked as well as avoiding what is unproductive. Peter F. Drucker

HD61.C35 1993

HIGHWIRE MANAGEMENT: RISK-TAKING TACTICS FOR LEADERS, INNOVATORS, AND TRAILBLAZERS. Highwire Management shows managers how to embrace the opportunities of risk taking by changing their perceptions of risk and its consequences. 225 PP., Gene Calvert

HD61.K56 1990

RISK TAKING: A GUIDE FOR DECISION MAKERS. This book deals with risk-taking in business. How much risk is necessary and/or acceptable? Readers will learn how to deal with risk more effectively. 88 PP., Herbert S. Kindler

HD66.L38 1994

RULES FOR REACHING CONSENSUS: A MODERN APPROACH TO DECISION MAKING. This book contains a

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step-by-step process and rules for reaching consensus. 1) How to run a consensus-management meeting. 2) The benefits of using a consensus process. 3) How to facilitate the consensus process...and more! 80 PP., Steven Saint and James R. Lawson

Delegation

HD50.T46 1994

DELEGATION SKILLS. This book offers a complete prescription for overcoming common fears of delegation, knowing when and how to delegate work, identifying the best employees for delegated tasks, and keeping delegated projects on track. 100 PP., Bruce B. Tepper

HD69.T54B56 1989

ONE MINUTE MANAGER MEETS THE MONKEY, THE. Kenneth Blanchard et al.

HF5549.B76 1988

TECHNIQUES OF SUCCESSFUL DELEGATION. Carla L. Brown

Discipline

HF5548.6.R460 2000

FEDERAL MANAGER'S GUIDE TO DISCIPLINE, THE. [4th Edition] 85 PP., FPMI Communications

HF5549.12.M38 1994

SUPERVISING THE DIFFICULT EMPLOYEE. Ann M. McGill

Diversity

HD30.3.S555 1993

TRANSCULTURAL LEADERSHIP: EMPOWERING THE DIVERSE WORKFORCE. 260 PP., George F. Simons

HD38.2.M67 1992

NEW LEADERS, THE: GUIDELINES ON LEADERSHIP DIVERSITY IN AMERICA. From the author who brought the term "glass ceiling" into our vernacular comes a grounded and practical approach to vaulting women and people of color into the leadership ranks of corporate America.. 317 PP., Ann M. Morrison

HD4903.5.S10 1997

MANAGING DIVERSITY IN THE NEW REALITY: A HANDBOOK FOR DIVERSITY MANAGERS. 94 PP., Fred Soto

HD58.9.F46 1993

DIVERSITY ADVANTAGE, THE: HOW AMERICAN BUSINESS CAN OUT-PERFORM JAPANESE AND EUROPEAN COMPANIES IN THE GLOBAL MARKETPLACE. Management consultants Fernandez and Barr view heterogeneity as an American business advantage. Success in the global marketplace, they argue, hinges on a country's ability to utilize "all of its people regardless of their diversity" in the work force. 344 PP., John Fernandez and Mary Barr

HD58.9.S10 1997

DIVERSITY: STRAIGHT TALK FROM THE TRENCHES. 61 PP., Fred Soto

HF538.7.H10 1995

SEXES AT WORK, THE: WORKSHOP DESIGNS AND ACTIVITIES FOR IMPROVING GENDER RELATIONS IN THE WORKPLACE. Lois B. Hart and David Dankle

HF5500.3.U54D5 1982

BLACK MANAGER, THE: MAKING IT IN THE CORPORATE WORLD. Floyd Dickens, Jr. and Jacqueline B. Dickens

HF5549.5.B10 1997

MANAGING DIVERSITY: A PRACTICAL GUIDE. Kenneth Burger and Alvin Ray

HF5549.5.B11 1994

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HUMAN DIVERSITY WORKSHOP: PARTICIPANT WORKBOOK. George Banks

HF5549.5.B12 1994

HUMAN DIVERSITY WORKSHOP: INSTRUCTOR'S GUIDE. George Banks

HF5549.5.C6T49 1990

BRIDGING CULTURAL BARRIERS FOR CORPORATE SUCCESS: HOW TO MANAGE THE MULTICULTURAL WORK FORCE. Sondra Thiederman

HF5549.5.M3F467 1991

MANAGING A DIVERSE WORK FORCE: REGAINING THE COMPETITIVE EDGE. John P. Fernandez

HF5549.5.M3J36 1991

MANAGING WORKFORCE 2000: GAINING THE DIVERSITY ADVANTAGE. David Jamieson and Julie O'Mara

HF5549.5.M3L64 1991

WORKFORCE AMERICA: MANAGING EMPLOYEE DIVERSITY AS A VITAL RESOURCE. This best seller shows how to recognize and rectify problems that can inhibit the full participation of a diverse workforce and create an environment that capitalizes on the creativity and richness that increased diversity offers. 260 PP., Marilyn Loden and Judy B. Rosener

HF5549.5.M5G10 1994

MANAGING DIVERSITY SURVIVAL GUIDE, THE: A COMPLETE COLLECTION OF CHECKLISTS, ACTIVITIES, AND TIPS. Lee Gardenswartz and Anita Rowe

HF5549.5.M5G37 1993

MANAGING DIVERSITY: A COMPLETE DESK REFERENCE AND PLANNING GUIDE. Lee Gardenswartz and Anita Rowe

HF5549.5.M5P76 1994

PROMISE OF DIVERSITY, THE: OVER 40 VOICES DISCUSS STRATEGIES ELIMINATING DISCRIMINATION IN ORGANIZATIONS. Elsie Y. Cross, et. al.

HF5549.5.M5T46 1991

BEYOND RACE AND GENDER: UNLEASHING THE POWER OF YOUR TOTAL WORK FORCE BY MANAGING 250 PP., R. Roosevelt Thomas, Jr.

HF5549.5.M5T464 1996

REDEFINING DIVERSITY. R. Roosevelt Thomas, Jr.

HF5549.5.M5W34 1994

CULTURAL DIVERSITY IN THE WORKPLACE. Sally J. Walton

HF5549.M5S10 1995

25 DIVERSITY EXERCISES TO BRIDGE CULTURAL BARRIERS. Kelly S. Meier and Jeffrey S. Stafford

HM131.C749 1993

CULTURAL DIVERSITY IN ORGANIZATIONS: THEORY, RESEARCH AND PRACTICE. 328 PP., Taylor Cox, Jr.

HM132.S446 1990

MEN AND WOMEN-PARTNERS AT WORK. George F. Simons

HM258.E45 1985

CULTURAL ANTHROPOLOGY: STUDY GUIDE AND WORKBOOK. Dennis Werner

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HM258.H29 1976

BEYOND CULTURE. Edward T. Hall

HM259.M67 1991

PEOPLES OF THE WORLD: NORTH AMERICANS. Joyce Moss and George Wilson

HM260.B4C63 1990

CORPORATE CULTURE SOURCEBOOK, THE. 264 PP., Richard Bellingham and Barry Cohen

HM260.G44 1992

HOW TO COMPLY WITH THE AMERICANS WITH DISABILITIES ACT. Judith B. Geller

HN90.S6L47 1994

FUTURE OF WHITE MEN AND OTHER DIVERSITY DILEMMAS, THE. Joan Steinau Lester

HQ1064.U5D93 1989

AGE WAVE, THE: THE CHALLENGES AND OPPORTUNITIES OF AN AGING AMERICA. Ken Dychtwald and Joe Flower

LC1099.3.B45 1996

CULTURAL DIVERSITY, EDUCATIONAL EQUITY AND THE TRANSFORMATION OF HIGHER EDUCATION: GROUP PROFILES AS A GUIDE TO POLICY AND PROGRAMMING. Cultural diversity policy in higher education requires detailed knowledge of the groups in question, guiding principles, and insight into universities as complex ecological systems. The integration of these elements becomes the basis for proposing a variety of changes whose enactment would transform the university as we now know it. 212 PP., Michael Benjamin

LC1099.BNA10 1998

DIVERSITY WORKS: THE RESOURCE SERIES. [Volumes 1-10] BNA Communication

PS3553.A7378P43 1994

PEACOCK IN THE LAND OF PENGUINS, A: A TALE OF DIVERSITY AND DISCOVERY. A Peacock in the Land of Penguins brings new insight to an important topic - workforce diversity. Written in a charming, engaging style, it is a contemporary "corporate fable" - a tale for our times. This story echoes one that is unfolding each and every day in organizations all across the country - how to manage the increasing diversity of the workforce and capture the talent, energy, and commitment of all employees. 120 PP. Barbara Hateley and Warren Schmidt

Economics

D849.D78 1989

NEW REALITIES, THE: IN GOVERNMENT AND POLITICS, IN ECONOMICS AND BUSINESS, IN SOCIETY AND WORLD VIEW. In this book Drucker posits that, the future began with the end of the belief in salvation by society, the disappearance of Roosevelt's America, the unraveling of the Russian Empire, and the increasing impotence of arms politically as well as militarily. 276 PP., Peter F. Drucker

E98.M7M37 1995

SHELL GAME: A TRUE ACCOUNT OF BEADS AND MONEY IN NORTH AMERICA. A unique and extraordinary investigation into the nature of money and the origins of our present indebtedness, Shell Game is the account of a tragic misunderstanding between colonists and native Americans and the monumental repercussions that followed. 224 PP., Jerry Martein

HB171.S384 1989

SMALL IS BEAUTIFUL: ECONOMICS AS IF PEOPLE MATTERED. Enormously broad in scope, pithily threads from Galbraith and Gandhi, capitalism and Buddhism, science and psychology. 318 PP., E. F. Schumacher

HC106.8.D46 1993

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GREAT BOOM AHEAD, THE: YOUR COMPREHENSIVE GUIDE TO PERSONAL AND BUSINESS PROFIT IN THE NEW ERA OF PROSPERITY. The author gives a specific timetable for the economic trends he predicts, calling highs and lows in interest rates, inflation, and the stock market. In his daring and broad sweeping analysis, Dent documents the impact the waves of maturing baby boomers will have on all aspects American life. 261 PP., Harry S. Dent, Jr.

HC59.D69 1968

AGE OF DISCONTINUITY, THE: GUIDELINES TO OUR CHANGING SOCIETY. Peter F. Drucker

HD30.22.S46 1991

MANAGERIAL ECONOMICS. [7th Edition] K. K. Seo

HD75.6.H458 1996

BUILDING A WIN-WIN WORLD: LIFE BEYOND GLOBAL ECONOMIC WARFARE. Building a Win-Win World demonstrates how the global economy is unsustainable because of its negative effects on employees, families, communities, and the ecosystem. Henderson shows how win-win strategies can become the norm at every level when people see the true current and future costs of shortsighted, narrow economic policies. Hazel Henderson

HD9696.8.A2C64 1999

NET PROFIT: HOW TO INVEST AND COMPETE IN THE REAL WORLD OF INTERNET BUSINESS. This book shows how to distinguish companies with successful Internet strategies from those that will be left behind in cyberspace. 313 PP., Peter S. Cohan

HF5550.G10 1992

FINANCIAL ANALYSIS: THE NEXT STEP: FINANCIAL INFORMATION FOR THE DEVELOPING CORPORATE MANAGER. James O. Gill

HF5686.C8S459 1993

STRATEGIC COST MANAGEMENT: THE NEW TOOL FOR COMPETITIVE ADVANTAGE. This is a balanced and penetrating review of the information companies need to support continuous learning - perhaps the only sustainable source of competitive change. 270 PP., John K. Shank and Vijay Govindarajan

HF5686.J10M10 1992

ACCOUNTING CYCLE, THE: A PRIMER FOR NONFINANCIAL MANAGERS: A PRACTICAL GUIDE TO ACCOUNTING. Jay L. Jacquet and William C. Miller, Jr.

HF5693.P10.W10 1998

IT ALL ADDS UP: AN INTRODUCTION TO BASIC BUSINESS MATH. Carla Berg Pope and Kathryn Shaw Whitver

HG13.G10 1990

UNDERSTANDING FINANCIAL STATEMENTS: A PRIMER OF USEFUL INFORMATION: PRACTICAL FINANCIAL APPLICATIONS FOR NON-FINANCIAL MANAGERS. James O. Gill

HG179.K10 1993

PERSONAL FINANCIAL FITNESS: A PRACTICAL GUIDE TO IMPROVE THE HEALTH OF YOUR WEALTH. 120 PP., Allen Klosowski

HG4028.D10 1992

BASICS OF BUDGETING, THE: A PRACTICAL GUIDE TO BETTER BUSINESS PRACTICES. Terry Dickey

Equal Employment Opportunity

HD28.N18 2000

FEDERAL EQUAL OPPORTUNITY 2000 YEAR BOOK, THE. The yearbook provides a comprehensive overview of the federal-sector EEO law. It is designed to keep the practitioner, EEO specialist and others abreast of the most notable legal developments in this highly specialized field. Donald J. Names, Esq. and Allison B. Uehling, Esq.

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HD28.N19 2001

FEDERAL EQUAL OPPORTUNITY 2001 YEAR BOOK, THE. The yearbook provides a comprehensive overview of the federal-sector EEO law. It is designed to keep the practitioner, EEO specialist and others abreast of the most notable legal developments in this highly specialized field. 221 PP., Donald J. Names, Esq. and Allison B. Uehling, Esq.

HD6060.D10 1998

LEGAL ISSUES FOR MANAGERS: ESSENTIAL SKILLS FOR AVOIDING YOUR DAY IN COURT. Mike Deblieux

HD6060.M427 1997

STOPPING SEXUAL HARASSMENT BEFORE IT STARTS: A BUSINESS AND LEGAL PERSPECTIVE. 112 PP., Mike Deblieux

HD28.G11 1996

EEO TODAY: A GUIDE TO UNDERSTANDING THE EEO PROCESS. Understanding how the EEO process works can be critical to the career of a federal employee. This book explains the basic principles underlying the federal EEO program. Further, if an employee files an EEO complaint, it explains how the EEO process works and provides practical advice on how to work with this system. 50 PP., FPMI Communications

HD28.G54 1995

FEDERAL MANAGER'S GUIDE TO EEO, THE. 96 PP., Robert J. Gilson

HD6060.W10 1992

SEXUAL HARASSMENT IN THE WORKPLACE: A GUIDE TO PREVENTION. Concise, self-study workbook explaining legal, professional, and personal aspects of sexual harassment. 116 PP., Juliana Lightle and Betsy Doucet

HF28.G56 2003

FEDERAL MANAGER'S GUIDE TO EEO, THE. [5th Edition] With this book you will learn the requirements of the EEO program that every supervisor or manager should know. It covers areas such as: how the selection process works, how to successfully develop employees, how to create a positive work environment, how to deal with discrimination complaints, key positions, references and terms used in the program. 102 PP., Robert J. Gilson

HM260.EEO12 1996

EMPLOYMENT OF PEOPLE WITH DISABILITIES. Department of Transportation and Federal Aviation Administration

HQ1237.5.U6L36 1993

BACK OFF! HOW TO CONFRONT AND STOP SEXUAL HARASSMENT AND HARASSERS. From women who have successfully stopped harassment, how they did it--and how any woman can confront harassers and win. Langelan explains the nine essential elements of a successful confrontation, offers sample scenarios to help women feel confident with the techniques, and more. 380 PP. Martha J. Langelan

HV3018.GOV10 1998

OPENING DOORS TO ABILITY EDUCATION KIT 1998. President's Committee on Employment of People with Disabilities, Department of Transportation and Federal Aviation Administration

KF3457.Z34 1990

ECONOMIC STATUS OF BLACK WOMEN, THE: AN EXPLORATORY INVESTIGATION. Nadja Zalokar

KF3464.P762 1989

PROMOTING MINORITIES AND WOMEN. A special report for employers who must adapt to demographic changes as well as legislative developments. Includes case studies and appendices of sample corporate promotion plans, court decisions, surveys. Bureau of National Affairs

KF475.F10 1995

SEX, LAWS AND STEREOTYPES: WORKING WITH PEOPLE IN A COMPLEX WORLD. 238 PP., N. Elizabeth Fried

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PS3568.I3168Z47 1997

ZERO TOLERANCE: AN EMPLOYER'S GUIDE TO PREVENTING SEXUAL HARASSMENT AND HEALING THE HEART. The book features advice from more than 30 experts on sexual harassment, guidance from the U.S. Equal Employment Opportunity Commission, and in-depth reporting from The Bureau of National Affairs, Inc. 144 PP., BNA Communications, Inc.

Ethics

B3310.J63 1990

ETHICS IN HUMAN COMMUNICATION. Johannesen stimulates individuals to reflect critically on the many nuances of ethics, inviting them to make personal choices about balancing freedom and responsibility during the communication process. 343 PP., Richard L. Johannesen

BD232.L48 1991

QUESTION OF VALUES, A: SIX WAYS WE MAKE THE PERSONAL CHOICES THAT SHAPE OUR LIVES. The author illuminates how contemporary Americans come to believe what we believe. Comparing the varying value systems in our pluralistic society--authority, logic, experience, emotion, intuition, and science--he brings clarity and a common vocabulary to the diversity that is a source of both strength and dissension. 256 PP., Hunter Lewis

HD58.8.N39 1995

TRUTH AND TRUST: THE FIRST TWO VICTIMS OF DOWNSIZING. Frank J. Narvran

HD60.B38 1998

LIBERATING THE CORPORATE SOUL: BUILDING A VISIONARY ORGANIZATION. This book is a process blueprint for building a visionary organization with a values-driven approach. Based on tested models and tools developed internationally on how work, values and leadership will change in the 21st century. 226 PP., Richard Barrett

HD8072.5.S46 1998

CORROSION OF CHARACTER, THE: THE PERSONAL CONSEQUENCES OF WORK IN THE NEW CAPITALISM. The author reveals the vivid and illuminating contrast between two worlds of work: the vanished world of rigid, hierarchical organizations, where what mattered was a sense of personal character, and the brave new world of corporate re-engineering, risk, flexibility, networking, and short-term teamwork. 176 PP., Richard Sennett

HF5387.H10 2002

ETHICS 4 EVERYONE: THE HANDBOOK FOR INTEGRITY-BASED BUSINESS PRACTICES. Pay attention! Business ethics and integrity are under a microscope, and the stakes are higher than ever before. Eric Harvey and Scott Airitam

HF5387.H847 2003

LEADING TO ETHICS: 10 LEADERSHIP STRATEGIES FOR BUILDING A HIGH-INTEGRITY ORGANIZATION 44 PP., Eric Harvey, et. al.

HF5549.5.B64C73 1991

READINGS IN MARKETING ETHICS. Jan Willem Bol and Charles Crespy, et al

HF5549.5.P11 1994

ETHICS OF EXCELLENCE, THE. Price Pritchett

HF5549.S64 1993

PRACTICAL ETHICS FOR THE FEDERAL EMPLOYEE: STAKING OUT THE HIGH GROUND. Susan McGuire Smith

HF5587.N35 1990

GOOD INTENTIONS ASIDE. Laura L. Nash

JK2249.S76 1990

GOVERNMENT ETHICS AND MANAGERS: A GUIDE TO SOLVING ETHICAL DILEMMAS IN THE PUBLIC SECTOR. S. Steinberg and D. Austern

**Federal Aviation Administration
Center for Management Development
Library Resource Center Books**

JK2250.A77 1991

TOXIC FAITH: UNDERSTANDING AND OVERCOMING RELIGIOUS ADDICTION. Stephen Arterburn and Jack Felton

Experiential Learning

BF161.L44 1990

CHALLENGE OF EXCELLENCE, THE. [NLP] Using the principles of NeuroLinguistic Programming. The Challenge of Excellence shows the interconnection between the mind and the body and our capacity for learning patterns of excellence. 192 PP., Scout Lee and Jan Summers

GV1201.T10 1994

QUICK START ICEBREAKERS AND ENERGIZERS: EXPERIENTIAL TRAINING ACTIVITIES. Louis E. Tagliaferri

GV181.2.R64 1994

BOTTOMLESS BAG AGAIN, THE?! 335 PP., Karl Rohnke

GV360.R10 1995

QUICKSILVER: ADVENTURE GAMES, INITIATIVE PROBLEMS, TRUST ACTIVITIES AND A GUIDE TO EFFECTIVE LEADERSHIP. 304 PP., Karl Rohnke and Steve Butler

GV361.1.R6 1991

BOTTOMLESS BAGGIE. 384 PP., Karl Rohnke

HM133.S314 1991

STILL MORE GAMES TRAINERS PLAY: EXPERIENTIAL LEARNING. Edward Scannell and John Newstrom

LB1028.5.S3577 1990

GOLD NUGGETS. Jim Schoel and Mike Stratton

LB1060.K62 1992

LASTING LESSONS: A TEACHER'S GUIDE TO REFLECTING ON EXPERIENCE. Clifford E. Knapp

PS3568.A471B55 1995

BILLIBONK AND THE THORN PATCH. Philip Ramsey

Group Dynamics

HD30.3.S373 1994

SKILLED FACILITATOR, THE: PRACTICAL WISDOM FOR DEVELOPING EFFECTIVE GROUPS. This book shows what makes a group effective and how a facilitator can improve group effectiveness by identifying patterns of behavior that are getting in the way, helping the group stick to a few critical ground rules, and encouraging them to deal more openly with conflict.. 314 PP., Roger M. Schwarz

HD58.8.S73 1990

TEAMWORK: WE HAVE MET THE ENEMY AND THEY ARE US. 147 PP., Matt M. Starceovich and Steven J. Stowell

HD66.C59 1990

STRAIGHT TALK FOR MONDAY MORNING. A best-selling author and one of America's most sought-after consultants, Cox provides guidance and inspiration for anyone who relies on others to get things done at work. 376 PP., Allan Cox

HD66.G76 1989

GROUPS THAT WORK: AND THOSE THAT DON'T. Explores the design and leadership of groups, providing detailed descriptions of twenty-seven diverse work groups to offer insights into what factors affect group productivity, and what leaders and group members can do to improve work group effectiveness. 512 PP., J. Richard Hackman, Editor

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HD66.K39 1996

MINING GROUP GOLD: HOW TO CASH IN ON THE COLLABORATIVE BRAIN POWER OF A GROUP.

Throughout the 1980s, a handful of Xerox employees devoted their time exclusively to working on a new approach to doing business. Kayser, who was one of these employees, now reveals the philosophy and techniques of management that were the fruits of the team's labor. 248 PP., Thomas Kayser

HM131.J613 1996

JOINING TOGETHER: GROUP THEORY AND GROUP SKILLS. Providing an overview of group dynamics, this textbook introduces the theory, research findings, and practical skills related to building effective groups. 612 PP.,

David W. Johnson and Frank P. Johnson

Health Awareness

AC672.G10 1993

HEALTHY HEART CUISINE: HEALTHY HEART RECIPES FROM PHYSICIANS ACROSS THE COUNTRY.

Antonio M. Gotto

BF221.A10 2001

CMD HEALTH AWARENESS INITIATIVES. Angela Lee, Health Awareness Coordinator, Center for Mgmt Development

GV482.N45 1997

STRONG WOMEN STAY YOUNG. This classic bestseller draws on exercise physiologist Miriam Nelson's exciting discovery that a moderate regimen of free-weight training, performed even as seldom as twice a week, has startlingly positive effects on strength, balance, energy levels, and bone density in older women. She has turned her research into a practical program that can be done at home, detailed in this highly accessible book. 276 PP., Miriam E. Nelson

QP398.P44 1989

MIND FOOD AND SMART PILLS: A SOURCEBOOK FOR THE VITAMINS, HERBS, AND DRUGS THAT CAN INCREASE INTELLIGENCE, IMPROVE MEMORY, & PREVENT BRAIN AGING. 334 PP., Ross Pelton and

Taffy Pelton

RA776.9.L54 1992

LIFE CHOICE. [2nd Edition] Lori Turner and Frances Sizer

RA776.G741 1990

PERSONAL WELLNESS: YOUR MOST PROFITABLE INVESTMENT. Rick Griggs

RA777.8.D375 1999

MAN'S HEALTH SOURCEBOOK, THE. [2nd Edition] Alfred M. Dashe

RA777.8.O66 1994

MAN'S HEALTH BOOK, THE. Michael Oppenheim

RA778.W748 1995

WOMEN'S COMPLETE HEALTHBOOK, THE. The American Medical Women's Association, Inc.

RA781.6.B34 1991

NEW FIT OR FAT BOOK, THE. Covert Bailey

RA781.65.M35 1995

AEROBIC WALKING: THE WEIGHT-LOSS EXERCISE: A COMPLETE PROGRAM TO REDUCE. An authority on the subject, Dr. Malkin has created an innovative walking program that can be tailored to fit each individual's needs. Features information on diet, footwear, safety, walking techniques, medical considerations and much more. Concentrates on measurable benefits as well as the actual, verifiable changes in metabolism that occur as a result of this aerobic walking agenda. 232 PP., Mort Malkin

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RA784.S654 1995

MEGAHEALTH. Marcus B. Sorenson

RC632.H83B97 1991

UNDERSTANDING AND MANAGING CHOLESTEROL: A GUIDE FOR WELLNESS PROFESSIONALS. Kevin P. Byrne

RC685.H8M33 1999

MAYO CLINIC ON HIGH BLOOD PRESSURE. Sheldon G. Sheps, M.D.

RC800.C66 1990

YOU DON'T HAVE TO GO HOME FROM WORK EXHAUSTED; THE EMERGING ENGINEERING APPROACH. Ann McGee Cooper

RC899.R672 1994

PROSTATE BOOK, THE: SOUND ADVICE ON SYMPTOMS AND TREATMENT. Dr. Stephen Rous draws on his forty years of clinical experience to give readers the best information available on how the prostate works, diseases that affect it, treatment choices for different conditions, and the recuperation process after surgery, including possible side effects. 287 PP. Stephen N. Rous

RM222.2.R628 2000

VOLUMETRICS: FEEL FULL ON FEWER CALORIES. Volumetrics is designed to help you lose weight safely, effectively, and permanently without feeling hungry or deprived. Volumetrics will teach you how to consume fewer calories while enjoying a satisfying portion of food. With Volumetrics you can put an end to years of yo-yo dieting and frustrating weight gain and learn to look at food in a whole new way. 336 PP., Barbara Rolls

RM236.V44 1996

VEGETARIAN TIMES: VEGETARIAN BEGINNERS GUIDE. Vegetarian Times: Vegetarian Beginner's Guide is the only book written for beginner vegetarians or anyone just thinking about becoming one. It's packed with information written by the editors of Vegetarian Times, the leading authorities on the subject. 192 PP., Vegetarian Times Editors

RM722.H10 2001

SELF-CARE ESSENTIALS: A SIMPLE GUIDE TO MANAGING YOUR HEALTH CARE AND LIVING WELL. 128 PP., David Hunnicutt and Craig Johnson

TX361.A8C54 1997

NANCY CLARK'S SPORTS NUTRITION GUIDEBOOK: EATING TO FUEL ACTIVE LIFE: EATING TO FUEL YOUR ACTIVE LIFESTYLE. Renowned sports nutritionist Nancy Clark tells you how to fuel your active lifestyle. This revised and expanded bestseller will help you maximize the nutritional value of your diet for high energy and lifelong health. Nancy Clark

Human Relations

HF5549.5.C16 1998

CONTENTED COWS GIVE BETTER MILK: THE PLAIN TRUTH ABOUT EMPLOYEE RELATIONS AND YOUR BOTTOM LINE. The authors have taken pains to explode many of the myths about employee relations, including those based on the notion that 'more is better', and instead, tried to offer practical, fad-free advice for transforming your workforce--be it a Fortune 500 or a start-up, into a lethal competitive weapon. 224 PP., Bill Catlette and Richard Hadden

HF5549.5.P10H10 1999

NEW HR, THE: STRATEGIC POSITIONING OF THE HUMAN RESOURCE FUNCTION. Karl F. Price and James W. Walker, Editors

HF5549.5.S8J5613 1990

SERVICE INDUSTRY IDEA BOOK, THE: EMPLOYEE INVOLVEMENT IN RETAIL AND OFFICE IMPROVEMENT. This is an abundant book with literary "snapshots" of ideas on how to improve the way we conduct business in the future. For

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those of us interested in total employee involvement and quality, this is the way to go! 273 PP., Japan Human Relations Association, Editors

HF5549.5.S8K3515 1995

IMPROVEMENT ENGINE, THE: CREATIVITY & INNOVATION THROUGH EMPLOYEE INVOLVEMENT. This book presents a methodology for developing and sustaining an employee suggestion program that is simple, flexible, cost effective, and creates a corporate culture of continuous improvement [kaizen]. Japan Human Relations Association, Editors

RC969.T10 1997

MEETING THE CHALLENGE OF MEDICAL ISSUES: A HANDBOOK FOR FEDERAL SUPERVISORS, MANAGERS AND HUMAN RESOURCE PRACTITIONERS. Marilyn L. Teplitz

Innovation

BF441.K55 1991

UNIVERSAL TRAVELER, THE: A SOFT SYSTEM GUIDE TO CREATIVITY, PROBLEM-SOLVING, AND THE PROCESS OF REACHING GOALS. This book is designed to serve as a general guide to behaving creatively in a fast-changing world. It can help you deal with life's various events more effectively and creatively. It can help you plan problem-solving voyages to both familiar and strange places. It remains your job to understand how systematic thinking can work for you. 148 PP., Don Koberg and Jim Bagnall

BF408.B55 1990

CREATIVE MIND, THE: MYTHS AND MECHANISMS. This book includes recent developments in artificial intelligence, with a new preface, introduction and conclusion by the author. It is an essential work for anyone interested in the creativity of the human mind. Margaret A. Boden

BF408.M484 1998

CRACKING CREATIVITY: THE SECRETS OF CREATIVE GENIUS. This is a book on how creative people think--and how to put their secrets to work for you. Genius strategies are explained and broken down into simple lessons, liberally illustrated with fascinating anecdotes about such greats as Leonardo da Vinci and Pablo Picasso. 309 PP., Michael Michalko

BF408.M625 1992

CREATIVE BREAKTHROUGHS: TAP THE POWER OF YOUR UNCONSCIOUS MIND. Whether you are a Businessperson faced with a difficult challenge or an artist trying to overcome a creative block, the 28 exercises in his book are designed to put you in touch with your unconscious mind - - that part of you that is most creative, insightful, spontaneous, and truly ingenious. 272 PP., Jill Morris

BF408.T46 1992

WHAT A GREAT IDEA!: KEY STEPS CREATIVE PEOPLE TAKE. This book instructs readers on how to challenge and defeat widely held notions that stifle creativity. Based on his hugely successful seminars, Chic Thompson, one of the country's leading students of the creative process, promotes aggressive and visionary thinking and unleashes readers' creative processes. Charles Thompson

BF408.V579 1986

KICK IN THE SEAT OF THE PANTS, A. Von Oech shares his proven techniques for stimulating creativity and innovation. He provides exercises, stories, tips, and Roger Von Oech's proven techniques to help you strengthen each of your own creative roles. 153 PP., Roger Von Oech

BF408.V581 1998

WHACK ON THE SIDE OF THE HEAD, A: HOW YOU CAN BE MORE CREATIVE. [Revised Edition] Revised and expanded for the 1990s, here is the best-selling creative-thinking classic written by America's foremost creativity consultant. Roger Von Oech

BF408.W386 1993

CREATIVITY: BEYOND THE MYTH OF GENIUS. In this volume, the author demystifies the phenomenon of creativity.

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Backed with case studies, psychological research findings, and investigations of the work of some of history's most creative personalities, he demonstrates that creative thinking is an extension of our normal mental capacity--which the roots of 'genius' lie in all of us. 312 PP., Robert W. Weisberg

BF455.D433 1985

SIX THINKING HATS. The author presents a simple but effective way to become a better thinker. He separates thinking into six distinct modes, identified with six colored "thinking hats". 173 PP., Edward De Bono

BL24.D38 1992

FREEING THE CREATIVE SPIRIT: DRAWING ON THE POWER OF ART TO TAP THE MAGIC & WISDOM WITHIN. An art-as-spirituality sourcebook that integrates personal healing and renewal in a context of multicultural awareness, spiritual depth, and creative meditation - for artists and non-artists alike. 223 PP., Adriana Diaz

HD2346.U5.D78 1985

INNOVATION AND ENTREPRENEURSHIP: PRACTICE AND PRINCIPLES. This is the first book to present entrepreneurship as a systematic discipline and to explain its great challenges and opportunities. 265 PP., Peter F. Drucker

HD53.D4 1992

SUR / PETITION: CREATING VALUE MONOPOLIES WHEN EVERYONE ELSE IS MERELY COMPETING. De Bono's term "sur/petition" means choosing not to compete in the same race as everyone else, but rather in one's own race. This can only be accomplished through rethinking the way organizations value and support what de Bono calls "serious creativity". Edward De Bono

HD53.S74 1997

INTELLECTUAL CAPITAL: THE NEW WEALTH OF ORGANIZATIONS. Thomas A. Stewart demonstrates how knowledge - not natural resources, machinery, or financial capital - has become the most important factor in economic life. 320 PP., T.A. Stewart

HD5650.S8 1990

MINDWORKS: HOW TO BECOME MORE CREATIVE AND CRITICAL THINKER. C. W. Swansea

HD58.8.H54 1994

INNOVATE OR EVAPORATE: TEST AND IMPROVE YOUR ORGANIZATION'S IQ - IT'S INNOVATION QUOTIENT. Used as the criteria for selection for the Global Innovation Award, this book features questionnaires that allow firms to test their current levels of innovation in the areas of product, process, marketing and management. 400 PP., James M. Higgins

HD58.8.K365 1989

WHEN GIANTS LEARN TO DANCE. Invest in the future, but meet your short-term goals. Support entrepreneurial risk-taking, but don't lose the company money. Streamline your operation, but make it a great place to work. 415 PP., Rosabeth Moss Kanter

HD58.8.M10 1993

POCKET COURSE IN...INNOVATION, A. 80 PP., Harold R. McAlindon, Editor

HD58.8.M11 1993

GREAT IDEAS ON... INNOVATION AND CREATIVITY. Harold R. McAlindon, Editor

HD58.8.P394 1997

MARS PATHFINDER, THE: APPROACH TO "FASTER-BETTER-CHEAPER". 85 PP., Price P Pritchett and Brian Muirhead

HF5353.D4 1992

OPPORTUNITIES: A HANDBOOK OF BUSINESS OPPORTUNITY SEARCH. "Opportunities" is a handbook which offers a total, systematic approach to opportunity-seeking at both corporate and executive levels. Edward De Bono

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HF5549.9.M63M56 1992

INDIVIDUAL MOTIVATION: REMOVING THE BLOCKS TO CREATIVE INVOLVEMENT. This book extracts a model that managers can use to begin to shape work around the unique aptitudes of the people who perform it. Using this approach, a manager can begin to turn employees' personal characteristics into assets, skillfully integrating them in a responsive team-based approach. 245 PP., Etienne Minarik

HF5827.N67 1990

YOUNG & RUBICAM TRAVELING CREATIVE WORKSHOP, THE. Explains how to create the environment for creativity, determine a strategy, create better print, radio, and TV advertising, and much more. 252 PP., Hanley Norins

L273.D67 1970

LATERAL THINKING: CREATIVITY STEP BY STEP. The seminal book that introduced a new way of reasoning and decision making. "Dr. de Bono does not claim to be able to turn us all into Miltons, Da Vincis, and Einsteins.....The Muse never appears to most of us - hence the value of this book." Edward De Bono

NC730.E33 1986

DRAWING ON THE ARTIST WITHIN: KEYS TO AWAKEN YOUR CREATIVE POWER. Through simple step-by-step exercises that require no special artistic abilities, the author will teach you how to take a new point of view, how to look at things from a different perspective, how to see the forest and the trees, in short, how to bring your visual, perceptual brainpower to bear on creative problem-solving. 224 PP., Betty Edwards

NC730.E34 1979

DRAWING ON THE RIGHT SIDE OF THE BRAIN. Edwards uses brain research to explain how anyone can learn to draw more accurately and creatively. This edition contains an illustrated section in color, several fully revised chapters, sample drawings, and a section on handwriting. 207 PP., Betty Edwards

QA76.9.C66P46 1990

IDEAS AND INFORMATION. For beginner or professional, an accessible, exciting book on the power and limits of computer technology from the Nobel Prize-winning physicist. 224 PP. , Arno Penzias

T49.H36 1984

WAKE UP YOUR CREATIVE GENIUS. This is an invigorating short course in creativity designed to maximize the number of bright ideas that hit their targets. Kurt Hanks and Jay A. Parry

TA1632.W10L8 1997

PICTURES WORTH A 1,000 WORDS, A: A WORKBOOK FOR VISUAL COMMUNICATIONS. Designed to be reused, this workbook will help you gain the skills and confidence to express your ideas with pictures. You don't have to be a graphic artist to add graphic dimension to your presentation. With these simple graphics tips, you'll be on your way to creating a fun and impactful presentation! 72 PP., Jean Westcott

Interviewing

BF638.B10 1990

PREPARING FOR YOUR INTERVIEW: GETTING THE JOB YOU WANT. This guide is meant to "prep" and "prime" interviewees during the job-hunting process in a concise and direct manner. 62 PP., Diane Berk

H61.28.M47 1990

FOCUSED INTERVIEW, THE: A MANUAL OF PROBLEMS AND PROCEDURES. Here is the classic work that laid the groundwork for focus-group research. This new edition features a new preface by Merton and an introduction updating developments in the field. 200 PP., Robert K. Merton, et al

HF5382.7.K457 1996

ELECTRONIC JOB SEARCH REVOLUTION: HOW TO WIN WITH THE NEW TECHNOLOGY THAT'S RESHAPING TODAY'S JOB MARKET. Joyce Lain Kennedy and Thomas J. Morrow

HF5415.2.T46 1994

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FOCUS GROUP, THE: A STRATEGIC GUIDE TO ORGANIZING, CONDUCTING AND ANALYZING THE FOCUS GROUP. The Focus Group provides a complete and clear framework for staging effective interview sessions, accurately interpreting their results and using them in successful marketing strategies. 308 PP., Jane Farley Templeton

HF5549.5.16M326 1994

HIRING THE BEST. An engaging, fast-paced book that's essential for anyone who makes hiring decisions. Tips, checklists And sample worksheets make the hiring process smoother - from posting the job to making the offer - - so readers can concentrate on finding the candidates that best meet the needs of the job and the company. 100 PP., Ann M. McGill

HF5549.5.F364 2000

BEHAVIOR-BASED INTERVIEWING: SELECTING THE RIGHT PERSON FOR THE JOB. 120 PP., Terry L. Fitzwater

HF5549.5.I6C36 1991

ULTIMATE INTERVIEW, THE. John Caple

HF5549.5.I6D443 1994

INTERVIEWING: MORE THAN A GUT FEELING - HOW TO HIRE THE RIGHT PERSON THE FIRST TIME. Richard S. Deems

HF5549.5.I6G74 1996

GET HIRED! WINNING STRATEGIES TO ACE THE INTERVIEW. Like no other book, this guide is packed with expert advice, tips, and secrets gained from Dr. Green's years of front-line experience. In short, this book will dramatically increase your ability to ace the interview and land the job you want. 262 PP., Paul C. Green

Labor Relations

HD58.9.L10 1998

FEDERAL EMPLOYMENT ISSUES: INTERIM RELIEF, COMPENSATORY DAMAGES, WEINGARTEN RIGHTS. Dennis Reischl, et. al

HD58.9.R10 1993

MANAGING LEAVE AND ATTENDANCE PROBLEMS: A GUIDE FOR THE FEDERAL SUPERVISOR. 96 PP., Dennis Reischl and Robert Gilson

HD58.9.S11 2000

YOU'RE IN THE UNIT NOW: THE FEDERAL EMPLOYEE'S GUIDE TO UNDERSTANDING LABOR-MANAGEMENT RELATIONS. 61 PP., Susan McGuire Smith

HD589.FPMI11 2001

SUPERVISOR'S GUIDE TO FEDERAL LABOR RELATIONS, THE. FPMI Communications, Inc.

HD69.C6B66 1981

FLAWLESS CONSULTING: A GUIDE TO GETTING YOUR EXPERTISE USED. Flawless Consulting focuses on ways of behaving with line managers and includes case studies and commentary to demonstrate consultant integrity and interpersonal dynamics. Peter Block

HD6971.R10 1990

DESKTOP GUIDE TO UNFAIR LABOR PRACTICES, THE. Donald G. Rider

HD8000.F10 1992

FEDERAL MANAGER'S SURVIVAL GUIDE, THE: WHAT YOU NEED TO KNOW ABOUT MANAGING PERSONNEL. FPMI Communications

HD8005.6.W10 1994

WORKING TOGETHER: A PRACTICAL GUIDE TO LABOR-MANAGEMENT RELATIONS. FPMI Communications

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HF5549.5.G7D46 1990

EMPLOYEE COMPLAINT HANDLING: TESTED TECHNIQUES FOR HUMAN RESOURCE MANAGERS. D. K. Denton and Charles Boyd

HF6970.FEND04 1993

YOUR JOB RIGHTS: THE FEDERAL EMPLOYEES GUIDE TO APPEALS AND GRIEVANCES. Don Mace and Eric Yoder, Editors

KF3372.F12 1998

UNION REPRESENTATIVE'S GUIDE TO FEDERAL LABOR RELATIONS, THE. [3rd Edition] FPMI Communications

KF3450.P81C45 1991

FEDERAL ARBITRATION ADVOCATE'S HANDBOOK. Al Celmer and Robert A. Creo

KF3455.S68 1998

PERSONNEL LAW. Offers new case law where the legal principles have been changed by the courts. Covers all the new statutes. Continues to find an economical way for the E-personnel function to live with its law partner, whose principles are laid down by legislation and interpreted by the courts. An excellent resource for those in the personnel/human resources field. 362 PP., Kenneth L. Sovereign

KF3475.B10 1997

STRAIGHT TALK ON WORKPLACE LAW: LEGAL GUIDELINES FOR MANAGERS AND SUPERVISORS. Greg Brandes, Esq.

KF3515.S10 1997

FEDERAL MANAGER'S GUIDE TO LIABILITY, THE: WHAT HAPPENS AND WHAT TO DO WHEN A MANAGER IS SUED, INDICTED OR ADMINISTRATIVELY. G. Jerry Shaw and William Bransford

KF5365.G13 2000

FEDERAL LABOR RELATIONS 2000 YEAR BOOK. Effectively prevent labor-management disputes in your organization with the thirteenth edition of the Federal Labor Relations Year Book. The Year Book gives you summaries and full text of important FLRA decisions of FY99. And, expert analyses help you understand how these cases affect your federal workplace. Seth W. Pachter, Editor

Leadership

HD66.C16 2000

LISTEN UP LEADER: PAY ATTENTION, IMPROVE AND GUIDE. This book contains practical advice for anyone in management who wants to get the best from their associates. 56 PP., David Cottrell

BF637.H10 2001

CASES IN EFFECTIVE LEADERSHIP. 67 PP., David Hornstay

BF637.L4B37 1989

ON BECOMING A LEADER. 256 PP., Warren Bennis

BF637.L4G633 2001

LEADER EFFECTIVENESS TRAINING: THE FOUNDATION FOR PARTICIPATIVE MANAGEMENT AND EMPLOYEE INVOLVEMENT. L.E.T. has changed countless corporations and private businesses-including many Fortune 500 companies-with its down-to-earth communication and conflict resolution skills. Now, this indispensable source has been newly revised with updated research and timely case studies. 320 PP., Gordon Thomas

BF637.L4M43 1990

MEASURES OF LEADERSHIP. 636 PP., Kenneth E. Clark and Miriam B. Clark

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BF637.S8C67 1991

PRINCIPLE-CENTERED LEADERSHIP. This book concentrates on development of people & organizations via a long-term, inside-out approach/increase quality/productivity. 334 PP., Stephen R. Covey

BJ1533.A4C431 2000

ARC OF AMBITION, THE: DEFINING THE LEADERSHIP JOURNEY. What separates the wannabes from the great achievers? For internationally renowned management experts Jim Champy and Nitin Nohria, the key ingredient is ambition. Showcasing the experiences of dozens of contemporary and historical figures from all walks of life, The Arc of Ambition is a practical and inspirational guide to harnessing your ambition and leaving a legacy of accomplishment. 272 PP., James Champy and Nitin Nohria

HD338.2.C43 1988

CHARISMATIC LEADERSHIP: THE ELUSIVE FACTOR IN ORGANIZATIONAL EFFECTIVENESS. In this book, J. A. Conger reveals how the charismatic leader's qualities of creativity, inspiration, unconventionality, vision, and risk-taking can help bring about radical change in organizations damaged by long periods of inertia - and shows why we need charismatic leadership now more than ever before. 191 PP., Jay A. Conger, Rabindra N. Kanungo & Associates

HD38.2.A56 1990

SERVICE WITHIN: SOLVING THE MIDDLE MANAGEMENT LEADERSHIP CRISIS. Mobilize your middle management team and deliver quality service within your organization. Albrecht shows how to increase cooperation between departments so that the entire organization works together more efficiently. 203 PP., Karl Albrecht

HD38.2.K68 1985

POWER AND INFLUENCE: BEYOND NORMAL AUTHORITY. In today's complex work world, things no longer get done simply because someone issues an order and someone else follows it. 240 PP., John P. Kotter

HD38.2.S8 1992

TAKING CHARGE: STRATEGIC LEADERSHIP IN THE MIDDLE GAME. 240 PP., Stephen A. Stumpf and Thomas P. Mullen

HD38.2.SMI 1994

LEADERSHIP THROUGH INFLUENCE. 148 PP., Self Management Institute and Terry Bacon

HD38.P4444 1983

PERSPECTIVES IN LEADER EFFECTIVENESS. 175 PP., Paul Hersey and John Stinson

HD57.7.B33 1989

LEADERSHIP AND THE QUEST FOR INTEGRITY. Describing three basic philosophies of leadership, the authors reveal how leaders who hold certain prejudices or dispositions can resolve dilemmas that managers face every day. 240 PP., Joseph & Valeria Badaracco and Melvin & Aladine Ellsworth

HD57.7.B35 1996

BALANCING ACT, THE: MASTERING THE COMPETING DEMANDS OF LEADERSHIP. The authors deliver bold, balanced, and proven ideas for moving your organization away from death and toward vitality by combining solid academic research with more than 70 years of testing what really works in the trenches. 456 PP., Kerry Patterson, et al

HD57.7.B377 1989

LEADERSHIP EQUATION, THE: LEADERSHIP, MANAGEMENT, AND THE MYERS-BRIGGS. [MBTI] There are sixteen types of personalities in the Myers-Briggs system; the authors propose that leaders should develop the ability to identify and work with all types. 175 PP., Lee Barr and Norma Barr

HD57.7.B38 1989

TOUGH-MINDED LEADERSHIP. Tough-Minded Leadership offers new insights, focus, and motivation for anyone committed to greater personal effectiveness as a leader. At a time when self-confidence and self-esteem are desperately lacking, it provides specific techniques and tools to help restore them. J. D. Batten

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HD57.7.B447 1993

FLIGHT OF THE BUFFALO: SOARING TO EXCELLENCE, LEARNING TO LET EMPLOYEES LEAD. Authors James Belasco and Ralph Stager show how to bring organizations to peak productivity by learning to let employees lead. They take viewers to the operations of the Navy's Blue Angels, the Furon Company, and a major medical supply distributor. A winning program for business and government. 368 PP., James Belasco and Ralph Stayer

HD57.7.B454 1992

GETTING THINGS DONE WHEN YOU ARE NOT IN CHARGE. For everyone who has more responsibility than authority or is frustrated by feelings of powerlessness, Bellman (author of *The Quest for Staff Leadership*) explains how to be productive and effective--and achieve job satisfaction--in today's demanding workplace. 278 PP., Geoffrey M. Bellman

HD57.7.B46 1993

AN INVENTED LIFE: REFLECTIONS ON LEADERSHIP AND CHANGE. This collection brings together the best of Warren Bennis--essays spanning three decades and covering such revolutions as the information explosion, Watergate, the emergence of Japan, and the collapse of the Soviet Union. A retrospective on the life and work of one of America's most respected authorities on business leadership. 224 PP., Warren Bennis

HD57.7.B463 1994

LEARNING TO LEAD: A WORKBOOK ON BECOMING A LEADER. This workbook provides a practical way to work out the issues in Bennis' best-selling book, showing readers how to assess present leadership skills and then, through theory and exercises, how to improve problem areas. 162 PP., Warren Bennis and Joan Goldsmith

HD57.7.B53 1998

30 DAYS TO CONFIDENT LEADERSHIP: THE LIFE AT WORK COMPANY. Being a good leader doesn't mean always having the right answers, but having the right questions--about yourself and the work you do. That's what this book by noted consultant, Bobb Biehl, teaches you to do. Asking the right questions is a key to success. 240 PP., Bob Biehl

HD57.7.B64 1994

LEADING WITH SOUL: AN UNCOMMON JOURNEY OF SPIRIT. The authors draw upon spiritual traditions, poetry and philosophy, teachings on leadership and organizations, and their own extensive consulting experience to offer inspiration for today's embattled leaders. 208 PP., Lee Bolman and Terrence Deal

HD57.7.C10 1990

LEARNING TO LEAD: AN ACTION PLAN FOR SUCCESS. Pat Heim and Elwood Chapman

HD57.7.C76 1986

RUNNING THINGS: THE ART OF MAKING THINGS HAPPEN. In this practical guide to the art of leadership, Crosby, best-selling author and one of America's leading management consultants, demonstrates how running things is a down-to-earth attitude. It is an approach nearly anyone can master--whether a president of a huge corporation or captain of a softball team. 254 PP., Philip B. Crosby

HD57.7.D47 1992

LEADERSHIP JAZZ: WEAVING VOICE WITH TOUCH. DePree likens business leadership to the beautiful art of leading a jazz ensemble. He proves well the adage: leadership may be difficult to define, and especially to exemplify, but you'll know it when you see it. 240 PP., Max DePree

HD57.7.K10 1994

EXPANDING LEADERSHIP IMPACT: A PRACTICAL GUIDE TO MANAGING PEOPLE AND PROCESSES. Integrate leadership practices and behaviors into managerial responsibilities. 100 PP., Kevin R. Kehoe

HD57.7.K478 1993

LEADERS, FOOLS, AND IMPOSTORS: ESSAYS ON THE PSYCHOLOGY OF LEADERSHIP. The author identifies distinct leader types, and shows that entrepreneurs possess many of the qualities of the impostor, including a capacity for self-dramatization and a deep understanding of how to profit by others' wishes and desires. 224 PP.,

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Manfred F .R. Kets De Vries

HD57.7.K66 1990

FORCE FOR CHANGE, A: HOW LEADERSHIP DIFFERS FROM MANAGEMENT. Building upon his landmark analysis of the job of the general manager and his influential work on leadership, power, and influence, John Kotter now focuses on the human factors, which bring change. 92 PP., John Kotter

HD57.7.K678 1993

CREDIBILITY: HOW LEADERS GAIN AND LOSE IT, WHY PEOPLE DEMAND IT. Credibility shows why leadership is above all a relationship--with credibility as the cornerstone. The authors reveal the six key disciplines and related practices that strengthen a leader's capacity for developing and sustaining credibility. 332 PP., James Kouzes and Barry Posner

HD57.7.K68 1995

LEADERSHIP CHALLENGE, THE: HOW TO GET EXTRAORDINARY THINGS DONE IN ORGANIZATIONS. This book captures the continuing interest in leadership as a critical aspect of human organizations. It offers a broader scope for viewing leaders in every industry and all walks of life, including the education and nonprofit fields. 340 PP., James M. Kouzes and Barry Z. Posner

HD57.7.M10 1993

A POCKET COURSE IN... LEADERSHIP. 80 PP., Harold R. McAlindon, Editor

HD57.7.M33 1988

WHY WORK: LEADING THE NEW GENERATION. Based on seven years of research and hundreds of interviews with professionals in many companies, Why Work is a lively handbook for motivating today's workers. 272 PP., Michael Maccoby

HD57.7.M387 1991

MASTERING SELF-LEADERSHIP: EMPOWERING YOURSELF FOR PERSONAL EXCELLENCE. This proven self-training tool contains concise, enjoyable, and effective self-leadership strategies complete with methods on how managers can rise to new levels of personal effectiveness. 146 PP., Charles C. Manz

HD57.7.M39 1989

SUPERLEADERSHIP: LEADING OTHERS TO LEAD THEMSELVES. Supplies proven motivational strategies and applications-oriented case studies that show how to develop the leadership skills necessary in the competitive corporate world. 256 PP., Charles Manz and Henry P. Sims

HD57.7.M3937 1998

21 IRREFUTABLE LAWS OF LEADERSHIP, THE: FOLLOW THEM AND PEOPLE WILL FOLLOW YOU. The author has combined insights learned from his thirty-plus years of leadership successes and mistakes with observations from the worlds of business, politics, sports, religion, and military conflict. The result is a revealing study of leadership delivered as only a communicator like Maxwell can. 233 PP., John C. Maxwell

HD57.7.M7524 1999

21 INDISPENSABLE QUALITIES OF A LEADER, THE: BECOMING THE PERSON OTHERS WILL WANT FOLLOW. "Everything rises and falls on leadership," says Dr. Maxwell, "but knowing how to lead is only half the battle. Understanding leadership and actually leading are two different activities." Dr. Maxwell explains that the key to transforming yourself from someone who understands leadership to a person who successfully leads in the real world is character. Your character qualities activate and empower your leadership ability, or they can stand in the way of your success. 157 PP., John C. Maxwell

HD57.7.N36 1989

LEADER'S EDGE, THE: THE SEVEN KEYS TO LEADERSHIP IN A TURBULENT WORLD. 192 PP., Burt Nanus

HD57.7.N367 1992

VISIONARY LEADERSHIP: CREATING A COMPELLING SENSE OF DIRECTION FOR YOUR ORGANIZATION. The author shows why vision is the key to leadership, and demonstrates how any leader can use a logical, systematic process

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to create and implement a powerful new sense of direction in his or her organization. 256 PP., Burt Nanus

HD57.7.P10 1989

POSITIVE LEADERSHIP: HOW TO BUILD A WINNING TEAM. Mike Pegg

HD57.7.P354 2002

LEADER'S EDGE, THE: SIX CREATIVE COMPETENCIES FOR NAVIGATING COMPLEX CHALLENGES. The Leader's Edge offers a breakthrough approach to dealing with such situations, showing how to tap into a set of unique creative competencies that are necessary to survive and thrive in this turbulent environment. 304 PP., Charles J. Palus and David M. Horth

HD57.7.P4 1995

LEADING OUT LOUD: THE AUTHENTIC SPEAKER, THE CREDIBLE LEADER. It is the leader's personal engagement that will inspire commitment and action. In this world of cynicism, the lessons Terry teaches are as timely as they are timeless. 224 PP., Terry Pearce

HD57.7.S3 1993

WORKING LEADER, THE: THE TRIUMPH OF HIGH PERFORMANCE OVER CONVENTIONAL MANAGEMENT PRINCIPLES. The working leader has an agenda, knows the system inside out, is comfortable with fluidity, and recognizes that the parts do not always fit into an integrated whole. 292 PP., Leonard R Sayles

HD57.7.T5 1997

LEADERSHIP ENGINE, THE: HOW WINNING COMPANIES BUILD LEADERS AT EVERY LEVEL. The coauthor of, Control Your Destiny or Someone Else Will, provides companies with the vital information they need to create a business where leadership abounds from the bottom up. 384 PP., Noel Tichy and Eli Cohen

HD57.7.U45 1999

RESULTS-BASED LEADERSHIP: HOW LEADERS BUILD THE BUSINESS AND IMPROVE THE BOTTOM LINE. Results-Based Leadership brings a refreshing clarity and directness to the leadership discussion, providing a hands-on program to help executives succeed with their leadership challenges. 256 PP., Dave Ulrich, et al

HD57.7.W335 1995

EMPIRES OF THE MIND: LESSONS TO LEAD AND SUCCEED IN A KNOWLEDGE-BASED WORLD. Empires of the Mind is a revolutionary book that explains why standard management practices, job descriptions, and career tracks are obsolete. 252 PP., Denis Waitley

HD57.7B46 1993

LEADERS: THE STRATEGIES FOR TAKING CHARGE. In this illuminating study of corporate America's most critical issue leadership world-renowned leadership guru Bennis and his co-author Nanus reveal the four key principles every manager should know: Attention Through Vision, Meaning Through Communication, Trust Through Positioning, and The Deployment of Self. 256 PP., Warren Bennis and Burt Nanus

HD57.K5G10 1995

50 ACTIVITIES TO IMPROVE LEADERSHIP AND WORK RELATIONSHIPS. Dennis C. Kinlaw and Peter R. Garber

HD6054.4.U6H45 1990

FEMALE ADVANTAGE, THE: WOMEN'S WAYS OF LEADERSHIP. Examines the styles & strategies of four successful businesswomen through "diary studies" that chronicle their daily schedules and describe their decision-making; company structures; hire/fire policies; & more. 288 PP., Sally Helgesen

HD70.U5P425 1985

PASSION FOR EXCELLENCE, A: THE LEADERSHIP DIFFERENCE. Tom Peters is passionate about using passion for customers, employees, and everyone else to create great results for all of us. By awakening our passion, we will do more, we will try more, and we will succeed more often. Tom Peters and Nancy Austin

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HD9710.5.U54H3778 2000

MORE THAN A MOTORCYCLE: THE LEADERSHIP JOURNEY AT HARLEY-DAVIDSON. Rich Teerlink
Lee Ozley

HF5386.H434 1996

WHOLE BRAIN BUSINESS BOOK, THE: UNLOCKING THE POWER OF WHOLE BRAIN THINKING IN ORGANIZATIONS AND INDIVIDUALS. This book will show you and your organization how to tap the talents of visionaries and communicators to blossom in times of chaos; build mentally diverse "Whole Brain Teams" that geometrically increase results in marketing, advertising, sales and all forms of problem solving; and develop breakthrough insights that will improve the way you supervise, manage, lead, and resolve conflict; and establish a climate for ongoing creativity and receptivity to change. Ned Herrmann

HF5415.153.N38 1994

BREAKTHROUGHS! HOW LEADERSHIP AND DRIVE CREATE COMMERCIAL INNOVATIONS THAT SWEEP THE WORLD. The author's talk about mutual trust, mutual understanding, passionate caring and change in a company's destiny. In this well-written ramble through a variety of case histories---the authors make a fair case for business. 400 PP., P. Ranganath Nayak and John M. Ketteringham

HF5549.5.E3J33 1996

360-DEGREE FEEDBACK: STRATEGIES, TACTICS, AND TECHNIQUES FOR DEVELOPING LEADERS.
John E. Jones and William L. Bearley

HF5549.5.S710 1992

MENTORING: A PRACTICAL GUIDE. Mentoring is a useful resource for anyone interested in this enriching and rewarding experience. The book covers key questions and on considerations for the potential mentor, as well as assisting in identifying and understanding the needs of a mentee. Special topics discussed include cross-cultural, cross-gender, and supervisor/employee mentoring. 112 PP., Gordon F. Shea

HF57.7.P11 1996

LEADER AS COACH: STRATEGIES FOR COACHING AND DEVELOPING OTHERS. David Peterson and Mary Hicks

HF5718.3 .M10 1993

MEMOS TO MANAGEMENT: THERE'S NOTHING WRONG WITH SERVING A LOUSY CUP OF COFFEE.
Michael H. Mescon, et. al.

HM141.B434 1989

WHY LEADERS CAN'T LEAD: THE UNCONSCIOUS CONSPIRACY CONTINUES. Warren Bennis

HM141.R6 1989

LEADERSHIP SECRETS OF ATTILA THE HUN. The man who centuries ago shaped an aimless collection of nomads into rulers of the ancient world--offers us lessons today. 86 PP., Wess Roberts

HN90.V64D4 1997

LEADING WITHOUT POWER: FINDING HOPE IN SERVING COMMUNITY. This is a book to be read, re-read, shared. Every chapter has pictures for our mind that will remain vivid long after the book is closed. A vibrant testament to human potential, the why of work. 192 PP., Max De Pree

JC330.3.G37 1990

ON LEADERSHIP. A vision relevant for us today will build on values deeply embedded in human history and in our own tradition. It is not as though we come to the task unready. Men and women from the beginning of history have groped and The materials out of which we build the vision will be the moral strivings of the species, today and in the distant past. 220 PP., John W. Gardner

JF1525.L4.K64 1997

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TRANSFORMATIONAL LEADERSHIP IN GOVERNMENT. If you are in government management - any level and type -this book is designed to help you become a more effective, quality leader. Here is your personal guide to becoming an empowerment leader. Learn how to redirect and re-energize leadership in government. 184 PP., Jerry W. Koehler and Joseph M. Pankowski

LB2376.H10 1994

144 WAYS TO WALK THE TALK. Eric Harvey and Alexander Lucia

LB2376.H11 1995

WALKING THE TALK TOGETHER: AN EMPLOYEE HANDBOOK. Eric Harvey and Alexander Lucia

LB2806.45.C10 1996

TAKING AIM ON LEADERSHIP. Peter Capezio and Debra Morehouse

Q158.5.W47 1999

LEADERSHIP AND THE NEW SCIENCE: LEARNING ABOUT ORGANIZATION FROM AN ORDERLY UNIVERSE. Based on new science theories, this innovative management book sheds light on the issues that affect organizations most—order and change, autonomy and control, structure and flexibility, planning and innovation. The hardcover was considered the number-one management book of 1992. 200 PP., Margaret J. Wheatley

TS156.A32 1986

TRANSFORMING LEADERSHIP: FROM VISION TO RESULTS. This is a valuable resource for leaders of any Organization. The challenges of leadership, the changing view of leaders, and actual case studies all provide a comprehensive overview necessary to a complete understanding of how best to lead your organization. John D. Adams and Sabina A. Spencer

TS156.C37 1990

LANGUAGE OF LEADERSHIP, THE. 253 PP., Marlene Caroselli

TS156.J79 1989

JURAN ON LEADERSHIP FOR QUALITY. Juran provides top-level managers with the specific, field-tested methods they need to successfully lead their companies on the quest for superior quality. 253 PP., J.M. Juran

Management

BF633.K10 1987

NEVER WORK FOR A JERK! The author explains how to cope with fourteen varieties of jerk bosses. Her suggestions for dealing with these characters are affirmative, enabling you to make your work life reasonable, humane and successful. More than a manifesto, this self-help guide can help you take charge of your life. 279 PP., Patricia King

BJ1581.2.P46 1974

PETER PRESCRIPTION, THE. Lawrence J. Peter

JF1351.C3526 1995

TRUSTWORTHY GOVERNMENT: LEADERSHIP AND MANAGEMENT STRATEGIES FOR BUILDING TRUST AND HIGH PERFORMANCE. Studies reveal that the majority of U.S. citizens distrust their own government and many public employees do not trust the organizations in which they work. Since trust is central to any organization's achievement of high performance, and high performance is number one on the government reform agenda, it is imperative that government overcome this trust deficit and work to build trust within its ranks. 233 PP., David G. Carnevale

G154.R67 1992

CUSTOMER COMES SECOND, THE: AND OTHER SECRETS OF EXCEPTIONAL SERVICE. 40 PP., Hal Rosenbluth and Diane McFerrin Peters

HD30.27.B36 1992

FUTURE EDGE: DISCOVERING THE NEW PARADIGMS OF SUCCESS. From a strategic exploration viewpoint, this is

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an excellent guide book. Understanding and mastering your paradigms (or mental models) is one of the most important things for making progress in life - and in business. 240 PP., Joel A. Barker

HD30.28.D59 1991

THINKING STRATEGICALLY: THE COMPETITIVE EDGE IN BUSINESS, POLITICS, AND EVERYDAY LIFE. This entertaining guide builds on scores of case studies taken from business, sports, the movies, politics, and gambling. It outlines the basic good strategy making and then shows how you can apply them in any area of your life. Avinish K Dixit and Barry J Nalebuff

HD30.3.K49 1992

INFOTRENDS: THE COMPETITIVE USE OF INFORMATION. The fantastic success stories of companies like Federal Express, American Express, Banker's Trust, Time Warner, and United Airlines are more than just interesting reading for sharp executives; they also demonstrate the brilliant use of information technology. 284 PP., Jessica Keys

HD30.4.M626 1994

MODELING FOR LEARNING ORGANIZATIONS. A compilation of articles examining not only how to use modeling to simulate the actual performance of a system, but how to use that information to make major changes in an organization. 400 PP., John D.W. Morecroft, Editor and John D. Sterman, Editor

HD30.4.W463 1993

DEVELOPING MANAGEMENT SKILLS: GAINING POWER AND INFLUENCE. 104 PP., David Whetten and Kim Cameron

HD30.5.D86 1989

GREAT IDEAS IN MANAGEMENT: LESSONS FROM THE FOUNDERS & FOUNDATIONS OF MANAGERIAL PRACTICE. 303 PP., W. Jack Duncan

HD30.65.035 1987

HUMAN SIDE OF MANAGEMENT, THE: MANAGEMENT BY INTEGRATION AND SELF-CONTROL. This is vintage George Odiorne-it pulls together some of his best thoughts on topics of management training, career advice, and (of course) planning. 256 PP., George Odiorne

HD31.A418 1994

AMA MANAGEMENT HANDBOOK. This comprehensive guide gives businesspeople in every field the information they need to solve complex business problems, providing insights from over 200 experts in their fields. Includes almost 200 chapters and 16 major subject areas. 1300 PP., John J. Hampton, Editor

HD31.B323 1983

TECHNICAL MANAGER, THE: HOW TO MANAGE PEOPLE AND MAKE DECISIONS. 168 PP., Bruce F. Baird

HD31.B36942 1994

MANAGEMENT. This Management text takes a functional approach and emphasizes four themes: managing diversity, global perspectives, managing innovation and valuing quality. Bartol captures the excitement of the business world by showing students how successful companies implement management concepts and techniques. 552 PP., Kathryn M Bartol and David C Martin

HD31.B369485 1990

MANAGEMENT: FUNCTION AND STRATEGY. 752 PP., T. S. Bateman and C. P. Zeithaml

HD31.B527 1981

ONE MINUTE MANAGER, THE. A phenomenon when first published, the strategies of One Minute Management are as timely as ever, and will remain so as long as job satisfaction, employee morale, and profit and productivity building are top workplace priorities. For any manager striving to get the most from people, The One Minute Manager is an indispensable success tool. 111 PP., Kenneth Blanchard and Spencer Johnson

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HD31.B528 1984

PUTTING THE ONE-MINUTE MANAGER TO WORK. Turns the three secrets of One Minute Management into day-to-day skills and shows how they can work in real-life situations, from boardrooms to assembly lines. Examples illustrate how to change the way America runs its business. 112 PP., Kenneth Blanchard

HD31.B53 1995

EMPOWERMENT TAKES MORE THAN A MINUTE. Drawing on ten years of research and consultation with a wide variety of leading companies, the coauthor of the One Minute Manager series joins forces with a motivational speaker and an internationally known management educator to identify three keys to making empowerment work in organizations. 126 PP., Ken Blanchard, et al

HD31.B54 1993

STEWARDSHIP: CHOOSING SERVICE OVER SELF INTEREST. The book covers redesigning management practices. By replacing self-interest, dependency, and control with service, responsibility, and partnership, Block believes we can increase productivity and enable democracy and economic success to thrive in our organizations. 256 PP., Peter Block

HD31.D4213 1991

SIX ACTION SHOES: A BRILLIANT NEW WAY TO TAKE CONTROL OF ANY BUSINESS OR LIFE SITUATION. De Bono classifies organizational activities into six categories, each symbolized by a pair of shoes. The author believes that an organizational leader will not only be able to select the appropriate action shoes for him or her self but also direct others in the organization to put on whatever shoes the situation requires. 175 PP., Edward DeBono

HD31.D594 1990

FUNDAMENTALS OF MANAGEMENT. [7th Edition] Fundamentals of Management emphasizes three managerial tasks facing managers: 1) Managing work and organizations 2) Managing people and 3) Managing production and operations. This type of organization has been described as the "Schools Approach": The Classical School, The Behavioral School and The Quantitative School. 828 PP., James H. Donnelly and James L. Gibson

HD31.D773 1974

MANAGEMENT: TASKS, RESPONSIBILITIES, AND PRACTICES. Management is an organized body of knowledge. "This book," in Peter Drucker's words, "tries to equip the manager with the understanding, the thinking, the knowledge and the skills for today and tomorrow's jobs. 854 PP., Peter F. Drucker

HD31.F27 1993

SEARCHING FOR THE SPIRIT OF ENTERPRISE: DISMANTLING THE TWENTIETH-CENTURY CORPORATION- LESSONS FROM ASIAN, EUROPEAN, AND AMERICAN ENTREPRENEURS. Farrell, a former president of a consulting firm with experience as a vice president at Xerox, recommends a revival of the spirit of enterprise characteristic of new and small businesses. Recommended for large public and academic library collections and, in particular, for executives in profit and nonprofit situations. 288 PP., Larry C. Farrell

HD31.F756 1994

MANAGEMENT 2000: THE PRACTICAL GUIDE TO WORLD CLASS COMPETITION. Comprehensive and detailed, yet designed for action, Management 2000 fulfills a crying need for usable advice. This exceptional resource emphasizes the understanding of customer needs - and translating customer needs and expectations into products and services. 478 PP., Harry K. Jackson, Jr. and Normand L. Frigon

HD31.G438 1997

LIVING COMPANY, THE: HABITS FOR SURVIVAL IN A TURBULENT BUSINESS ENVIRONMENT. The author draws a sharp distinction between "living companies," the purpose of which is to fulfill their potential and perpetuate themselves as ongoing communities, and "economic companies," which are in business solely to produce wealth for a small group of individuals. 240 PP., Arie de Geus

HD31.H4492 1996

MANAGEMENT REDEEMED: DEBUNKING THE FADS THAT UNDERMINE OUR CORPORATIONS. Management Redeemed argues that multiple layers of management and formal hierarchical structure actually help to make organizations

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more productive. Supporting another equally contrarian position, the authors demonstrate that reflection, analysis, and intellectual activity is as important to managerial success as quick action and intuition. 224 PP., Frederick G. Hilmer and Lex Donaldson

HD31.J555 1992

RELEVANCE REGAINED: FROM TOP-DOWN CONTROL TO BOTTOM-UP EMPOWERMENT. The author contends that "managing by remote control" through results-oriented accounting information has obscured and obstructed the real business objective. This can only be done by empowering people with bottom-up problem-solving information. Line drawings. 228 PP., H. Thomas Johnson

HD31.K5983 2001

FREEDOM AND ACCOUNTABILITY AT WORK: APPLYING PHILOSOPHIC INSIGHT IN THE REAL WORLD. This book reveals how you can make the transition from a science- and psychology-based view of the world to an understanding based on philosophy and the search for meaning and ethics. 464 PP., Peter Koestenbaum and Peter Block

HD31.L425 1990

HUMAN ORGANIZATION, THE: IT'S MANAGEMENT AND VALUE. Rensis Likert

HD31.M432 1996

WITCH DOCTORS, THE: MAKING SENSE OF THE MANAGEMENT GURUS. Micklethwait and Wooldridge have built their fair-minded, balanced critique around hotly debated issues in modern management—a company's optimal size, harnessing knowledge as a resource, leaders' accountability, strategic planning, globalization—making this a useful, thoughtful tool for managers in large or small firms. 272 PP., John Micklethwait and Adrian Wooldridge, Editors

HD31.N452 1997

NEW BUSINESS OF BUSINESS, THE: SHARING RESPONSIBILITY FOR A POSITIVE GLOBAL FUTURE
"The New Business of Business" is a collection of 20 articles designed to stimulate dialogue on what the new role of business should be. 278 PP., Willis Harman and Maya Porter, Editors

HD31.N4542 1993

NEW PARADIGM IN BUSINESS, THE: EMERGING STRATEGIES FOR LEADERSHIP AND ORGANIZATIONAL CHANGE. This book consists of essays that effectively address the concerns of business leaders as they contemplate the future. 320 PP., Michael Ray and Alan Rinzler, Editors

HD31.S3329 1984

HOW TO BOOST YOUR RETURN ON MANAGEMENT. 256 PP., Edward C. Schein

HD31.T36 1990

GETTING COMMITMENT AT WORK. 128 PP., Michael C. Thomas and Tempe S. Thomas

HD38.15.B47 1996

MANAGER'S DESK REFERENCE, THE [2nd Edition] The Manager's Desk Reference is the perfect starting point for new managers just learning the ropes. It works equally well as a ready reference for experienced supervisors, managers, executives, or administrators who need to refresh their memories or brush up their knowledge of various management issues. 384 PP., Cynthia Fink and Charles Fink

HD38.A10 1992

MANAGING UPWARD: STRATEGIES FOR SUCCEEDING WITH YOUR BOSS. With over 200 titles in print, the acclaimed Crisp 50-MinuteT series presents self-paced learning at its easiest and best. These comprehensive self-study books for business or personal use are filled with exercises, activities, assessments, and case studies that capture your interest and increase your understanding. 118 PP., Patty Hathaway and Shubert Hathaway

HD38.L3867 2000

SMART QUESTIONS: THE ESSENTIAL STRATEGY FOR SUCCESSFUL MANAGERS. Called "a must" by Norman Vincent Peale, this definitive guide shows you how to ask for the most from your staff—and get it! 336 PP., Dorothy Leeds

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HD38.R2 1997.

FOLKLORE OF MANAGEMENT, THE. Starting with the myth of communication, the myth of the organization chart, and the myth of the management committee, Randall reveals the shallow thinking and assumptions that can cripple companies and careers. Nearly 40 years later, Randall's trenchant insights and keen sense of humanity remain as fresh and enlightening as when he penned them. 204 PP., Clarence B. Randall

HD38.R357 1989

SMART MANAGER'S BOOK OF LISTS, THE: A COLLECTION OF MANAGEMENT WISDOM. The author collected the best lists from the best managers. He organized them here into four categories - On Management -- On People -- On Communication -- On Organizations. These lists offer quick insights into everyday managerial problems. Bill Reddin

HD38.V23 1989

MANAGING AS A PERFORMING ART: NEW IDEAS FOR A WORLD OF CHAOTIC CHANGE. A collection of thought-provoking essays on management and leadership that propose radical new ways of thinking about what managers do and what organizations are. 264 PP., Peter B. Vaill

HD45.HBR22 1991

DRUCKER IN THE HARVARD BUSINESS REVIEW. This review presents four concepts that show us how the factory of 1999 must be built and managed. 83 PP., Harvard Business Review

HD4905.M35 1995

TRANSFORMING THE WAY WE WORK : THE POWER OF THE COLLABORATIVE WORKPLACE. The author shows how managers can create "operating agreements" and become collaborative leaders using self-assessment action plans. 224 PP., Edward M. Marshall

HD50.5.M453 1994

NEW PARTNERSHIP, THE: PROFIT BY BRINGING OUT THE BEST IN YOUR PEOPLE, CUSTOMERS AND YOURSELF. The real lesson of The New Partnership is simple....If you reach out and genuinely care for your fellow employees, there is no limit to what you can accomplish. And you can achieve these same results in your job, at no added cost. 265 PP., Tom Melohn

HD5650.C345 1995

OPEN-BOOK MANAGEMENT: THE COMING BUSINESS REVOLUTION. Open-book management is the business revolution that's the logical culmination of TQM, reengineering, teams, and most other management innovations of the past two decades. As companies all over the country are discovering, it gets everyone on the payroll focused on business success. It provides the ingredient - one practitioner calls it the "want-to" - that's been missing from every other how-to approach. 224 PP., John Case

HD5650.I867 1991

OPEN-BOOK MANAGEMENT: GETTING STARTED. Read and learn what your organization can gain by open-book management, how company leaders can make open-book management a success for your company, the best ways to present financial information for fun and comprehension, and how to determine which incentives will increase motivation in your organization. 103 PP., Cathy Ivancic and Jim Bado

HD5650.M378 1995

AGE OF PARTICIPATION, THE: NEW GOVERNANCE FOR THE WORKPLACE AND THE WORLD. In The Age of Participation they focus on participation in the workplace, blending theory and practice in numerous examples and industry models. They look closely at every role in the organization - from suppliers and customers to executives and unions - and deflate the fears and misperceptions that sabotage change. 297 PP., Patricia McLagan and Christo Nel

HD57.8.R10 1997

BEYOND GENERATION X: A PRACTICAL GUIDE FOR MANAGERS. Claire Raines takes the view that in the workplace these generalities only help as background for the daily contact and ongoing communication with young workers. How that communication can become more productive and lead to a management style that is effective with a new generation

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of workers is what this book is about. 120 PP., Claire Raines

HD60.5.U5S8 1994

BUSINESS, GOVERNMENT, AND SOCIETY: A MANAGERIAL PERSPECTIVE: TEXT AND CASES. The interactions between business and the other two elements, government and society, are dynamic and that in some historical periods they cause large-scale, rapid change. The U.S., Japan, and European countries have created fundamental changes in the directions of governments and public policies. The end of this current era is not yet in sight. 62 PP., George A. Steiner and John F. Steiner

HD62.15.B46 1993

BENCHMARKING MANAGEMENT GUIDE, THE. This guide contains practical and comparative information gleaned from surveys provided by 87 members of its International Benchmarking Clearinghouse, along with resource guidance. American Productivity & Quality Center

HD62.15.T53 1995

PRACTICAL BENCHMARKING: FOR MUTUAL IMPROVEMENT. This book brings systematic thinking about comparison to an area where previously the superior judgment of a single expert was the driver. As a manager, you need information from those who have already experimented, learned, and recorded the results. Therefore, it is with this purpose to help you confront the difficult tasks of managing in these turbulent times. 43 PP., Carl G. Thor

HD62.4.O39 1998

SHAPE OF THINGS TO COME, THE: 7 IMPERATIVES FOR WINNING IN THE NEW WORLD OF BUSINESS. A bold and prescriptive look at the future of business and the strategies needed to evolve along with it. The Industrial Age conquered space; the Information Age conquered time; now the Bio-Materials Age is conquering matter and revolutionizing commerce as we know it. 226 PP., Richard W. Oliver

HD62.6.D78 1990

MANAGING THE NON-PROFIT ORGANIZATION: PRACTICES AND PRINCIPLES. Drucker gives examples and explanations of mission, leadership, resources, marketing, goals, people development, decision-making, and much more. Included are interviews with nine experts that address key issues in the non-profit sector. 235 PP., Peter F. Drucker

HD62.7.A314 1998

STREETWISE BUSINESS TIPS: 200 WAYS TO GET AHEAD IN BUSINESS, MOST OF WHICH I LEARNED THE HARD WAY. Filled with often contrarian wisdom that the author usually learned the hard way--by making mistakes--this succinct book delivers Bob Adams' witty, pragmatic insight while entertaining the reader with his multitude of mistakes and glorious failures. 240 PP., Bob Adams

HD69.C655175 1990

HOW TO SELECT AND MANAGE CONSULTANTS: GUIDE TO GETTING WHAT YOU PAY FOR. Accessible advice on the basics from a management consultant. The bibliography is annotated. 192 PP., Howard L. Shenson

HD69.C6A698 2000

FLAWED ADVICE AND THE MANAGEMENT TRAP: HOW MANAGERS CAN KNOW WHEN THEY'RE GETTING GOOD ADVICE AND WHEN THEY'RE NOT. Chris Argyris

HD6957.O68549 1997

MANAGING BY VALUES. Ken Blanchard and Michael O'Connor

HD70.U5P424 1982

IN SEARCH OF EXCELLENCE. 360 PP., Thomas S. Peters

HD8.8.K364 1997

ROSABETH MOSS KANTER ON THE FRONTIERS OF MANAGEMENT. This book brings together all of the author's Harvard Business Review articles and other works that that were all brought together to enforce a single message: the importance of treating people as assets, and providing the tools and conditions that liberate people to use their brainpower to

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make a difference. Rosabeth Moss Kanter

HD9199.U54S773 1997

POUR YOUR HEART INTO IT: HOW STARBUCKS BUILT A COMPANY ONE CUP AT A TIME. Schultz tells the story of Starbucks in chapters that illustrate the principles, which have made the company enduring, such as "Don't be threatened by people smarter than you," "Compromise anything but your core values," "Seek to renew yourself even when you're hitting home runs," and, most simply, "Everything matters." Howard Schultz

HD9696.C64M536 1996

MICROSOFT WAY, THE: THE REAL STORY OF HOW THE COMPANY OUTSMARTS ITS COMPETITION. New in paperback, this book takes an engaging, well-documented look at Bill Gates and his corporation's approach to doing business. 351 PP., Randall E. Stross

HD9696.S44N383 1997

CORPORATE COMEBACK: THE STORY OF RENEWAL AND TRANSFORMATION AT NATIONAL SEMICONDUCTOR. 388 PP., Robert H. Miles

HD9802.3.U64X476 1992

PROPHETS IN THE DARK: HOW XEROX REINVENTED ITSELF & BEAT THE. This is a story of prophets with honor - of the people who led the quality revolution that transformed Xerox and restored the company as a world-class competitor. Out of that hard-won experience, the authors draw lessons that are as frank as they are valuable. 334 PP., David Kearns and David Nadler

HD9981.5.B46 1991

NEXT OPERATION AS CUSTOMER. Keri R. Bhote

HF5007.G72 1994

DIAL 9 TO GET OUT: COMMENTARIES ON BUSINESS LIFE AS HEARD ON PUBLIC RADIO'S MARKETPLACE. David Graulich

HF5385.B45 1996

MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING. Chip R. Bell

HF5415.153.S65 1991

DEVELOPING PRODUCTS IN HALF THE TIME. This manual picks up where other journalistic accounts leave off by telling how product development actually can be accelerated in a real organization. Preston G. Smith and Donald G. Reinertsen

HF5549.12.C10 1992

NEW SUPERVISOR, THE. Elwood N. Chapman

HF5549.12.F68 1990

WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO. Ferninand Fournies

HF5549.12.L83 1994

COACHING SKILLS: A GUIDE FOR SUPERVISORS. Robert W. Lucas

HF5549.12.N53 1993

PARTNERING WITH EMPLOYEES: A PRACTICAL SYSTEM FOR BUILDING EMPOWERED EMPLOYEES. Using hands-on interactive exercises and adaptable fill-in-the-blank agreements, Nielsen demonstrates how to initiate and develop a uniquely tailored partnering system--from creating an accurate job description and negotiating realistic support and achievement expectations to reviewing results and exchanging feedback as a team. 130 PP., Duke Nielsen

HF5549.12.T46 1994

NEW SUPERVISOR, THE: SKILLS FOR SUCCESS. Bruce B. Tepper

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HF5549.12T10 1991

SUPERVISOR'S HANDBOOK, THE. Mark R. Truitt

HF5549.2.U5R677 1998

GOOD COMPANY: CARING AS FIERCELY AS YOU COMPETE. Hal Rosenbluth and Diane McFerrin Peters

HF5549.5.W10 2000

MANAGING IN THE NEW ECONOMY: PERFORMANCE MANAGEMENT HABITS TO RENEW ORGANIZATIONS FOR THE NEW MILLENIUM. This book changes the rules of organizational effectiveness, creating unprecedented opportunity for organizations and managers who are prepared to take it. Andre de Waal and Morel Fourman

HF5549.F10 1994

THINK LIKE A MANAGER: EVERYTHING THEY DIDN'T TELL YOU WHEN THEY PROMOTED YOU! Roger Fritz

HF5549.H12 1996

WALK A WHILE IN MY SHOES: GUT LEVEL, REAL-WORLD MESSAGES FROM MANAGERS TO EMPLOYEES [Part 2] ...FROM EMPLOYEES TO MANAGERS. Eric Harvey and Steve Ventura

HF5549.H367 1990

STEPPING UP TO SUPERVISOR. Marion E. Haynes

HF5549.H876 1986

ART OF MANAGING PEOPLE, THE. When a manager establishes a friendly yet productive working atmosphere, the benefits to the whole organization are substantial. Letting your workers express their own personalities and maximize their potentials will reduce stress within the work force and create a positive spirit throughout the company and increase the organization's productivity and profitability. 270 PP., Phillip Hunsaker and Anthony Alessandra

HF5549.M33957 1991

STRATEGIC MANAGEMENT OF HUMAN KNOWLEDGE, SKILLS, AND ABILITIES. Eugene B. McGregor, Jr.

JF1351.D455 1993

PURSUIT OF SIGNIFICANCE, THE: STRATEGIES FOR MANAGERIAL SUCCESS IN PUBLIC ORGANIZATIONS. This book provides the tools with which to transform hierarchical, rule-bound public bureaucracies into organizations driven by a commitment to common purpose, a concern for high-quality public services, empowerment and shared leadership, a strategy of pragmatic instrumentalism, and a dedication to public service. 300 PP., Robert B. Denhardt

JF1351.E59 1995

ENDURING CHALLENGES IN PUBLIC MANAGEMENT, THE: SURVIVING AND EXCELLING IN A CHANGING WORLD. This book brings home to the real world the unavoidable push and shove being experienced in the public sector when the culture of entrepreneurial management joins with the traditional mares of "good government". 647 PP., Arie Halachmi and Geert Bouckaert

LB2376.H12 1995

WALK THE TALK...AND GET THE RESULTS YOU WANT. Eric Harvey and Al Lucia

LB2844.MWE10 1997

MODEL WORK ENVIRONMENT: MANAGEMENT GUIDE. Federal Aviation Administration Office of Air Traffic

T58.6.T669 1995

STRATEGIC IS/IT PLANNING. Embodying a formal but practical approach for developing an information systems strategy necessary to support the management of medium and large organizations, this complete how-to book describes an effective process for developing, implementing, and maintaining a competent, business-led strategy for successful exploitation of information systems and technology. 549 PP., Edwin E. Tozer

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TS156.A35 1991

DR. DEMING: THE AMERICAN WHO TAUGHT THE JAPANESE ABOUT QUALITY. Dr. W. Edwards Deming became the prime catalyst behind the incredible success of Japanese industry. In fact, since 1951, the Deming Prize has been the most coveted and prestigious award among Japanese corporations, similar to the Malcolm Baldrige Award for quality in business in the United States. Today, Deming is finally becoming a household name in his own country. The lessons he has to teach American businesses are more urgent than ever. 304 PP., Rafael Aguayo

HD38.C43184 1995

MISTAKE-PROOFING: DESIGNING ERRORS OUT. This book contains a creative and practical, and humane way to enhance productivity. 79 PP., Richard B. Chase

Motivation

HF50.5.N45 2001

PLEASE DON'T JUST DO WHAT I TELL YOU!: DO WHAT NEEDS TO BE DONE. Best-selling author Bob Nelson teaches readers how to take more initiative and be rewarded for it! With its inspiring anecdotes and practical advice, Nelson's book is a wonderful resource for people who want their jobs to be more satisfying and for bosses who want to teach their employees to focus on what truly matters. 112 PP., Bob Nelson

HF5386.M1963 1988

SWIM WITH THE SHARKS: WITHOUT BEING EATEN ALIVE. Harvey MacKay

HF5549.5.H10 1991

MOTIVATING PEOPLE: HOW TO MOTIVATE OTHERS TO DO WHAT YOU WANT AND THANK YOU FOR THE OPPORTUNITY. Kurt Hanks

HF5549.5.H11 2002

180 WAYS TO WALK THE RECOGNITION TALK: THE HOW-TO HANDBOOK FOR EVERYONE. Eric Harvey

HF5549.5.HBR 1991

MOTIVATION. Harvard Business Review

HF5549.5.I5B69 1995

SECRETS OF A SUCCESSFUL EMPLOYEE RECOGNITION SYSTEM. Daniel C. Boyle

HF5549.5.I5N45 1994

1001 WAYS TO REWARD EMPLOYEES. Bob Nelson

HF5549.5.M11 1993

A POCKET COURSE IN...GOAL SETTING. Harold R. McAlindon, Editor

HF5549.5.M63C43 1989

MOTIVATING STRATEGIES FOR PERFORMANCE PRODUCTIVITY. P. J. Champagne and R. Bruce McAfee

HF5549.5.M63H33 1997

BETTER PLACE TO WORK, A: A NEW SENSE OF MOTIVATION LEADING TO HIGH PRODUCTIVITY.

Highly motivated employees represent a key source of competitive advantage for companies. Employees are fully equipped with the knowledge, skills, and abilities to meet the challenges they face. They exhibit astounding creativity and seemingly unlimited productive energy. Adolf Haasen and Gordon F. Shea

HF5549.5.M63L86 2001

FISH: A REMARKABLE WAY TO BOOST MORALE AND IMPROVE RESULTS. Stephen C. Lundin, et al

HF5549.5.M63M566 1994

MOTIVATION AT WORK. Jane Miskell and Vincent Miskell

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HF5549.5.M63T456 2000

INTRINSIC MOTIVATION AT WORK: BUILDING ENERGY AND COMMITMENT. Kenneth W. Thomas

HF5549.5.M63W49 1993

DEVELOPING MANAGEMENT SKILLS: MOTIVATING OTHERS. David Whetten and Kim Cameron

HF5549.5M63K10 1992

PEAK PERFORMANCE: HOW TO MOTIVATE YOUR EMPLOYEES TO ACHIEVE THEIR BEST. Christie Kennard

HF5549.6.I5D43 1994

HOW TO RECOGNIZE AND REWARD EMPLOYEES. Donna Deeprose

HF5549.B10 2002

180 WAYS TO WALK THE MOTIVATION TALK: PROVEN AND PRACTICAL "HOW-TO'S" TO ENERGIZE EVERYONE IN YOUR ORGANIZATION. John Baldoni and Eric Harvey

HF5549.FCC10 2000

WHAT COUNTS: HOW FORWARD-THINKING LEADERS RECOGNIZE AND REWARD EMPLOYEES. Franklin Covey Institute

HF5549.H33825 1996

GETTING EMPLOYEES TO FALL IN LOVE WITH YOUR COMPANY. Jim Harris, PhD.

HF5549.M2994 1990

MANAGE PEOPLE, NOT PERSONNEL: MOTIVATION AND PERFORMANCE APPRAISAL. Victor H. Vroom

PN1997.S10 1991

NEVER NEVER QUIT. A photographic celebration of "courage" in American sports. 70 PP., Mike Shields

Negotiation

BD637.N4U79 1993

GETTING PAST NO: NEGOTIATING YOUR WAY FROM CONFRONTATION TO COOPERATION. From the co-author of the 2-million copy bestseller Getting to Yes, a state-of-the-art book on negotiation in the '90s. Featuring an all-new chapter to familiarize readers with the main concepts of Getting to Yes and other negotiation strategies, Getting Past No reveals how to turn adversaries into negotiating partners. 208 PP., William Ury

BF637.4R34 1982

ART AND SCIENCE OF NEGOTIATION, THE. Using a vast array of specific cases and clear, helpful diagrams, Raiffa not only elucidates the step-by-step processes of negotiation but also translates this deeper understanding into practical guidelines. 373 PP., Howard Raiffa

BF637.I48M39 2000

DYNAMICS OF CONFLICT RESOLUTION, THE: A PRACTITIONER'S GUIDE. The author offers vivid examples from interpersonal, community, organizational, labor management, environmental, public policy, and international disputes, giving readers not only powerful concepts but anchoring stories that will enable them to become more effective negotiators, facilitators, and mediators. 288 PP., Bernard Mayr

BF637.N4 1995

GETTING READY TO NEGOTIATE: THE GETTING TO "YES" WORKBOOK. Based on the philosophy and advice presented in Getting to Yes - be prepared, negotiate interests not positions, understand the other side's interests, and work together - this tool will help each person design the negotiating strategy that is best for him or her in any given situation. 174 PP., Roger Fisher and Danny Ertel

BF637.N4.A10 1996

50+ ACTIVITIES TO TEACH NEGOTIATION. This book contains a variety of fully reproducible exercises to teach and

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reinforce the skills necessary to be a successful negotiator. Each Activity includes a detailed description of the exercise, the steps to follow, additional resources and lecture notes for the trainer. 300 PP., Ira Asherman

BF637.N4.F57 1991

GETTING TO YES: NEGOTIATING AGREEMENT WITHOUT GIVING IN. Since its original publication in 1981, Getting to Yes has been translated into 18 languages and has sold over 1 million copies in its various editions. This completely revised edition is a universal guide to the art of negotiating personal and professional disputes. 200 PP., Roger Fisher

BF637.N4F58 1989

GETTING TOGETHER: BUILDING RELATIONSHIPS AS WE NEGOTIATE. Getting Together builds on the foundation of Getting to Yes by outlining a framework to build relationships while negotiating. This is a must read for all business people and a good addition to Getting to Yes. 216 PP., Roger Fisher and Scott Brown

HD42.K65 1993

WHEN TALK WORKS: PROFILES OF MEDIATORS. Through twelve in-depth profiles of professional and volunteer mediators, this book goes behind the scenes to show how accomplished mediators deal with routine and difficult situations. 513 PP., Deborah Kolb

HD42.L36 2000

MAKING OF A MEDIATOR, THE: DEVELOPING ARTISTRY IN PRACTICE. The Making of a Mediator goes beyond the basics of mediation process. In this essential resource, expert mediator and teacher Michael Lang outlines his innovative model of artistry in professional practice that results from the understanding of the connection between reflective practice and interactive process. 288 PP., Michael D. Lang and Alison Taylor

HD42.M10 1990

NEW APPROACHES TO RESOLVING LOCAL PUBLIC DISPUTES. Denis Madigan, et al

HD42.U79 1988

GETTING DISPUTES RESOLVED: DESIGNING SYSTEMS TO CUT THE COSTS OF CONFLICT. Explains how to diagnose and correct problems in an existing dispute resolution system as well as create and implement a new system where one does not exist. Presents an in-depth case study of a prolonged labor-management conflict. 232 PP., William L. Ury, et al

HD58.6.A27 1997

HOW TO NEGOTIATE ANYTHING WITH ANYONE ANYWHERE AROUND THE WORLD. Organized in an easy-to-access, quick-reference format, the author provides vital and interesting information about every country, including, basic facts about the country, details about greetings, conversation topics to use and to avoid, special sensitivities, entertainment customs, gender issues, table manners, and, of course, lots of key negotiation pointers and winning strategies. 336 PP., Frank L. Acuff

HD58.6.A43 1993

ADDED VALUE NEGOTIATING: THE BREAKTHROUGH METHOD FOR BUILDING BALANCED DEALS. Added Value Negotiating presents a breakthrough method for negotiating that eliminates many of the problems of conventional negotiating approaches. This book teaches you a non-combative, five-step method for focusing on interests, developing options, and creating deals that will benefit everyone involved. 205 PP., Karl Albrecht and Steve Albrecht

HD58.6.F57 1994

NEGOTIATING FOR BUSINESS RESULTS. 100 PP., Judith E. Fisher

HD58.6.F85 1991

NEGOTIATOR'S HANDBOOK, THE: THE COMPLETE GUIDE TO WINNING TACTICS IN PLANNING AND EXECUTING YOUR OBJECTIVES. While the ability to negotiate is crucial to business success, it is, unfortunately, an area where many hidden traps await the unwary. This one-stop, A-to-Z handbook arms readers with everything they should know to plan, conduct, and close any negotiation. 288 PP., George Fuller

HD58.6.L49 2004

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ESSENTIALS OF NEGOTIATION. [3rd Edition] This book explores the major concepts and theories of the psychology of bargaining and negotiation, and the dynamics of interpersonal and inter-group conflict and its resolution. In this revision, the organization more closely follows both Negotiation and Negotiation: 274 PP., Roy J. Lewicki, et al

HD6970.W10 1992

FEDERAL MANAGER'S GUIDE TO LIABILITY, THE: WHAT HAPPENS AND WHAT TO DO WHEN YOU'RE SUED, INDICTED, OR ADMINISTRATIVELY

William B. Wiley

HD6971.5.W45 1996

BEYOND THE WALLS OF CONFLICT: MUTUAL GAINS NEGOTIATING FOR UNIONS AND MANAGEMENT. Beyond the Walls of Conflict is a unique book that offers a truly breakthrough method for solving problems between unions and management. For those considering or participating in alternative dispute resolution processes, Beyond the Walls of Conflict is a road map for collective bargaining and union-management problem solving. It offers a vision for union and management relations that focuses on continuous negotiations and ongoing dialogue. 242 PP., David S. Weiss

HD6971.R13 1996

EEO SETTLEMENTS: THROUGH INTEREST-BASED RESOLUTIONS. Michael Corum

HD6971.R14 2000

PRACTICAL GUIDE TO INTEREST-BASED BARGAINING, A. [2nd Edition] 43 PP., FPMI Communications

HD6971.S12 2003

BARGAINING BOOK, THE: A GUIDE TO COLLECTIVE BARGAINING IN THE FEDERAL GOVERNMENT. [4th Edition] The Bargaining Book removes the mystery from the system by guiding the reader, step-by-step, from the initial phases of bargaining through implementation of the final agreement. Phillip A. Varnak

HD8005.6.G10 2000

FEDERAL COLLECTIVE BARGAINING HANDBOOK. Richard B. Grant, Esq., Editor

HD8005.FPMI10 2001

ALTERNATIVE DISPUTE RESOLUTION: A PROGRAM GUIDE. Alvin E. Ray, et al

HD8072.5.H10 1990

PROGRAM ON NEGOTIATION, THE: WORKING PAPER SERIES: IN THE MIND'S EYE? CONSISTENCY & VARIATION IN EVALUATING MEDIATORS. Christopher Honeyman, et al

HD8072.5.W35 1994

STRATEGIC NEGOTIATIONS: A THEORY OF CHANGE IN LABOR MANAGEMENT RELATIONS. Richard E. Walton

HF5354.A83 1990

NEGOTIATION SOURCEBOOK, THE. Asherman and Asherman, Editors

HF5354.H10 1990

PRACTITIONER'S GUIDE TO FEDERAL SECTOR NEGOTIABILITY, THE. Jerome P. Herdman

HF5549.5.G7D10 1993

USING ALTERNATIVE DISPUTE RESOLUTION IN THE FEDERAL. Daniel R. Levinson

HM136.D36 1997

MANAGING DIFFERENCES: HOW TO BUILD BETTER RELATIONSHIPS AT WORK AND HOME. Daniel Dana

HM136.M684 1996

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MEDIATION PROCESS, THE: PRACTICAL STRATEGIES FOR RESOLVING CONFLICT. [2nd Edition]
Christopher W. Moore

HM136.S633 1996

WHEN PUSH COMES TO SHOVE: A PRACTICAL GUIDE TO MEDIATING. Karl A. Slaikeu covers the basic interpersonal and communications skills needed to mediate conflict, presenting a five-step mediation process, and coaches the reader through each phase. The author also addresses mediation "on the fly" where a more structured process is not possible or called for. 320 PP., Karl A. Slaikeu

KF3408.C10 1994

PERMISSIVE BARGAINING AND CONGRESSIONAL INTENT: A SPECIAL REPORT. James E. Carroll

KF3424.H10 1996

SUCCESSFUL ALTERNATIVE DISPUTE RESOLUTION IN THE FEDERAL SECTOR. Ken Hughes, et al

KF3515.S11 1999

FEDERAL MANAGER'S GUIDE TO LIABILITY, THE: WHAT HAPPENS AND WHAT TO DO WHEN A MANAGER IS CHARGED, SUED, INDICTED OR ADMINISTRATIVELY CHARGED. [2nd Edition] By understanding the principles in this book, federal managers can make important decisions without being overly concerned about being sued or becoming subject to an investigation or adverse action. 75 PP., G. Jerry Shaw and William L. Bransford

BF637.N4N5 1986

COMPLETE NEGOTIATOR, THE: THE STEP-BY-STEP PLAN USED BY TOP PROFESSIONALS ACROSS THE COUNTRY. Loaded with real-life negotiating experiences, and filled with personal tests, real-life applications, and plenty of examples, this book shows you how to create a cooperative climate for a successful conclusion that makes everyone feel like a winner. 345 PP., Gerard I. Nierenberg

Organizational Behavior

BF637.L4A10 2001

LOVE AND WORK: A CONVERSATION WITH JAMES AUTRY. Composed of refreshingly jargon-free short essays and poetry, Autry's management primer promotes the integration of work and life and the adoption of egalitarian business practices. 224 PP., James Autry

BF637.S4G47 1989

EMPOWERMENT: THE ART OF CREATING YOUR LIFE AS YOU WANT IT. Gershon and Straub are the leaders of the Empowerment Workshop, an internationally recognized human potential training program. Now they present their program in this easy-to-use guide with methods for using affirmations, visualizations, and other metaphysical tools to achieve exactly what you. 234 PP., David Gershon and Gail Straub

BF637.T4D40 2001

SERVANT LEADERSHIP CHARACTERISTICS IN ORGANIZATIONAL LIFE. Don DeGraff, et. al.

HD2741.M65 1990

EVERYBODY'S BUSINESS: A FIELD GUIDE TO THE 400 LEADING COMPANIES IN AMERICA. 800 PP., Milton Moskowitz, et. al.

HD31.B6135 1997

REFRAMING ORGANIZATIONS: ARTISTRY, CHOICE, AND LEADERSHIP. The authors consolidate key learning's from organization theory into four practical, easy-to-understand perspectives or "frames": structural, human resource, political, and symbolic. These frames provide a complete portrait of an organization and allow managers to clarify issues and create a flexible, dynamic, "big picture" management strategy. 380 PP., Lee G. Bolman and Terrence E. Deal

HD31.M298 1993

ORGANIZATIONS. "Organizations" has become a classic work and a seminal book in organization theory. Written by two of the world's most important contributors to the field, one a Nobel Prize winner, it is an essential reference for every

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serious student of organizations. 287 PP., James March and Herbert Simon

HD31.M628 1996

IMAGES OF ORGANIZATION. [2nd Edition] 496 PP., Gareth Morgan

HD31.M6281 1997

TEACHING NOTES: TO ACCOMPANY IMAGES OF ORGANIZATION AND CREATIVE ORGANIZATION THEORY. [2nd Edition] These are notes to accompany the book, "IMAGES OF ORGANIZATION". Gareth Morgan and Asaf Zohar

HD38.4.P56 1993

END OF BUREAUCRACY AND THE RISE OF THE INTELLIGENT ORGANIZATION, THE. Everyone complains about bureaucracy--this book shows what can be done to replace it with more humane and effective systems of organization. The Pinchots describe effective organizations that fully utilize the intelligence of all employees, not just those at the top. 399 PP., Gifford Pinchot and Elizabeth Pinchot

HD38.M612 1997

IMAGIN-I-ZATION: NEW MINDSETS FOR SEEING, ORGANIZING, AND MANAGING. "Imaginization" is a way of thinking and organizing. It is a key managerial skill that will help you understand and develop your own creative potential, and find innovative solutions to difficult problems. 350 PP., Gareth Morgan

HD58.7.07355 1990

ORGANIZATIONAL CLIMATE AND CULTURE. Reveals how examining climate and culture together can advance understanding of the behavior of individuals within organizations, as well as overall organizational performance in such diverse areas as financial planning, marketing, and human resource development. 449 PP., Benjamin Schneider

HD58.7.B58 1989

EMPOWERED MANAGER, THE: POSITIVE POLITICAL SKILLS. Managers and other employees who pick up, The Empowered Manager, won't just be reading about management. They'll be harvesting timeless tips from a master of business thinking. And they'll be uncovering a road map that leads to enhanced effectiveness and job satisfaction. 204 PP., Peter Block

HD58.7.H3683 1993

UNDERSTANDING ORGANIZATIONS: HOW UNDERSTANDING THE WAYS ORGANIZATIONS ACTUALLY WORK CAN BE USED TO MANAGE THEM BETTER. Long a bestseller in the United Kingdom, this classic text offers an illuminating discussion of key concepts of concern to all managers: culture, motivation, leadership, power, role-playing and working in groups. What the successful manager knows intuitively, Charles Handy puts into words. 448 PP., Charles Handy

HD58.7.H376 1988

ABILENE PARADOX AND OTHER MEDIATIONS ON MANAGEMENT, THE. The author recounts the story behind the title with the purpose of explaining why people and organizations often make decisions that are at odds with their true collective purpose. Jerry B. Harvey

HD58.7.H45 1993

MANAGEMENT OF ORGANIZATIONAL BEHAVIOR: UTILIZING HUMAN RESOURCES. [6th Edition] 536 PP., Paul Hersey and Kenneth Blanchard

HD58.7.L477 2000

SOUL AT WORK, THE: LISTEN...RESPOND...LET GO. Briefly, "complexity science" refers to how things interact with each other in the natural world. Lewin and Regine, respected academics and authors, attempt to build on this model, pointing out its applications in the business world. The world is often chaotic, though properly challenged people can often surmount and even thrive amidst the chaos. 336 PP., Roger Lewin and Birute Regine

HD58.7.P42 1993

WORLD WAITING TO BE BORN, A: CIVILITY REDISCOVERED. "A World Waiting to Be Born" is the author's long-

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awaited major new work of nonfiction, and it brings us the most urgent messages and the most important guidance toward change Dr. Peck has ever offered. 384 PP., Scott M. Peck

HD58.7.S33 1992

ORGANIZATIONAL CULTURE AND LEADERSHIP. [1st and 2nd Editions] Schein shows how to identify, nurture, and shape the cultures of organizations in any stage of development, and presents critical new learning's and practices in the field, including additional work on subcultures. The result is a vital aid to understanding and practicing organizational effectiveness. 380 PP., Edgar H. Schein

HD58.7.S48 1997

TRUST IN THE BALANCE: BUILDING SUCCESSFUL ORGANIZATIONS ON RESULTS, INTEGRITY, AND CONCERN. This book should be on the must-read list for any leader who is contemplating reorganization, downsizing, or a move to shared leadership. 223 PP., Robert Bruce Shaw

HD58.82.D38 1998

WORKING KNOWLEDGE: HOW ORGANIZATIONS MANAGE WHAT THEY KNOW. Drawing on their work with more than 30 knowledge-rich firms, the authors-examine how all types into market value. 224 PP., Thomas H. Davenport and Laurence Prusak

HD58.9.S73 1990

APPRECIATIVE MANAGEMENT AND LEADERSHIP: THE POWER OF POSITIVE THOUGHT AND ACTION IN . Shows how executives can introduce, nurture, and develop human values in organizational life. Explores modes of thought and processes of leadership that stimulate cooperation and enhance creativity in working toward common organizational goals. 480 PP., Suresh Srivastva and David L. Cooperrider, and Associates

HD59.B93 1991

ZAPP! THE LIGHTNING OF EMPOWERMENT. Empowerment is the answer, and it's easier to achieve than you may think. In this motivating book you will find specific strategies designed to help you empower your employees daily. 224 PP., W. C. Byham and Jeff Cox

HD70.U5M54 1994

FRAMEBREAK: THE RADICAL REDESIGN OF AMERICAN BUSINESS. The authors propose a strikingly new design for organizations based around four conceptual dimensions: knowledge and learning; recovery and development; world service and spirituality; and operations. Each dimension analyzes, interprets, and responds to the organization and the outside world from a different perspective. 155 PP., Ian I. Mitroff, et al

HF5549.5.M63M368 1991

WHY THIS HORSE WON'T DRINK: HOW TO WIN AND HOW TO KEEP EMPLOYEE COMMITMENT. Ken Matejka

HM131.P1450 1997

POWER PRINCIPLE, THE: INFLUENCE WITH HONOR. Blaine Lee

HN65.L365 1991

NEW INDIVIDUALISTS, THE: THE GENERATION AFTER THE ORGANIZATION MAN. In 1956 W.H. Whyte, Jr. published "The Organization Men". With the aid of Whyte's notes and his research and searching of the offspring of the original focus group; what they found was this group of baby boomers are redefining both organizational and individualism, with profound consequences. Paul Leinberger

JK421.N34 1996

BEST-KEPT SECRETS IN GOVERNMENT: HOW THE CLINTON ADMINISTRATION IS REINVENTING THE WAY WASHINGTON WORKS. In this highly readable report, the fourth in a series by the National Performance Review, the former VP reveals some new government secrets, chief of which is that the government is now costing less and working better. Former Vice President, Al Gore

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Organizational Development

HD58.82.L53 2000

BUILDING ORGANIZATIONAL INTELLIGENCE: A KNOWLEDGE MANAGEMENT PRIMER. A book/CD-ROM for executives, managers, systems analysts, and other knowledge management professionals, describing the concepts and tools associated with storing, managing, distributing, and retrieving information. 141 PP., Jay Liebowitz

HD30.28.E33 1993

ADDING VALUE: A SYSTEMATIC GUIDE TO BUSINESS-DRIVEN MANAGEMENT AND LEADERSHIP. Gerard Egan

HD30.285.J66 1995

SAY IT AND LIVE IT: THE 50 CORPORATE MISSION STATEMENTS THAT HIT THE MARK. Say It and Live It is the first collection of the most intriguing corporate mission statements, and will be an invaluable source for individuals who are beginning to think about and write their own corporate mission statements. 266 PP., Patricia Jones and Larry Kahaner

HD31.N53 1993

LIVING ORGANIZATION, THE: TRANSFORMING TEAMS INTO WORKPLACE COMMUNITIES. The Living Organization is a powerful new way of turning around a disenchanted workforce that has lost faith in management fads. This guide lays out a blueprint for the transformation of your organization into a workplace community with real-world examples and a how-to strategy. 300 PP., John Nirenberg

HD38.A27 1994

DEMOCRATIC CORPORATION, THE: A RADICAL PRESCRIPTION FOR RECREATING CORPORATE AMERICA AND REDISCOVERING SUCCESS. Ackoff explodes a number of business notions and introduces organizational structures that can give a competitive edge. He cites examples from prominent companies such as General Motors, IBM, Kodak, Alcoa, Dupont, and others. 272 PP., Russell L. Ackoff

HD38.L73 1995

T-FORM ORGANIZATION, THE: USING TECHNOLOGY TO DESIGN ORGANIZATIONS FOR THE 21st CENTURY. Henry C. Lucas, Jr., goes beyond mere description to show how managers can use information technology (IT), combined with conventional approaches to organizational design, to create a technologically-based "T-Form" organization. 253 PP., Henry C. Lucas,

HD4904.B4 2003

MAXIMIZING THE HUMAN CAPITAL: GETTING THE JOB DONE THROUGH EMPLOYEE EMPOWERMENT IN THE FEDERAL GOVERNMENT. This guide provides the opportunity for agencies to meet challenge not through organizational changes, policy issuances and strategic plans, but through a step-by-step process of employee empowerment. Kenneth Burger and Alvin Ray

HD4928.G34B45 1991

GAIN SHARING: THE NEW PATH TO PROFITS AND PRODUCTIVITY. 216 PP., John G. Belcher

HD4928.S10 1993

ORGANIZATIONAL VISION, VALUES AND MISSION: BUILDING THE ORGANIZATION OF TOMORROW. Develop organizational vision, values, and mission to build team spirit and productivity. 100 PP., Cynthia Scott, et al

HD50.5.M36 1996

CREATING AN "OPEN BOOK" ORGANIZATION:...WHERE EMPLOYEES THINK AND ACT LIKE BUSINESS PARTNERS. This book delivers an integrated approach that you can begin using today as a blueprint for transformation. You'll also discover a wealth of real-world examples, checklists, graphs, and charts to help facilitate your efforts and get you up to speed quickly. 300 PP., Thomas J. McCoy

HD5650.L354 1992

ULTIMATE ADVANTAGE, THE: CREATING THE HIGH-INVOLVEMENT ORGANIZATION. The Ultimate Advantage is an informed and detailed overview of how an organization must be designed to encourage innovation, increase

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cost-effectiveness, and deliver enhanced quality, customer service, and speed. 371 PP., Edward E. Lawler

HD58..9.B43 2001

HR SCORECARD, THE: LINKING PEOPLE, STRATEGY, AND PERFORMANCE. This book demonstrates how improved measurements play a vital role in linking human resource initiatives to business strategies and to significant increases in shareholder value. Brian E. Becker, et al

HD58.8.C12 2000

POSSIBILITIES LEADER, THE. 200 PP., Robert R. Carkhuff and Bernard G. Berenson

HD58.8.F76 1984

ORGANIZATION DEVELOPMENT: BEHAVIORAL SCIENCE INTERVENTIONS FOR ORGANIZATION IMPROVEMENT. This edition reflects recent developments in OD usage, its expansion into new areas, current research, and an evaluation of OD's capabilities and limitations. The authors address the rapidly changing context of globalization, intensified competition and collaboration, and high-interest matters such as Total Quality Management (TQM) and large-scale organizational change. 352 PP., Wendell L. French and Cecil H. Bell, Jr.

HD58.82.B78 1996

AN UNUSED INTELLIGENCE: PHYSICAL THINKING FOR 21ST CENTURY LEADERSHIP. This book contains a revolutionary approach to the mind-body connection in business. It combines the classic wisdom of the martial art aikido, the unrestrained exploration of Outward Bound, and the management of personal and collective energy in the workplace--with remarkable results at every level. 260 PP., Andy Bryner and Dawna Markova

HD58.82.K10 1994

REFLECTIONS: ON CREATING LEARNING ORGANIZATIONS. 124 PP., Kellie T. Wardman, Editor

HD58.82.L4 1995

LEARNING ORGANIZATIONS: DEVELOPING CULTURES FOR TOMORROW'S WORKPLACE. Learning Organizations: Developing Cultures for Tomorrow's Workplace contains essays by thirty-nine of the most respected practitioners and scholars on this topic. This definitive collection of essays is rich in concept and theory as well as application and example. 571 PP., Sarita Chawla and John Renesch, Editors

HD58.9.A447 1994

NORTHBOUND TRAIN, THE: FINDING THE PURPOSE, SETTING THE DIRECTION, SHAPING THE DESTINY OF YOUR ORGANIZATION. The author provides advice for exactly how to lead your company (or your portion of the company) in the right direction and how to reward employees based on their real, verifiable contributions to that end-of-the-track goal. Is your company ready? 213 PP., Karl Albrecht

HD58.9.B45 1997

ORGANIZING GENIUS: THE SECRETS OF CREATIVE COLLABORATION. The authors discuss how Great Groups believe both that they're underdogs up against a powerful foe and that they're bound to succeed. Organizing Genius also illuminates the roles of a Great Group leader as a gatherer of talent, a source of inspiration, and a bridge to the outside world. 256 PP., Warren Bennis and Patricia W. Beiderman

HD58.9.C36 1989

BENCHMARKING: THE SEARCH FOR INDUSTRY BEST PRACTICES THAT LEAD TO SUPERIOR PERFORMANCE. Author Robert C. Camp guides you through all phases of the 10-step benchmarking process, from planning to maturity. It also contains case study examples from Xerox's successful benchmark of L.L. Bean and over 50 tables and figures. 299 PP., Robert C. Camp

HD58.9.I467 1996

IMPROVEMENT GUIDE, THE: A PRACTICAL APPROACH TO ENHANCING ORGANIZATIONAL PERFORMANCE. The Improvement Guide offers a fundamental approach that promotes integrated activities designed to eliminate quality problems, reengineer systems to reduce costs, and create new products and services to increase demand. 370 PP., Gerald J. Langley, et al

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HD58.9.J22 1990

DIAGNOSING CLIENT ORGANIZATIONS [Volume III]. Conrad Jackson

HD58.9.J23 1992

INTERVENING IN CLIENT ORGANIZATIONS [Volume IV]. Conrad Jackson

HD58.9.J24 1994

EVALUATING ORGANIZATION DEVELOPMENT INTERVENTIONS. [Volume V] Conrad Jackson

HD58.9.S384 1996

POWER OF OPEN-BOOK MANAGEMENT, THE: RELEASING THE TRUE POTENTIAL OF PEOPLE'S MINDS, HEARTS, AND HANDS. Practical, comprehensive, and in many ways, inspirational, The Power of Open-Book Management gives executives, managers, and team leaders the tools for initiating a direct route to greater profitability and growth. 288 PP., John P. Schuster, et al

HD58.9.V63 1990

EMPOWERMENT IN ORGANIZATIONS: HOW TO SPARK EXCEPTIONAL PERFORMANCE. 246 PP., Ken Murrell and Judith Vogt

HD58.9.W66 1990

UNBLOCKING YOUR ORGANIZATION. 234 PP., Mike Woodcock and Francis Woodcock

HD62.15.B368 1994

FAST FOCUS ON TQM: A CONCISE GUIDE TO COMPANYWIDE LEARNING. This book can help people at all levels to understand and be a part of a results-producing learning strategy. 187 PP., Derm Barrett

HD6490.O72U66D 1997

ORGANIZING TO WIN: NEW RESEARCH ON UNION STRATEGIES. At a time when the American labor movement is mobilizing for a major resurgence through new organizing, here, at last, is a book about research on union organizing strategies. 368 PP., Kate Bronfenbrenner, et al, Editors

HD69.C6S28 1987

PROCESS CONSULTATION: LESSONS FOR MANAGERS AND CONSULTANTS [Volume II]. Edgar H. Schein

HD69.C6S281 1988

PROCESS CONSULTATION: ITS ROLE IN ORGANIZATIONAL DEVELOPMENT. [Volume I/2nd Edition.] This book was originally written to communicate to my academic colleagues what I did when I went off to work with a company and to describe for consultants and managers my view of important events that occurred in organizations.. 204 PP., Edgar H. Schein

HF5415.12.J3.J63 1996

RELENTLESS: THE JAPANESE WAY OF MARKETING. Johnny K. Johansson and Ikujiro Nonaka

HF5415.R54369 1993

22 IMMUTABLE LAWS OF MARKETING, THE: VIOLATE THEM AT YOUR OWN RISK. Combining a wide-ranging historical overview with a keen eye toward the future, the authors have brought to light 22 superlative tools and innovative techniques for the international marketplace. The examples, commonsense suggestions, of these two marketing consultants are nothing less than laws by which companies will flourish or fail. 128 PP., Al Ries and Jack Trout

HF5548.8.L963 1989

STRATEGY OF THE DOLPHIN: SCORING A WIN IN A CHAOTIC WORLD. This is a "how to manage better" book, written by two members of the Brain Technologies Corporation, a corporate consulting firm. Even though the underlying theory is covered in many other books, the combination of metaphor with illustrations and quotes by famous people might appeal to certain clientele more than other "drier" works. 324 PP., Dudley Lynch and Paul L. Kordis

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HF5549.M93 1990

EVERY EMPLOYEE A MANAGER. Scott M. Myers

HF5549.R10F10 2000

ORGANIZATIONAL ASSESSMENT: DIAGNOSIS AND INTERVENTION. Rolf E. Rogers and Jane Y. Fong

HF5549.S36 1991

EMPOWERMENT: A PRACTICAL GUIDE FOR SUCCESS. Cynthia Scott and Dennis Jaffe

JK469.083 1992

REINVENTING GOVERNMENT: HOW THE ENTREPRENEURIAL SPIRIT IS TRANSFORMING THE PUBLIC SECTOR. Reinventing Government is both a call to arms in the revolt against bureaucratic malaise and a guide to those who want to build something better. It shows that there is a third way: that the options are not simply liberal or conservative, but that our systems of governance can be fundamentally reframed; that a caring government can still function as efficiently as the best-run businesses. David Osborne and Ted Gaebler

Performance Management

HD31.S6924 2003

FROM COST TO PERFORMANCE MANAGEMENT: A BLUEPRINT FOR ORGANIZATIONAL DEVELOPMENT. This text provides application-based guidance for molding the best of today's cost and performance management methods into a unified cost/performance approach that fits your organization's needs, readiness, and identity. 352 PP., Catherine Stenzel

HD551.J359 1996

DELIVERING EXCEPTIONAL PERFORMANCE: ALIGNING THE POTENTIAL OF ORGANIZATIONS, TEAMS AND INDIVIDUALS. Delivering Exceptional Performance provides a powerful framework with which to review and align your business in the context of the changing environment. It places special emphasis on the organization's most valuable asset - the individuals and teams and the knowledge they possess. 256 PP., Pam Jones, et al

HD56.F829 1997

MANAGING PERFORMANCE IMPROVEMENT PROJECTS: PREPARING, PLANNING, AND IMPLEMENTING. Develop skills to effectively manage your budget, time, and the quality of work on human performance technology projects. The author leads you through the steps of successful project management. All the essential aspects of project development are addressed, and the process is broken down into three main areas: preparing, planning, and implementing. 236 PP., Jim Fuller

HD5660.B10 2002

ZAP THE GAPS! TARGET HIGHER PERFORMANCE AND ACHIEVE IT! Zap the Gaps! offers an entertaining and memorable parable that suggests innovative approaches to both management and customer service. Using mnemonic devices and catchy stories, Blanchard and his coauthors reveal the secrets behind performance improvement. Ken Blanchard, et. al.

HD58.9.F58 1993

BENCHMARKING STAFF PERFORMANCE: HOW STAFF DEPARTMENTS CAN ENHANCE THEIR VALUE TO THE CUSTOMER. Jac Fitz-enz breaks new ground by showing how to apply benchmarking techniques - typically used for line functions in manufacturing - to measure the added value of staff. 218 PP., Jac Fitz-enz

HD58.9.N58 2002

BALANCED SCORECARD STEP BY STEP: MAXIMIZING PERFORMANCE AND MAINTAINING RESULTS. This remarkable tool provides the crucial link in turning strategy into action at every level of the organization and translates all-important intangible assets such as intellectual capital, customer relationships, and innovation into real value. 352 PP., Paul R. Niven

HD58.9.P65 2003

MEASURING PERFORMANCE IN PUBLIC AND NONPROFIT ORGANIZATIONS. This book addresses three key components of organizational self-assessment: the technical aspects of performance measurement, the key strategic aspects, and strategic planning. 320 PP., Theodore H. Poister

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HD58.L10 1998

FEDERAL MANAGER'S GUIDE TO MEASURING ORGANIZATIONAL PERFORMANCE, THE. 54 PP., Norman LaCharite'

HD66.A85 1997

TEAM PERFORMANCE ASSESSMENT AND MEASUREMENT: THEORY, METHODS AND APPLICATIONS. The volume presents a collection of recent thoughts on measuring team performance by experts currently working with teams in such capacities as training, evaluation, and process consultation. The book presents, in one place, much of the current wisdom about the measurement of team performance. 370 PP., Michael T. Brannick, et al

HF5549.5.C12 1994

HUMAN TOUCH PERFORMANCE APPRAISAL, THE. The Human Touch Performance Appraisal, focuses on the process of conducting performance appraisals, not the paperwork or the "form." Applying the human touch helps managers get the most from their employees; it is a way to identify and focus on employees' goals, needs, and expectations. Managers who implement the human touch build on their employees' strengths and help them reach their true potential. 95 PP., Charles Cadwell

HF5549.5.OPM01 1998

ADDRESSING AND RESOLVING POOR PERFORMANCE: A GUIDE FOR SUPERVISORS. United States Office of Personnel Management

HF5549.5.P35R67 1998

FIRST THINGS FAST: A HANDBOOK FOR PERFORMANCE ANALYSIS. This book is a hands-on guide to planning and consultation, with an emphasis on tools, tales, templates, speed, sources, and systems. First Things Fast is the quick start you need to surmount resistance to investigating performance. You'll get job aids, design templates, and implementation examples that direct you through the basics of performance analysis. 241 PP., Allison Rossett

HF5549.5.P37H36 1992

HANDBOOK OF HUMAN PERFORMANCE TECHNOLOGY: A COMPREHENSIVE GUIDE FOR ANALYZING AND SOLVING PERFORMANCE PROBLEMS IN ORGANIZATIONS. In forty-four original chapters, leading researchers and practitioners offer a state-of-the-art perspective on the evolving field of HPT--a study of technologies designed to enhance human performance and capabilities in the workplace. 864 PP., Harold D Stolovitch and Erica J Keeps

HF5549.5.R3C63 1994

EFFECTIVE PERFORMANCE MANAGEMENT. A manager's guide to planning department and employee objectives, appraising progress, establishing priorities, and ensuring that employees understand their roles in the organization's overall mission. Features tips for coaching workers to improved performance levels. 100 PP., Sheila J. Costello

HF5549.5.R3E33 1996

360-DEGREE FEEDBACK: THE POWERFUL MODEL FOR EMPLOYEE ASSESSMENT AND PERFORMANCE IMPROVEMENT. Mark R. Edwards and Ann J. Ewen

HF5549.5.R3N4 2003

EFFECTIVE PHRASES FOR PERFORMANCE APPRAISALS. With the assistance of this guide, now in its eighth edition, every manager can effectively appraise employee performance. Here are over two thousand professionally written phrases which will clearly describe job performance. This valuable guide will make the completion of performance appraisals fast, easy and accurate. James E. Neal, Jr.

HF5549.5.R3W10 1993

FEDERAL MANAGER'S GUIDE TO IMPROVING EMPLOYEE PERFORMANCE, THE. 106 PP., William Wiley

HF5549.5.U10 2002

GE WORK-OUT, THE: HOW TO IMPLEMENT GE'S REVOLUTIONARY METHOD FOR BUSTING BUREAUCRACY AND ATTACKING ORGANIZATIONAL PROBLEMS - FAST! Dave Urlich, et. al.

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HF5549.FAA12 1997

SUPERVISOR'S GUIDE TO ADDRESSING PERFORMANCE PROBLEMS, A. Federal Aviation Administration
Office of Human Resource

HF5549.PPRS 1996

PERFORMANCE PLANNING AND RECOGNITION SYSTEM. Department of Transportation and Federal Aviation
Administration

HF5549.S10 1996

PERFORMANCE MANAGEMENT: PERFORMANCE STANDARDS AND YOU. Ralph R. Smith and Dennis K. Reischl

LB1050.45.T10 1999

PERFORMANCE IMPROVEMENT THEORY AND PRACTICE. Richard Torraco, Editor

Personnel Management

HD3334.FEND02 1999

YOUR FURLOUGH GUIDE. 32 PP., Don Mace and Eric Yoder, Editors

HD5658.FEND01 1997

YOUR BUYOUT OFFER: WHAT YOU NEED TO KNOW. 32 PP., Federal Employee News Digest, Inc.

HD5724.FPG13 2000

2000 FEDERAL PERSONNEL GUIDE: EMPLOYMENT, PAY, BENEFITS, CIVIL SERVICE, POSTAL SERVICE.
Key Communications Group

HD58.9.FEND06 1998

YOUR LEAVE: HOW TO EARN IT AND HOW TO USE IT. Federal Employee News Digest, Inc.

HF5530.FEND12 1998

TAKE CHARGE OF YOUR FEDERAL CAREER: A PRACTICAL, ACTION-ORIENTED CAREER MANAGEMENT
WORKBOOK FOR FEDERAL EMPLOYEES. Dennis Damp

HF5549.F7449 1998

DELIVERING ON THE PROMISE: HOW TO ATTRACT, MANAGE, AND RETAIN HUMAN CAPITAL.
Brian Friedman, et al

HG4028.FEND03 1998

YOUR PAY. Federal Employee News Digest, Inc.

HQ1008.FEND13 1995

YOUR THRIFT SAVINGS PLAN. Michael J. Sullivan

HQ1046.M10 2002

CSRS: RETIREMENT PLANNING GUIDE. FedWeek

HQ1046.M11 2002

FERS: RETIREMENT PLANNING GUIDE. FedWeek

HQ1064.FEND05 1996

YOUR CSRS RETIREMENT: HOW TO PREPARE FOR IT HOW TO ENJOY IT. Federal Employee News Digest, Inc.

JK671.F41 2001

FEDERAL EMPLOYEES ALMANAC 2001. In this book you will find information on the following: Pay, Benefits,
Medical insurance, Thrift savings plan, Life insurance, Leave of absence, Voluntary separation incentives, Taxation of federal
payments and benefits, Legal trends and rulings, Relocation allowances , Sick leave, Medicare, CSRS and FERS retirement ,

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Systems, Workplace policies and practices, Grades and classifications, Employment policies and procedures, Divorce and separation, Social security benefits, Agency roles and responsibilities, Early retirements and buyouts, Demonstration projects, and more. Federal Employees News Digest, Inc.

KF750.FEND10 1997

YOUR FINANCIAL GUIDE: THE ESTATE AND FINANCIAL PLANNER FOR FEDERAL AND POSTAL EMPLOYEES. Federal Employee News Digest, Inc.

PMI.10.FPMI10 1996

UNDERSTANDING THE FEDERAL RETIREMENT SYSTEMS. FPMI Communications

T22.FEND07 1996

UNDERSTANDING SURVIVOR BENEFITS: A GUIDE FOR CSRS EMPLOYEES. Reginald M. Jones, Jr.

T22.FEND08 1996

UNDERSTANDING SURVIVOR BENEFITS: A GUIDE FOR FERS EMPLOYEES. Federal Employee News Digest, Inc.

T22.FEND11 1997

INCREASE YOUR CSRS RETIREMENT INCOME: A GUIDE TO THE VOLUNTARY CONTRIBUTION PROGRAM
Reginald M. Jones, Jr.

Planning

JK468.P75P76 1999

POSITIVE OUTCOMES: RAISING THE BAR ON GOVERNMENT REINVENTION. This book presents an argument that public governmental administration should be conducted more along the lines of a business enterprise. The authors' cover strategy, tactics, outcome monitoring, and risk evaluation. Included are four case studies on the federal and state levels demonstrating some of the principles discussed earlier. 306 PP., Ted Gaebler and John Blackman, et al

HD30.2.E76 1993

MANAGING INFORMATION STRATEGICALLY: INCREASE YOUR COMPANY'S COMPETITIVENESS AND EFFICIENCY BY USING INFORMATION AS A STRATEGIC TOOL. The authors emphasize that organizations must learn to view information itself as a potent tool - and manage it as a resource that is more strategically important than labor or capital. They show how active management of information is required to define customers and market segments and discover the full nature of the competition. 272 PP., James McGee and Laurence Prusak

HD30.2.G10 2002

MAKING STRATEGY WORK: THE EMPLOYEE HANDBOOK FOR IMPLEMENTING STRATEGY. The author makes the difficulties of organizational change, strategy implementation, productivity improvement, and bottom-line results understandable and actionable for all employees. 234 PP., Tim Gaplin

HD30.28.A54 1986

PRACTICAL STRATEGIC PLANNING: A GUIDE AND MANUAL FOR LINE MANAGERS. Anthony presents current thinking and research on strategic planning in a usable, concise, and practical form. He offers concrete examples and field-tested methods and presents a synthesis of current research findings, writings, and experiences. 217 PP., William P. Anthony

HD30.28.B10 1993

STRATEGY FORMULATION FOR GENERAL MANAGERS. [2nd Edition] A strategy guide for establishing corporate 120 PP., Henry H. Beam

HD30.28.B349 1990

CORPORATE IMAGINATION PLUS: FIVE STEPS TO TRANSLATING INNOVATIVE STRATEGIES INTO ACTION. The author presents the creative planning process in a clear and ordered manner complete with many illustrative examples. 313 PP., James F. Brandrowski

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HD30.28.B42 1993

STRATEGIC PLANNING THAT MAKES THINGS HAPPEN: GETTING FROM WHERE YOU ARE TO WHERE YOU WANT TO BE. The author traces business changes in the 20th century and the strategic planning responses. He then looks toward the future and lays out a process for companies to chart their course to success. 300 PP., William C. Bean

HD30.28.B454 1990

MASTERING THE POLITICS OF PLANNING: CRAFTING CREDIBLE PLANS AND POLICIES THAT MAKE A DIFFERENCE. 314 PP., Guy Benveniste

HD30.28.B79 1995

STRATEGIC PLANNING FOR PUBLIC AND NONPROFIT ORGANIZATIONS: A GUIDE TO STRENGTHENING AND SUSTAINING ORGANIZATIONAL ACHIEVEMENT. Shows leaders and managers of public and nonprofit organizations both how and why they should use strategic planning to improve the performance of their organizations. 324 PP., John M. Bryson

HD30.28.D57 1993

DISCOVERING COMMON GROUND: HOW FUTURE SEARCH CONFERENCES BRING PEOPLE TOGETHER TO ACHIEVE BREAKTHROUGH INNOVATION. This book brings together cases from around the world on a breakthrough approach to strategic planning, empowerment, consensus building, and whole systems improvement. 442 PP., Marvin R. Weisbord

HD30.28.F10 1989

TAKING CHARGE: A PERSONAL GUIDE TO MANAGING PROJECTS AND PRIORITIES. 78 PP., Michael E. Feder

HD30.28.G46 1995

SCENARIO-DRIVEN PLANNING: LEARNING TO MANAGE STRATEGIC UNCERTAINTY. Scenario-driven planning is a management technology for strategy design that employs computed or "strategic" scenarios to improve the quality of managerial thinking. Strategic scenarios—the outcomes of modeling strategic situations—produce insight much richer than that expected from environmental scenarios alone. 396 pp., Nicholas C. Georgantzas and William Acar

HD30.28.G66 1993

APPLIED STRATEGIC PLANNING: HOW TO DEVELOP A PLAN THAT REALLY WORKS. Both incisive and fun to read, Applied Strategic Planning makes many of its points using humorous drawings, anecdotes, and cartoons – many of which come directly from the experiences of top companies before they had a workable strategic plan in effect. 379 PP., Leonard Goodstein, et al

HD30.28.H3338 2000

SYSTEMS THINKING APPROACH TO STRATEGIC PLANNING AND MANAGEMENT, THE. This book presents the first practical application of "systems thinking", a concept first introduced by Peter Senge in the Fifth Discipline. It provides a unique Systems Thinking Approach that places equal emphasis on planning, strategies, and change management processes in support of customer satisfaction. 392 PP., Stephen G. Haines

HD30.28.I45 1994

JUMPING THE CURVE: INNOVATION AND STRATEGIC CHOICE IN AN AGE OF TRANSITION. Having devised successful strategies for managing throughout the chaos of new eras, the authors show leaders ways to "jump the curve" to a new way of thinking. Concrete examples from interviews, with thousands of managers, represent a wide variety of industries that stretch around the world and have broad implications for new organizations. 324 PP., Nicholas Imparato

HD30.28.K3544 2000

STRATEGY-FOCUSED ORGANIZATION, THE: HOW BALANCED SCORECARD COMPANIES THRIVE IN THE NEW BUSINESS ENVIRONMENT. Introduces a new approach to managing a business that makes strategy a continuous process owned by everyone, not just top management. Draws from more than 20 in-depth case studies of major companies, showing how to create a new management system that puts strategy at the center of key operations. 400 PP., Robert S. Kaplan and David P. Norton

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HD30.28.M3536 1999

ALL THE RIGHT MOVES: A GUIDE TO CRAFTING BREAKTHROUGH STRATEGY. All the Right Moves offers concrete advice for thinking through the tough choices that all business strategists must face. It distills the important elements of strategy into an easy-to-follow system for crafting today's - and tomorrow's - breakthrough business strategies. 220 PP., Constantinos C. Markides

HD30.28.M437 1988

STRATEGIC PLANNING: DEVELOPMENT AND IMPLEMENTATION. 404 PP., Bonita Melcher and Harold Kerzner

HD30.28.M653 1996

MORRISEY ON PLANNING: A GUIDE TO LONG-RANGE PLANNING. This book provides the practical thinking and guidance you need to bring your intentions to reality. 109 PP., George L. Morrisey

HD30.28.M6537 1996

MORRISEY ON PLANNING: A GUIDE TO STRATEGIC THINKING: BUILDING YOUR PLANNING FOUNDATION. This guide will help you establish the foundation for leading your organization on its strategic journey. It is must reading for any forward-thinking management team. 119 PP., George L. Morrisey

HD30.28.M654 1996

MORRISEY ON PLANNING: A GUIDE TO TACTICAL PLANNING: PRODUCING YOUR SHORT-TERM RESULTS. George Morrisey--long recognized as a leading expert in the areas of planning and strategic thinking--offers his insights into how planning actually works in organizations. 132 PP., George L. Morrisey

HD30.28.P10 1990

CREATING SHARED VISION: THE STORY OF A PIONEERING APPROACH TO ORGANIZATIONAL REVITALIZATION. This book portrays the process of groups of people sharing responsibility for creating an organization's vision. 125 PP., Marjorie Parker

HD30.28.P379 1989

SHAPING STRATEGIC PLANNING: FROGS, DRAGONS, BEES AND TURKEY TAILS. 300 PP., Pfeiffer, et al

HD30.28.R418 1990

READINGS IN STRATEGIC MANAGEMENT. [3rd Edition] Thompson/Strickland READINGS is the soft cover readings component of this market-leading strategic management package. The readings reflect current thought in strategic management. 511 PP., A. A. Thompson and William Fulmer

HD30.28.R634 1993

STRATEGY PURE AND SIMPLE: HOW WINNING CEO'S OUTTHINK THEIR COMPETITION. In this bold, groundbreaking book, the popular author who coined the phrase "strategic thinking" shows you how to create and sustain a winning corporate strategy for your organization - no matter what its present size or current level of success. 228 PP., Michel Robert

HD30.28.S316 1991

ART OF THE LONG VIEW, THE: PLANNING FOR THE FUTURE IN AN UNCERTAIN WORLD. It is the hopes and fears that affect us in planning for a better future. Only stories, scenarios and our ability to visualize different kinds of futures adequately capture these intangibles of life. This book gives you the tools for developing a strategic vision. 272 PP., Peter Swartz

HD30.28.S54 2000

NO NONSENSE PLANNING. 170 PP., Richard Sloma

HD30.28.S72 1997

STRATEGIC PLANNING: WHAT EVERY MANAGER MUST KNOW. An invaluable resource for top and middle-level executives, Strategic Planning continues to be the foremost guide to this vital area of business management. 383 PP., George Steiner

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HD30.28.S7292 1991

STRATEGY: SEEKING AND SECURING COMPETITIVE ADVANTAGE. This collection of HBR articles offers insight and practical advice from leaders in the field. They demonstrate that strategic planning can be lean, efficient, and productive. This collection also provides managers with the best thinking available on how to make the critical decisions that determine business success. 475 PP., Cynthia A. Montgomery and Michael E. Porter, Editors

HD30.28.S7345 1986

STRATEGIC PLANNING: SELECTED READINGS. 525 PP., J. William Pfeiffer, Editor

HD30.28.V56 1989

VISION IN ACTION: IMPLEMENTING YOUR STRATEGIC PLAN. Unlike much of the current literature on creating successful organizations, this is a practical, easy-to-use blueprint to guide strategy formulation and implementation. The authors, who run a management consulting company, identify eight driving forces for formulating strategy in a dynamic environment. 223 PP., B. B. Tregoe and J. W. Zimmerman

HD3028.Y10M11 1999

ACTION LEARNING: SUCCESSFUL STRATEGIES FOR INDIVIDUAL, TEAM, AND ORGANIZATIONAL DEVELOPMENT. Lyle Yorks, et al

HD31.N565 1993

PLAN OR DIE! 10 KEYS TO ORGANIZATIONAL SUCCESS. This book provides a highly flexible but very functional road map for firms which need to develop their own planning process. 178 PP., Timothy Nolan, et al

HD41.H24 1994

COMPETING FOR THE FUTURE. Authors Hamel and Prahalad challenge executives the world over to stop the unrewarding and ultimately dead-end process of downsizing and enter the dynamic realm of industry transformation. 57 PP., Gary Hamel and C.K. Prahalad

HD53.H353 2000

LEADING THE REVOLUTION. This book is an impassioned call for revolutionary activists to shake the foundations of their companies' beliefs and move from a linear age of getting better, smarter, and faster, to a nonlinear age of becoming different. 333 PP., Gary Hamel

HD56.K35 1996

BALANCED SCORECARD, THE: TRANSLATING STRATEGY INTO ACTION. Here is the book - by the recognized architects of the Balanced Scorecard - that shows how managers can use this revolutionary tool to mobilize their people to fulfill the company's mission. Robert S. Kaplan and David P. Norton

HD60.213.H63 1994

TECHNOLOGY PAYOFF, THE: HOW TO PROFIT WITH EMPOWERED WORKERS IN THE INFORMATION AGE. A guide to action for senior executives faced with important technology decisions. What every executive and manager should know about information technology. 288 PP., Gerald M. Hoffman

HD69.075P733 1998

PROJECT MANAGEMENT INSTITUTE: PROJECT MANAGEMENT HANDBOOK. This book takes a critical look at the technical, organizational, administrative, and interpersonal elements of this burgeoning field. In clear, readable language, more than twenty-five project management experts in the fields of academia, consulting, and private industry provide guidance that is both accessible to novices and rich with new insights for seasoned professionals looking to improve their project management processes. 468 PP., Jeffery K. Pinto, Editor

HD69.P75E54 2003

CREATING THE PROJECT OFFICE: A MANAGER'S GUIDE TO LEADING ORGANIZATIONAL CHANGE. This book is written for managers who are searching for ways to transform their organizations into more effective and efficient project-based workplaces. As this book reveals, there is no effective way to make that change than to create a project office

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tailored to the needs of the organization. 336 PP., Paul C. Dinsmore, et al

HD69.P75F73 1994

NEW PROJECT MANAGEMENT, THE: TOOLS FOR AN AGE OF RAPID CHANGE, CORPORATE REENGINEERING, AND OTHER BUSINESS REALITIES. J. Davidson Frame

HD69.P75K47 1997

PROJECT MANAGEMENT: A SYSTEMS APPROACH TO PLANNING, SCHEDULING AND CONTROLLING. Skillful project management is the key to the successful completion of a project within budget and on schedule. The author covers everything imaginable, including case studies and problem sets designed to provide users with a measure of virtual experience not otherwise available to those new to the game. 1180 PP., Harold Kerzner

HD69.P75K494 2001

STRATEGIC PLANNING FOR PROJECT MANAGEMENT USING A PROJECT MANAGEMENT MATURITY MODEL. As more companies recognize the benefits that project management can provide to their "bottom line", the need for strategic planning for project management has been identified as a high priority. This book can be used as an introduction to research methods for project management benchmarking and continuous improvement. Harold Kerzner

HD69.P75P49 2001

PROJECT MANAGEMENT SCORECARD, THE: MEASURING THE SUCCESS OF PROJECT MANAGEMENT SOLUTIONS. This book is a welcome relief for anyone managing a project or multiple projects, as well as the trainers, human resource development staff, or supervisors charged with measuring, evaluating, and managing project managers. Jack J. Phillips, et al

HD69.T10 1991

DOWNSIZING WITHOUT DISASTER: A THOUGHTFUL APPROACH TO PLANNED WORKFORCE REDUCTION. Lynn Tylczak

T56.8.A7 1992

MANAGING HIGH-TECHNOLOGY PROGRAMS AND PROJECTS: A COMPLETE, PRACTICAL, AND PROVEN APPROACH TO MANAGING LARGE-SCALE PROJECTS WITH EMPHASIS ON THOSE INVOLVING ADVANCED TECHNOLOGY. It offers proven methodologies and professional guidance for managing any project or program from start to finish. Completely updated, revised, and improved to keep up with the changing world of project management, it covers all the new technologies and methodologies project managers rely on for success. 396 PP., Russell D. Archibald

T58.64.G34 2003

STRATEGIC INFORMATION MANAGEMENT: CHALLENGES AND STRATEGIES IN MANAGING INFORMATION SYSTEMS. [3rd Edition] The book provides a rich source of material reflecting recent thinking on the key issues facing executives in information systems management. It has been completely up-dated to reflect the rapid changes in IT. 625 PP., Robert D. Galliers and Dorothy E. Leidner, Editors

TS170.K56 1995

DESIGNING PRODUCTS AND SERVICES THAT CUSTOMERS WANT. In this book you will find ways to meet the marketplace demands for continuous improvement and constant innovation. Lead the way in developing customer-exciting products and services by implementing practical guidelines. 67 PP., Robert King

Presentations

HD59.Y32 1995

PUBLICITY AND MEDIA RELATIONS-CHECKLISTS: 59 PROVEN CHECKLISTS TO SAVE TIME, WIN ATTENTION, AND MAXIMIZE EXPOSURE WITH EVERY PUBLIC RELATIONS AND PUBLICITY CONTACT. This concise, easy-to-use compendium of publicity and media relations checklists is an essential tool for newcomers and veterans alike. Every major aspect of the field is covered in a user-friendly format that will be as useful for your first media contact as for your thousandth. 200 PP., David R. Yale

HF5718.22.A77 1991

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HOW TO PRESENT LIKE A PRO: GETTING PEOPLE TO SEE THINGS YOUR WAY. Lani Arredondo

HF5718.22.B43 1994

POWERFUL PRESENTATION SKILLS. Dennis Becker and Paula B. Becker

HF5734.5.A533 1994

MAKING MEETINGS WORK: HOW TO PLAN AND CONDUCT EFFECTIVE MEETINGS. 88 PP., Karen Anderson

HF5734.5.S57 1994

MEETINGS THAT WORK. Karen E. Silva

HM131.C10 1992

MEETINGS THAT WORK. Marlene Caroselli

HM131.C11 1993

MEETINGS THAT WORK! A PRACTICAL GUIDE TO SHORTER AND MORE PRODUCT MEETINGS. Richard Chang and Kevin Kehoe

HM131.D68 1976

HOW TO MAKE MEETINGS WORK: THE NEW INTERACTION METHOD. Tested on more than 10,000 participants, the Interaction Method of conducting meetings is proven to increase productivity by up to 15 percent. Demonstrating how time and people can be better used in meetings, this thorough manual is indispensable for any organization--from large corporations to the PTA. 320 PP., Michael Doyle and David Straus

PN4121.F526 1995

HOW TO DESIGN & DELIVER A SPEECH. Leon Fletcher

PN4193.I5S493 1991

HOW TO BE THE LIFE OF THE PODIUM: OPENERS, CLOSERS AND EVERYTHING IN BETWEEN TO KEEP THEM LISTENING. Sylvia Simmons

HD30.3Z44 1985

SAY IT WITH CHARTS. The author demonstrates how to take charts that work well in written documents or overhead transparencies, and translate them so that they work equally well as 35mm slides. Many illustrations. 150 PP., Gene Zelazny

HD38.B683 1986

FLIP CHARTS: HOW TO DRAW THEM AND HOW TO USE THEM. Richard C. Brandt

Problem Solving

BC698.K10 1996

SAYING "NO" TO NEGATIVITY: HOW TO MANAGE NEGATIVITY IN YOURSELF, YOUR BOSS AND YOUR CO-WORKERS. 68 PP., Zoie Kaye

BF441.A64 1982

REASONING, LEARNING, AND ACTION: INDIVIDUAL AND ORGANIZATIONAL. In "Reasoning, Learning, and Action" Argyris describes what he does in his seminars and with clients. The book is full of selections from transcripts of actual conversations along with an expert commentary in which the author shares with us thinking process. 499 PP., Chris Argyris

BF441.D386 1990

THINKING SKILLS FOR SUCCESS. This book presents proven thinking tools and provides a proactive approach using the tools situations, problems, or applications relation to general business. The purpose of developing thinking, as a deliberate skill is to enable you to apply this skill to new and unfamiliar situations and problems tat office in daily living. Edward DeBono

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BF637.I48.C76 1999

SINCE STRANGLING ISN'T AN OPTION...DEALING WITH DIFFICULT PEOPLE---COMMON PROBLEMS AND UNCOMMON SOLUTIONS. There really are better, easier ways to deal with difficult people--and this refreshing, realistic guide will show you how. 288 PP., Sandra A. Crowe

BF637.I48C78 1987

MAGIC OF CONFLICT, THE: TURNING A LIFE OF WORK INTO A WORK OF ART. A New Age stress-reduction strategy based on Aikido -- a Japanese martial art and mind-body discipline -- this program has already helped thousands of people. 256 PP., Thomas F. Crum

BF637.W10 2000

WHEN YOU'RE SEEING RED: A UNIQUE APPROACH FOR DEALING WITH EXASPERATING PEOPLE OR SITUATIONS WITHOUT LOSING YOUR COOL! 212 PP., Carol M. Welsh

HD30.29.A48 1999

THINKING MANAGER'S TOOLBOX, THE: EFFECTIVE PROCESSES FOR PROBLEM SOLVING AND DECISION MAKING. In this book, a widely experienced business consultant provides a complete set of analytical tools essential to successful troubleshooting, effective planning, and making better decisions faster, more confidently, and more often. 240 PP., William J. Altier

HD30.29.H54 1994

101 CREATIVE PROBLEM SOLVING TECHNIQUES: THE HANDBOOK OF NEW IDEAS FOR BUSINESS. The author presents 101 techniques to stimulate creativity and innovation in individuals and groups. 250 PP., James M. Higgins

HD30.29.K44 1992

KAIZEN TEIAN 2: GUIDING CONTINUOUS IMPROVEMENT THROUGH EMPLOYEE SUGGESTIONS. This book outlines the procedures of teaching the principles of kaizen and proposal making, and suggests proposal evaluation as a means of on-the-job training. 197 PP., Japan Human Relations Association

HD30.29.N34 1990

BREAKTHROUGH THINKING. In this acclaimed American/Japanese collaboration, two international scholars and consultants reveal the results of their ground-breaking studies: how the most intuitive and creative leaders and organizations solve problems. 416 PP., Gerald Nadler and Shozo Hibino

HD30.29.Q54 1990

UNCONVENTIONAL WISDOM: IRREVERENT SOLUTIONS FOR TOUGH PROBLEMS AT WORK [MANAGEMENT SERIES]. A collection of provocative essays that show how conventional management practices are often impractical and ineffective in solving tough managerial problems. 202 PP., Thomas L. Quick

HD30.29.V34 1987

CREATIVE PROBLEM SOLVING: A GUIDE FOR TRAINERS AND MANAGEMENT. Creative Problem Solving gives training managers the information they need to develop and teach a course on CPS. VanGundy provides an overview of the process, elements of the creative climate needed to foster CPS and innovative thinking, creative thinking exercises designed to illustrate specific CPS principles, and easy-to-follow descriptions of proven idea-generated methods. 196 PP., Arthur B. VanGundy

HD30.4.C10 1994

STEP-BY-STEP PROBLEM SOLVING: A PRACTICAL GUIDE TO ENSURE PROBLEMS GET (AND STAY) SOLVED. Have you ever been in the position of tackling a problem only to realize that it is the same problem you solved before? The time-tested Six-Step Problem-Solving Model in this book shows you how to develop permanent solutions to any problem. 44 PP., Richard Chang and P. Keith Kelly

HD30.4.W465 1993

DEVELOPING MANAGEMENT SKILLS: SOLVING PROBLEMS CREATIVELY. 106 PP., David Whetten and

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Kim Cameron

HD31.J49 1991

POLARITY MANAGEMENT: IDENTIFYING AND MANAGING UNSOLVABLE PROBLEMS. 267 PP., Barry Johnson

HD38.15.C48 1995

MANAGER'S TOOL KIT, THE: PRACTICAL TIPS FOR TACKLING 100 ON-THE-JOB PROBLEMS. 210 PP.,
Cy Charn

HD42.3.W49 1993

DEVELOPING MANAGEMENT SKILLS: MANAGING CONFLICT. 102 PP., David Whetten and Kim Cameron

HD42.C73 1994

CONSTRUCTIVE CONFLICT MANAGEMENT: MANAGING TO MAKE A DIFFERENCE. This book will show you how to remain positive and constructive in dealing with people problems and difficult situations, and will enable you to turn the nightmare of conflict into an opportunity to change. 284 PP., John Crawley

HD42.F10 1991

HOW TO DEAL WITH DIFFICULT PEOPLE. 72 PP., Paul Friedman

HD42.H10 1991

HOW TO MANAGE CONFLICT: A PRACTICAL GUIDE TO EFFECTIVE CONFLICT MANAGEMENT. William Hendricks

HD42.K39 1994

WORKPLACE WARS AND HOW TO END THEM: TURNING PERSONAL CONFLICTS INTO PRODUCTIVE TEAMWORK. In this immensely helpful guide, business psychologist Kenneth Kaye shows how to build the kind of teamwork that recognizes conflict quickly, deals with it constructively, and parlays it expertly into creativity and growth. 162 PP., Kenneth Kaye

HD42.M88 1994

MANAGING CONFLICT AT WORK: HOW TO MANAGE CONFLICT ON A DAILY BASIS. This book will help readers understand the roots of conflict in their organizations, assess their current conflict-resolution skills, and devise new strategies to actively and assertively overcome the tensions and other disagreements that threaten productivity and cooperation. 87 PP., Jim Murphy

HD42.S65 1990

WORKING WITH DIFFICULT PEOPLE: HUNDREDS OF OFFICE-PROVEN STRATEGIES AND TECHNIQUES TO GET COOPERATION AND RESPECT FROM TYRANTS. Offers practical ways to create better relationships with the people at work who make your life miserable. Invaluable techniques for handling such diverse types as bootlickers, evaders, martyrs, slave drivers, whiners, tyrants, hypocrites, & zealots. 320 PP., Muriel Solomon

HD52.T583 1993

LEARNING TO MANAGE CONFLICT: GETTING PEOPLE TO WORK TOGETHER PRODUCTIVELY. In Learning to Manage Conflict, Tjosvold demonstrates how everyday arguments and disputes can be used as tools to improve communication, enrich relationships, and solve problems more creatively. 176 PP., Dean Tjosvold

HD8006.S11 2002

FEDERAL MANAGER'S HANDBOOK, THE: A GUIDE TO REHABILITATING OR REMOVING THE PROBLEM EMPLOYEE. This book provides federal managers with the basic legal principles which will allow them to deal effectively with problem employees. 201 PP., G. Jerry Shaw and Bill Bransford

HF5549.15.S77 1997

RAPID PROBLEM SOLVING WITH POST-IT NOTES. As the author of this unusual book explains, most problems consist of 'chunks' of information, and identifying and manipulating these chunks can lead us to a solution. Post-it Notes provide

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the ideal medium for this process: they can hold information, they stay where they're put and they can be combined and rearranged to reflect further analysis. They are particularly suited to group problem-solving, where both the information and the process need to be shared. David Straker

HF5549.5.C10 1997

FACE TO FACE: A GUIDE FOR GOVERNMENT SUPERVISORS WHO COUNSEL PROBLEM EMPLOYEES.
James M. Carroll

HF5549.5.D55 1994

I HAVE TO FIRE SOMEONE. Can companies that care about their employees show they care even during the termination process? The answer is yes. I Have to Fire Someone! shows managers how they can remain sensitive to the needs of exiting employees and protect their organization by following the Care and Control approach to termination. 100 PP., Richard Deems

HM136.H43 1992

HIDDEN CONFLICT IN ORGANIZATIONS: UNCOVERING BEHIND-THE-SCENES DISPUTES. Deborah M. Kolb, and Jean M. Bartunek, Editors

JX4473.F57 1994

BEYOND MACHIAVELLI: TOOLS FOR COPING WITH CONFLICT. In this revolutionary book, the mastermind behind Getting to Yes and Director of the Harvard Negotiation Project spells out basic techniques for dealing with conflict and applies them to one international problem after another, from the Middle East to Central Europe to Japan. 176 PP., Roger Fisher and Elizabeth Kopelman

KF9084.K48 1999

KEYS TO CONFLICT RESOLUTION, THE: PROVEN METHODS OF RESOLVING DISPUTES VOLUNTARILY. In basic, straightforward prose he lays out the Ten Commandments for mediators, arbitrators and negotiators: guidelines for generals as well as foot soldiers on the battlefield of conflict resolution - and for those of us who merely want to convince the neighbor to mow the lawn at a normal hour. 136 PP., Theodore W. Kheel

LB1060.M37 1990

MASTERING THE INFORMATION AGE. 240 PP., Michael J McCarthy

PN4121.D36 1990

TALK IT OUT! 4 STEPS TO MANAGING PEOPLE PROBLEMS IN YOUR ORGANIZATION. This book offers a simple tool to all who work with other people. Its 4-step method is designed especially for people who are not aspiring mediators, and who do not choose to bring their disputes to mediators for settlement. 161 PP., Daniel Dana

RC554.K10 1995

MANAGING NEGATIVE PEOPLE: STRATEGIES FOR SUCCESS. Develop skills to cope with negativity in others and make your own work more satisfying and productive. 95 PP., S. Michael Kravitz

VB203.D43 1998

MAKING DECISIONS UNDER STRESS: IMPLICATIONS FOR INDIVIDUAL AND TEAM TRAINING. The result of a seven-year study by the Office of Naval Research to develop training, simulation, decision support, and display principles that would help mitigate the impact of stress on decision making. Outlines the overall background, research approach, and the paradigm of the study with suggestions for applying the results in operational environments. The insights might also be useful in non-military contexts that pose similar demands on people. 447 PP., Janis A. Canon-Bowers and Eduardo Salas, Editors

TS156.T89 1990

QUALITY TECHNOLOGY PRIMER FOR MANAGERS, A. Through this on-target primer, managers with nontechnical backgrounds will clearly see the need for a never-ending commitment to quality, and will get a good overview of the technical skills their organizations must have in order to translate commitment into action. 109 PP., Joseph R Tunner

Productivity

HD31.C524 1995

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16- POINT STRATEGY, THE: FOR PRODUCTIVITY AND TOTAL QUALITY. Without question, this thin volume can be enormously beneficial in reminding all of us how to achieve both greater efficiency and better quality output. 60 PP., William F. Christopher and Carl G. Thor

HD71.L42 1991

IS COFFEE BREAK THE BEST PART OF YOUR DAY? 248 PP., Dick Leatherman

HF5549.5.G6H554 1994

GOAL MANAGEMENT AT WORK. Hans R. Hilgermann

HF5549.5.P35S85 1987

WORK SMART, NOT HARD. George Sullivan

TS155.K75513 1995

20 KEYS TO WORKPLACE IMPROVEMENT. This book pulls together a comprehensive, long-term, practical and very successful program for the renewal of factories and other organizations. 290 PP., Iwao Kobayashi

Professional Development

BF319.5.G10 1999

TOTAL MEMORY WORKOUT: EASY STEPS TO MAXIMUM MEMORY FITNESS. In this book, Dr. Green outlines her simple and effective program to achieve maximum memory fitness in just eight easy lessons. Each lesson focuses on one aspect of memory followed by a series of specific "memories" designed to build memory muscle. 239 PP., Cynthia R. Green

BF408.R10 1995

MANAGING EFFECTIVELY IN A REINVENTED GOVERNMENT: THE FEDERAL MANAGER'S ROADMAP TO SUCCESS. 144 PP., Rus Ritter

BF637.S8C68 1989

SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE, THE. With a balance of theory and practical examples, this guide to personal and professional life describes seven principles of life management. Targeted toward anyone who is interested in personal change, it guides you through private victory, public victory and renewal. 358 PP., Stephen R. Covey

HD2755.P10 1996

MINDING YOUR BUSINESS MANNERS: ETIQUETTE TIPS FOR PRESENTING YOURSELF PROFESSIONALLY IN EVERY BUSINESS SITUATION. 110 PP., Marjorie Brody and Barbara Patcher

HD58.8.10L03 2002

MANAGER'S COACHING HANDBOOK, THE: A PRACTICAL GUIDE TO EMPROVING EMPLOYEE PERFORMANCE. 56 PP., David Cottrell and Mark Layton

HD58.82.W47 2002

COACHING FOR PERFORMANCE: GROWING PEOPLE, PERFORMANCE, AND PURPOSE. [3rd Edition]

This handbook has detailed advice on avoiding a 'blame culture' and fostering empowered performance. It will help you learn the skills, and the art, of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance. 180 PP., John Whitmore

HD6054.3.C37 1982

PROMOTABLE WOMAN, THE: BECOMING A SUCCESSFUL MANAGER. 445 PP., Norma Carr-Ruffino

HD6058.J67 1980

PATHS TO POWER: A WOMEN'S GUIDE FROM FIRST JOB TO TOP EXECUTIVE. Natasha Josefowitz

HF5381.M10 1993

GREAT IDEAS ON...ATTITUDE AND SUCCESS. Harold R. McAlindon, Editor

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HF5386.B847 1997

SEVEN SECRETS OF SUCCESSFUL WOMEN: SUCCESS STRATEGIES OF THE WOMEN WHO HAVE MADE IT- AND HOW YOU CAN FOLLOW THEIR LEAD. This book is not written just for superstars, but for every woman who wants a satisfying career, balance in her life, recognition and reward for her contributions, and some assurance that she can survive in today's unsettled corporate or professional environment. It's a guide for aspiring women at any level - from entry level right on up to CEO. 256 PP., Donna Brooks and Lynn Brooks

HF5386.G765 2000

LESSONS FROM THE SANDBOX: USING THE 13 GIFTS OF CHILDHOOD TO REDISCOVER THE KEYS TO BUSINESS SUCCESS. Join Gregerman and his friends on a serious -- and seriously fun -- journey to the playground for some amazing lessons about learning, innovating, working together, profitability, and creativity. Success could be waiting for you at the edge of the sandbox! 224 PP., Alan S. Gregerman

HF5386.K834 1989

DIRECTORY FOR BUILDING COMPETENCIES, THE. Dennis J. Kravetz

HF5386.S77 1992

GREAT GAME OF BUSINESS, THE. Jack Stack

HF5489.D10 1990

BUSINESS ETIQUETTE AND PROFESSIONALISM: YOUR GUIDE TO CAREER SUCCESS. M. Kay DuPont

HF5500.2.PDI10 1996

SUCCESSFUL MANAGER'S HANDBOOK: DEVELOPMENT SUGGESTIONS FOR TODAY'S MANAGERS. Personnel Decisions International

HF5500.2.PDI11 2000

SUCCESSFUL MANAGER'S HANDBOOK: DEVELOP YOURSELF, COACH OTHERS. This book is a leading tool for managers around the world who are interested in professional development. With more than 800,000 copies in print, this is the first place managers go to get answers, build leadership qualities, and map their road to success. Each chapter provides easy-to-use tips and on-the-job activities for improving managerial skills and effectiveness. 689 PP., Susan H. Gabalein and Personnel Decisions International

HF5538.S4815 1997

CREATING YOUR SKILLS PORTFOLIO: SHOW YOUR ACCOMPLISHMENTS. Read and learn how to use your portfolio as a personal marketing tool; five steps to an excellent portfolio; three basic portfolio layouts; and how to include computer diskettes, video, and CD-ROM technologies. 71 PP., Carrie Straub

HF5549.12.Y10 1997

ATTITUDE: THE CHOICE IS YOURS. Michele Matty Anna

HF5549.5.C35W55 1990

MAINTAINING PROFESSIONAL COMPETENCE. This book examines key approaches to maintaining and enhancing knowledge and skills in mid-career and senior-level professionals. It outlines steps for defining standards of competency within an occupation and provides methods and procedures for assessing a professional's field-related knowledge. 420 PP., S.L. Willis and S. S. Dubin

HF5549.5.I6S55 1997

NEGOTIATE YOUR JOB OFFER: A STEP-BY-STEP GUIDE TO A WIN-WIN SOLUTION. Mary B. Simon

HF5549.5.T714572 1999

INFORMAL LEARNING ON THE JOB. Victoria Marsick and Marie Volpe, Editors

HF5549.S11 1993

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WOMAN MANAGER, THE: DEVELOPING ESSENTIAL SKILLS FOR SUCCESS. Connie Sitterly

HF5549.W616 1994

COACHING FOR PERFORMANCE: A PRACTICAL GUIDE TO GROWING YOUR OWN SKILLS. This handbook will help you learn the skills, and the art, of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance. 138 PP., John Whitmore

HM132.N10 2000

10 ESSENTIAL SKILLS FOR TODAY'S GOVERNMENT EMPLOYEES. Robert Neiminen, Editor

LB1050.R10 1996

RIF AND THE FEDERAL EMPLOYEE: WHAT YOU NEED TO KNOW. FPMI Communications

LB1060.R10B10 1994

MEMORY JOGGER I, THE: A POCKET GUIDE OF TOOLS FOR CONTINUOUS IMPROVEMENT AND EFFECTIVE PLANNING. Michael Brassard and Diane Ritter

LB1060.R10B11 1994

PROBLEM SOLVING MACHINE FOR THE MEMORY JOGGER II: THE IDEAL JOB-AID FOR APPLYING PROBLEM SOLVING METHODS OF THE MEMORY JOGGER. Michael Brassard and Diane Ritter

LB1060.R10B12 1995

TEAM MEMORY JOGGER, THE: A POCKET GUIDE FOR TEAM MEMBERS. Michael Brassard and Diane Ritter

LC5215.R10 1996

SELF-DIRECTED ON-THE-JOB LEARNING WORKSHOP, THE. William J. Rothwell

NC730.L45 1990

BRAIN FITNESS: A PROVEN PROGRAM TO IMPROVE YOUR MEMORY, LOGIC, ATTENTION SPAN, ORGANIZATIONAL ABILITY AND MORE. A brief explanation of brain mechanisms is followed by a month's worth of practice exercises. Emphasizing speed and diversification, these exercises purport to develop perceptive, logical, verbal, structural, and visual/spatial abilities. 216 PP., Monique Le Poncin

TA190.K10 1993

MANAGING THE TECHNICAL PROFESSIONAL: IMPROVING PERSONAL AND ORGANIZATIONAL PRODUCTIVITY. Herbert S. Kindler

TT617.P66 1991

SUCCESSFUL STYLE: A MAN'S GUIDE TO A COMPLETE PROFESSIONAL IMAGE. A man's guide to a complete professional image including wardrobe, travel tips, body language and more. Doris Pooser

Psychology

B832.F10 1990

MARILYN FERGUSON'S BOOK OF PRAGMAGIC: PRAGMATIC MAGIC FOR EVERYDAY LIVING. This is a unique and authoritative treasury of information that can help us step into the forefront of our changing world. 254 PP., Wim Coleman and Pat Perrin

BD431.B386 1996

YOUR SIGNATURE PATH: GAINING NEW PERSPECTIVES ON LIFE AND WORK. This is a book for individuals who are struggling with, celebrating, defining, or rethinking their life's direction. Bellman offers a fresh, empowering vision of the individual's place in the world; he explores ways which help your life and work make a positive difference. 165 PP., Geoffrey M. Bellman

BF149.B42 1990

BEST OF PSYCHOLOGY TODAY, THE. All of the topics you're likely to teach in your introductory course are included in

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this scholarly but jargon-free reader. 268 PP., Paul Chance and T. George Harris

BF161.H78 1982

POSSIBLE HUMAN, THE: A COURSE IN ENHANCING YOUR PHYSICAL, MENTAL, AND CREATIVE ABILITIES. In what has been called "an intellectual and spiritual feast," acclaimed pioneer in human development Dr. Jean Houston offers readers a tour of the great and unknowable homeland of the human spirit, while introducing them to a comprehensive theory and program for conscious creativity. Jean Houston

BF204.5.M247 1983

DISCOVERY OF BEING, THE: WRITINGS IN EXISTENTIAL PSYCHOLOGY. 92 PP., Rollo May

BF426.W67 1991

IN THE MIND'S EYE: VISUAL THINKERS, GIFTED PEOPLE WITH LEARNING DISABILITIES, COMPUTER IMAGES, AND THE IRONIES OF CREATIVITY. In the Mind's Eye exposes many popular myths about conventional intelligence by examining the role of visual-spatial strengths and verbal weaknesses in the lives of eleven gifted individuals, including Albert Einstein, Winston Churchill, Thomas Edison, and others. Thomas G. West

BF431.W582 1983

HOW TO BE TWICE AS SMART: BOOSTING YOUR BRAINPOWER. This book reveals how to tap that idle brainpower and double your mental performance. You can improve Memory, Reading efficiency, Math ability, Problem-solving talent, Learning speed, Creativity, Relationships with other people, Writing skills and Prowess for outsmarting competitors. 276 PP., Scott Witt

BF441.W65 1992

WHOLE-BRAIN THINKING: WORKING FROM BOTH SIDES OF THE BRAIN TO ACHIEVE PEAK JOB PERFORMANCE. Productive creativity requires the ability to shift easily between the two modes of thought. This book suggests some very practical thoughts, ideas, and exercises on how to develop this facility. 288 PP., Jacquelyn Wonder and Priscilla Donovan

BF449.W93 1991

MINDMAPPING: YOUR PERSONAL GUIDE TO EXPLORING CREATIVITY AND PROBLEM-SOLVING. With this book readers can finally break down the blocks that hinder free thinking and discover their vast stores of innovative ideas involving whole-brain thinking techniques. 173 PP., Joyce Wycoff

BF561.G65 1995

EMOTIONAL INTELLIGENCE: WHY IT CAN MATTER MORE THAN IQ. Daniel Goleman's fascinating report from the frontiers of psychology and neuroscience offers us startling new insight into our "two minds" — the rational and the emotional — and how they together shape our destiny. 352 PP., Daniel Goleman

BF575.H27C375 1992

YOU CAN BE HAPPY NO MATTER WHAT: 4 PRINCIPLES YOUR THERAPIST NEVER TOLD YOU. By understanding five principles - Thought, Moods, Separate Realities, Feelings, and the Present Moment - we can discover a new mode of living that doesn't repress natural emotions, yet where feelings and thoughts don't overwhelm us either. 192 PP., Richard Carlson

BF611.P10 2000

CONTROL FREAK, THE: COPING WITH THOSE AROUND YOU, TAMING THE ONE WITHIN. Psychologist Les Parrott (a recovering control freak) helps readers relate better to the control freaks around them. And if you are a control freak, Les will help you become willing to lose the control you love. 200 PP., Les Parrott

BF632.D54 1983

APPLICATIONS OF NEURO-LINGUISTIC PROGRAMMING. [NLP] Robert B. Dilts

BF637.N46.D35 1983

ROOTS OF NEURO-LINGUISTIC PROGRAMMING. [NLP] 109 PP., Robert Dilts

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BF637.C45L49 1991

MAGIC OF NEURO-LINGUISTIC PROGRAMMING [NLP] DEMYSTIFIED: A PRAGMATIC GUIDE TO COMMUNICATION AND CHANGE. 160 PP., Byron Lewis and Frank Pucelik

BF637.M10 2001

SHOWING OUR TRUE COLORS: A FUN, EASY GUIDE FOR UNDERSTANDING AND APPRECIATING YOURSELF AND OTHERS. Discover the True Colors of others and open lines of communication, reduce conflicts and learn ways of relating to bring out the best in everyone. 242 PP., Mary Miscisin

BF637.S4D9 1991

YOUR ERRONEOUS ZONES: STEP-BY-STEP ADVICE FOR ESCAPING THE TRAP OF NEGATIVE THINKING AND TAKING CONTROL OF YOUR LIFE. If you believe that you have no control over your feelings and reactions, you give up the many choices that are available to you. Dyer shows how you can take charge of yourself and manage how much you will let difficult times - and people - affect you. 234 PP., Wayne W. Dyer

BF637.S4P43 1978

ROAD LESS TRAVELED, THE: A NEW PSYCHOLOGY OF LOVE, TRADITIONAL VALUES AND SPIRITUAL GROWTH. The Road Less Traveled continues to enable us to explore the nature of loving relationships and leads us toward a new serenity and fullness of life. It helps us determine how to distinguish dependency from love; how to become a more sensitive parent; and ultimately how to become one's own true self. 312 PP., M. Scott Peck

BF637.S8W46 1994

HEART AROUSED, THE: POETRY AND PRESERVATION OF THE SOUL IN CORPORATE AMERICA. Whyte shows how the language of prophecy, poetry, and enlightenment gives voice to the most creative--yet hidden--desires. He shows that the best way to respond to the current call for creativity in organizational life is to overcome habitual fear and reticence. 320 PP., David Whyte

BF698.3.H57 1989

LIFE TYPES: UNDERSTAND YOURSELF AND MAKE THE MOST OF WHO YOU ARE. [MBTI] Sandra Hirsh and Jean Kummerow

BF698.3.M94 1995

GIFTS DIFFERING: UNDERSTANDING PERSONALITY TYPE. [MBTI] Describing the 16 major personality types identified in the work of Briggs and Myers, this landmark book shows the profound effects--on marriage, learning and career satisfaction--of a person's style of perception and judgment. 248 PP., Isabel Briggs-Myers

BF698.3.P43 1997

I'M NOT CRAZY, I'M JUST NOT YOU: THE REAL MEANING OF THE SIXTEEN PERSONALITY TYPES. [MBTI] Answers the eternal question, "what is normal?" A treasure chest of insights for those who seek a greater self-understanding. 208 PP., Roger R. Pearman and Sarah C. Albritton

BF698.3.Q46 1993

BESIDE OURSELVES: OUR HIDDEN PERSONALITY IN EVERYDAY LIFE [MBTI] Illuminates the hidden side of personality revealed in "out of character" responses. 465 PP., Naomi L. Quenk

BF698.35.E54P34 1998

ENNEAGRAM ADVANTAGE, THE: PUTTING THE 9 PERSONALITY TYPES TO WORK IN THE OFFICE. Adapting a centuries-old psychological system of personality profiling, The Enneagram Advantage gives invaluable insight into your own business persona as well as those of your colleagues, bosses, clients, and corporate cultures. 286 PP., Helen Palmer and Paul B. Brown

BF698.35.I55B72 1990

HOMECOMING: RECLAIMING AND CHAMPIONING YOUR INNER CHILD. This book re-creates the transformative experiences of his workshops, in which participants learn to understand and mourn the damage done to their inner child--the

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core self with which we are born and which is damaged and hidden when the growing child adapts to life to life in a dysfunctional family. 304 PP., John Bradshaw

BF698.35.N44C37 1989

NEGAHOLICS: HOW TO OVERCOME NEGATIVITY AND TURN YOUR LIFE AROUND. A step-by-step program which tests and treats negaholic behavior. Easy to read with plenty of case studies and fine advice. 272 PP., Cherie Carter-Scott

BF698.35.N44M37 1989

BEYOND NEGATIVE THINKING: RECLAIMING YOUR LIFE THROUGH OPTIMISM. An invaluable guide on how to feel better and improve behavior by recognizing and breaking patterns of negative thinking. 314 PP., Joseph T. Martorano and John P. Kildahl

BF698.8.D10 1992

PERSONALITIES AT RISK: ADDICTION, CODEPENDENCY AND PSYCHOLOGICAL TYPE. Terence Duniho

BF698.8.M94M84 1985

MANUAL: A GUIDE TO THE DEVELOPMENT AND USE OF THE MYERS-BRIGGS TYPE INDICATOR [MBTI]. Isabel B. Myers

BF698.9.03K10 1988

TYPE TALK: THE 16 PERSONALITY TYPES THAT DETERMINE HOW WE LIVE, LOVE AND WORK. [MBTI] With Type Talk at Work, you'll never look at the office the same way again! This popular classic now features a new chapter on leadership, showing you how to be more effective on the job. 304 PP., Otto Kroeger, et. al.

BF698.9.O3K68 2002

TYPE TALK AT WORK: HOW THE 16 PERSONALITY TYPES DETERMINE YOUR SUCCESS ON THE JOB. Do others require a specific agenda at the meeting in order to focus on the job at hand? Get the most out of your employees -- and employers -- using the authors' renowned expertise on typology. With Type Talk at Work, you'll never look at the office the same way again! 416 PP., Otto Kroeger, et al

BF698.K3571 1984

PLEASE UNDERSTAND ME: CHARACTER AND TEMPERAMENT TYPES. [MBTI] After 30 years of treating hundreds of teaching, parenting, marriage, and management problems, Dr. Keirsey now challenges the reader to "Abandon the Pygmalion Project", that endless and fruitless attempt to change the Other into a carbon copy of Oneself. 207 PP., David Keirsey and Marilyn Bates

BF698.K3572 1998

PLEASE UNDERSTAND ME II: TEMPERAMENT, CHARACTER, INTELLIGENCE. [MBTI] As in the original book, Please Understand Me II begins with The Keirsey Temperament Sorter, the most used personality inventory in the world. But also included is The Keirsey Four-Types Sorter, a new short questionnaire that identifies one's basic temperament and then ranks one's second, third, and fourth choices. 305 PP., David Keirsey

BF724.6.C67 1993

NAVIGATING MIDLIFE: USING TYPOLOGY AS A GUIDE. [MBTI] Navigating Midlife uses MBTI typology as a guide to challenges of midlife. It attempts to show how strong or weak features of our personalities affect our development, offering some helpful advice on how to use the challenges as opportunities for positive change. 272 PP., Eleanor Corlett and Nancy Millner

BF778.M32 1979

PEOPLE PUZZLE, THE: UNDERSTANDING YOURSELF AND OTHERS. Morris Massey consistently delivers refreshing insights into issues of gender, ethnicity and age in this book. Morris Massey

BF800.T10 1995

POSITIVE MENTAL ATTITUDE IN THE WORKPLACE. 87 PP., Marian Thomas

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BJ1477.S45 1992

LEARNED OPTIMISM: HOW TO CHANGE YOUR MIND AND YOUR LIFE. Drawing from more than twenty years of clinical research, Dr. Seligman outlines easy-to-follow techniques that have helped thousands of people rise above pessimism and the depression that accompanies negative thoughts and build a life of rewards and lasting happiness. 292 PP., Martin E.P. Seligman

BJ1581.2.J657 1992

CHOOSE TO LIVE PEACEFULLY. The author of Choose to Be Healthy explores the many facets that comprise a peaceful, satisfying life. In plain yet inspiring language she shows readers how to hear their inner voices and discover these facets within their own lives. The book is filled with advice, meditations, and affirmations. 310 PP., Susan Smith Jones

BJ1581.2.Q56 2000

SHORT GUIDE TO A HAPPY LIFE, A. In this treasure of a book, Anna Quindlen, the best-selling novelist and columnist, reflects on what it takes to "get a life" -- to live deeply every day, and from your own unique self, rather than merely to exist through your days. 64 PP., Anna Quindlen

BV4598.2.P43 1993

FURTHER ALONG THE ROAD LESS TRAVELED: THE UNENDING JOURNEY TOWARD SPIRITUAL GROWTH. This long-awaited sequel to The Road Less Traveled--the phenomenal national bestseller with more than 4 million copies sold--examines the most important areas of love, relationships, and spiritual growth. Peck's challenging insights are as inspiring as they are realistic. 256 PP., M. Scott Peck

D810.J4F72713 1984

MAN'S SEARCH FOR MEANING: AN INTRODUCTION TO LOGOTHERAPY. In his psychiatric practice, the author discovered that many seemingly hopeless patients still clung to slender threads of hope & meaning. To weave these threads into a firm pattern of meaning & responsibility became the goal of Frankl's treatment: logotherapy. 154 PP., Viktor Frankl

E839.S84 1997

FOURTH TURNING, THE: AN AMERICAN PROPHECY: WHAT THE CYCLES OF HISTORY TELL US ABOUT AMERICA'S NEXT RENDEZVOUS WITH DESTINY. By applying the lessons of history, The Fourth Turning makes some bold and hopeful predictions about America's next rendezvous with destiny. It also shows us how we can prepare for what's ahead, both individually and as a nation. 339 PP., William Strauss and Neil Howe

GV181.42.L43 1990

EXCELLENCE PRINCIPLE, THE. 272 PP., Scout Lee

GV706.4.H8 1992

THINKING BODY, DANCING MIND: TAOSPORTS FOR EXTRAORDINARY PERFORMANCE IN ATHLETICS, BUSINESS, AND LIFE. Written by a sports psychologist and a renowned T'ai Chi master, here is a guide to enriching all of life's pursuits through the practice of its simple mental tools and wisdom. 336 PP., Chungliang Al Huang and Jerry Lynch

HD38.2.B46 1991

UNDERSTANDING YOUR MANAGEMENT STYLE: BEYOND THE MYERS-BRIGGS TYPE INDICATOR. [MBTI] The author presents a model one that considers combinations of factors, providing a systematic and practical way for managers to examine their own style, make desired changes, and assess the style of others in their organization. 202 PP., Robert Benfari

HD38.2.C66 1997

EXECUTIVE EQ: EMOTIONAL INTELLIGENCE IN LEADERSHIP AND ORGANIZATIONS. Executives, managers, and professionals all across America are praising Executive EQ and are putting the precepts of this book into action for raising emotional intelligence in their leadership and at all levels of their organizations. Robert K. Cooper, Ph.D. and Ayman Sawaf

HD38.G6285 1991

LOYALTY FACTOR, THE: BUILDING TRUST IN TODAY'S WORKPLACE. The last decade has seen a weakening of

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the bonds of trust between companies and workers. The challenges of the 1990s will erode commitment and loyalty even more. The Loyalty Factor presents guidelines for rebuilding trust and for developing loyalty in today's workforce. 102 PP., Carol Kinsey Goman Ph.D.

HD53.H35 1995

JUMP START YOUR BRAIN. Much like the classic mega seller A Whack on the Side of the Head, here is a proven method for increasing creativity up to 500% from a "master marketing inventor" filled with practical, tactical advice for not only thinking up new ideas, but developing and marketing them as well. 432 PP., Doug Hall and David Wecker

HF1131.M58 1993

UNBOUNDED MIND, THE: BREAKING THE CHAINS OF TRADITIONAL BUSINESS THINKING. In this groundbreaking work, two pioneering thinkers in business studies pinpoint the profound changes that must occur in the way executives think, make decisions, and solve problems in order for their businesses to remain competitive. 177 PP., Ian I. Mitroff and Harold A. Linstone

HF5548.8.B243 1991

DANGER IN THE COMFORT ZONE: FROM BOARDROOM TO MAILROOM - HOW TO BREAK THE ENTITLEMENT HABIT THAT'S KILLING AMERICAN BUSINESS. Judith M. Bardwick

HF5548.8.B94 1994

HEROZ: EMPOWER YOURSELF, YOUR COWORKERS, YOUR COMPANY. In this boo the authors reveal how anyone in an organization can find new meaning and purpose in work. The step-by-step techniques outlined in the book will help readers improve efficiency and learn to take control of their jobs. 201 PP, William Byham and Jeff Cox

HF5548.8.L684 1994

EFFECTIVE INTERPERSONAL RELATIONSHIPS. Bob Lucas is Executive Vice President of Global Performance Solutions, Inc. A company that provides performance consulting services by assessing organizational, environmental, and staff human resource needs, then recommending and/or providing appropriate strategies to address identified challenges. 201 PP., Robert W. Lucas

HF5549.8.B634 1996

PEOPLE STYLES AT WORK: MAKING BAD RELATIONSHIPS GOOD AND GOOD RELATIONSHIPS BETTER. People Styles at Work presents a practical, proven behavioral science method that you can use to understand how your preferred style of working comes across to other people, "read" other people's behavior so you'll know the best way to work with them. 176 PP. Robert Bolton and Dorothy Grover Bolton

HF5549.H3928 1997

301 WAYS TO HAVE FUN AT WORK. Featuring ideas generated by companies around the world that have successfully instilled fun into the workplace, this is a complete resource anyone can use to create a dynamic workplace. 245 PP., Dave Hemsath and Leslie Yerkes

HM1033.G53 2000

TIPPING POINT, THE: HOW LITTLE THINGS CAN MAKE A BIG DIFFERENCE. According to Gladwell, the Tipping Point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire. He reveals how easy it is to cause group behavior to tip in a desirable direction by making small changes in our immediate environment. Malcolm Gladwell

HM74.B36 1975

STRUCTURE OF MAGIC, THE: A BOOK ABOUT LANGUAGE AND THERAPY. Richard Bandler and John Grinder

HM744.B36 1976

STRUCTURE OF MAGIC 2, THE: A BOOK ABOUT COMMUNICATION AND CHANGE. John Grinder and Richard Bandler

HM75.B36 1984

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MAGIC IN ACTION. [NLP] Richard Bandler

HM77.D5G74 1980

NEURO-LINGUISTIC PROGRAMMING: THE STUDY OF THE STRUCTURE OF SUBJECTIVE EXPERIENCE. Vol. I
[NLP] Robert Dilts and Richard Bandler

LB1049.B85 1991

USE BOTH SIDES OF YOUR BRAIN: NEW MIND-MAPPING TECHNIQUES TO HELP YOU RAISE ALL LEVELS OF
YOUR INTELLIGENCE AND CREATIVITY--BASED ON THE LATEST DISCOVERIES ABOUT THE Tony Buzan

LB1050.5.M10 1993

A POCKET COURSE IN...CREATIVE THINKING. Harold R. McAlindon, Editor

LB1060.L535 1996

HOW TO LEARN ANYTHING QUICKLY: AN ACCELERATED PROGRAM FOR RAPID LEARNING.
Ricki Linksman

QC774.G45A3 1994

QUARK AND THE JAGUAR, THE: ADVENTURES IN THE SIMPLE AND THE COMPLEX. Find out with Nobel
laureate Murray Gell-Mann's personal account of his search for the connections between the universe's fundamental laws and
nature at its most complex. 392 PP. Murray Gell-Mann

QH325.K388 1995

AT HOME IN THE UNIVERSE: THE SEARCH FOR THE LAWS OF SELF-ORGANIZATION AND COMPLEXITY.
This book offers a brilliant account of a new scientific revolution that rivals Darwin's theory of importance. The book
illuminates this new paradigm as it weaves together the excitement of discovery and a fertile mix of ideas. Provides
stunning insights into the origin of life, the development of embryos and more. Stuart Kauffman

QH437.D38 1989

SELFISH GENE, THE. The world of the selfish gene is one of savage competition, ruthless exploitation, and deceit.
But what of the act of apparent altruism found in nature - the bees that commit suicide when they sting to protect the hive, or
the birds that risk their lives to warn the flock of an approaching hawk. Do they contravene the fundamental law of
gene selfishness? By no means, and the author demonstrates why. 352 PP., Richard Dawkins

QP495.S47 1990

MIND SIGHTS: ORIGINAL VISUAL ILLUSIONS, AMBIGUITIES, AND OTHER ANOMALIES, WITH A
COMMENTARY ON THE PLAY OF MIND PERCEPTION AND ART. All the Right Moves offers concrete advice for
thinking through the tough choices that all business strategists must face. It distills the important elements of strategy into an
easy-to-follow system for crafting today's - and tomorrow's - breakthrough business strategies. 288 PP. Roger N. Shepard

RC455.4.R4F7 1997

MAN'S SEARCH FOR ULTIMATE MEANING. Victor E. Frankl

RC489.L6F675413 1986

DOCTOR AND THE SOUL, THE: FROM PSYCHOTHERAPY TO LOGOTHERAPY [Revised and Expanded].
Victor E. Frankl

RC489.L6F695 1985

UNHEARD CRY FOR MEANING, THE: PSYCHOTHERAPY AND HUMANISM. Victor E. Frankl

RC489.L6F698 1988

WILL TO MEANING, THE: FOUNDATIONS AND APPLICATIONS OF LOGOTHERAPY. Victor Frankl

RC569.5.C63L37 1993

WHO'S DRIVING YOUR BUS?: CODEPENDENT BUSINESS BEHAVIORS OF WORKAHOLICS.

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Jeannette Goodstein

T14.5.W38 1997

TECHNOSTRESS: COPING WITH TECHNOLOGY @WORK, @HOME, @PLAY. "Technotherapist" Michelle Weil and researcher Larry Rosen have spent the past two decades showing people how to thrive in the age of high-tech. Rather than teaching you how to avoid technology, they show you how to make it work for you. 231 PP., Michelle M. Weil and Larry D. Rosen

TK7874.G10 1998

BILL GATES @ THE SPEED OF THOUGHT: USING A DIGITAL NERVOUS SYSTEM. Bill Gates with Collins Hemingway

Self Development

BF408.C665 1990

DRAWING THE LIGHT FROM WITHIN: KEYS TO AWAKEN YOUR CREATIVE POWER. This remarkable book can help you awaken the dormant artist within you and tap into your deepest resources of creative energy to enhance all aspects of your life. 272 PP., Judith Cornell

BF455.D363 1986

DE BONOS THINKING COURSE. This course represents a new dimension in self-help for anyone seeking to improve their mental powers. Those who read this book carefully will find their ability to think considerably and gainfully improved. 208 PP., Edward De Bono

BF575.A85.S5 1980

MAKING IT ASSERTIVELY: HOW TO GET WHAT YOU WANT WITHOUT PUTTING OTHERS DOWN. 176 PP., Malcolm E. Shaw

BF575.A85S56 1994

ASSERTIVENESS SKILLS. 100 PP., Sharon Burton and Nelda Shelton

BF637.L10 1994

LIFE SKILLS: TAKING CHARGE OF YOUR PERSONAL AND PROFESSIONAL GROWTH. Improve your quality of life by recapturing your personal vision and purpose. Key concepts of life and work planning are presented in a fast-paced, interactive handbook including exercises, self-assessments, and inspirational coaching that will motivate you to live authentically. 196 PP., Richard J. Leider

BF637.P10 1992

WINNING ATTITUDE, A: HOW TO DEVELOP YOUR MOST IMPORTANT ASSET. 80 PP., Michelle F. Poley

BF637.S412 1991

TWELVE STEPS TO SELF IMPROVEMENT: A CRISP ASSESSMENT PROFILE. 107 PP., Crisp Publications

BF637.S4L10 1992

SELF EMPOWERMENT: GETTING WHAT YOU WANT FROM LIFE. Understand the benefits of self-empowerment and dramatically improve your self-esteem and interpersonal skills. 90 PP., Sam R. Lloyd and Tina Berthelot

BF637.S8C37 1988

HOW TO WIN FRIENDS AND INFLUENCE PEOPLE. Written in 1936, it is based on courses in public speaking that had been taught in adult education courses by Dale Carnegie since 1912. It is an unusual little book, written in a highly personalized, colloquial style that is reminiscent of a lecture. 160 PP., Dale Carnegie

BF637.S8F67 1989

PATH OF LEAST RESISTANCE, THE. Robert Fritz demonstrates that any of us has the innate power to create. Discover the steps of creating; the importance of creating what you truly love, how to focus on the creative process to move from where you are to where you want to be, and much more. 285 PP., Robert Fritz

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BF697.5.S46S83 1996

SELF-TRAPS: THE ELUSIVE QUEST FOR HIGHER SELF-ESTEEM. This is not a self-help book, Self-Traps is a fascinating, multidimensional exploration of how self-esteem conflicts develop and are played out in all our relationships, and how the authentic achievement of self-esteem is often undermined by American social norms that tell us how to approach our love relationships and work. 256 PP., William Swan

HD5525.B65 2001

WHAT COLOR IS YOUR PARACHUTE? A PRACTICAL MANUAL FOR JOB-HUNTERS AND CAREER-CHANGERS. This book continues to be the job-hunter's bible - even in times of a strong, robust economy, when conventional wisdom says "Job-hunting books don't sell." It is a fixture on best-seller lists, and exists in ten languages around the world. This book remains the gold standard of career guides, and is always current and up to date, with the latest evidence of this are tips about job-hunting currently available on the Internet. 620 PP., Richard Nelson Bolles

HD8038.A1S35 1982

REFLECTIVE PRACTITIONER, THE: HOW PROFESSIONALS THINK IN ACTION. This is an important contribution to the literature of planning theory and practice. Donald A. Schon

HF5548.8.WA87 1993

DEVELOPING MANAGEMENT SKILLS: DEVELOPING SELF AWARENESS. David Whetten and Kim Cameron

HF5549.A477 1988

PERSONAL POWER. Karl Albrecht

HF57.7.P10 1995

DEVELOPMENT FIRST: STRATEGIES FOR SELF-DEVELOPMENT. David Peterson and Mary Hicks

HQ1200.B10 1992

POSITIVE MANAGEMENT: ASSERTIVENESS FOR MANAGERS. 166 PP., Paddy O'Brien

JF2051.M395 1994

POSITIVE POLITICS AT WORK. Makes sense of the unwritten rules of work politics so readers can build and maintain healthier relationships with co-workers. The authors distinguish positive politics from negative politics and include practical advice for effectively dealing with negative office "politicians." 100 PP., Douglas McKenna and Jeff McHenry

LB234.H10 1996

BEING OK JUST ISN'T ENOUGH: THE POWER OF SELF-DISCOVERY. 173 PP., Doris W. Helmering

RC489.A77B44 1993

ASSERTIVENESS: A POSITIVE PROCESS. 82 PP., Mike Scally and Barrie Hopson

Statistics

HA32.N602 1998

SPSS INTERACTIVE GRAPHICS 8.0. SPSS

HA32.N6637 1998

SPSS BASE 8.0: USER'S GUIDE. SPSS

HA32.R10 1996

SURVEYS WITH CONFIDENCE: A PRACTICAL GUIDE TO SURVEY RESEARCH. Mark Rodeghier

HA32.S545 1998

SPSS BASE 8.0: APPLICATIONS GUIDE. SPSS

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Stress

BF575.S75G66 1999

COMPREHENSIVE STRESS MANAGEMENT. [6th Edition] Between work, classes, activities, friends, and money, college can be a difficult balancing act for many students. Comprehensive Stress Management assists your students in identifying, understanding, and combating the stressors that most impact their lives. 342 PP., Jerrold S. Greenberg

BF575.S75R53 1992

STRESS AND HEALTH. [2nd Edition] With clear, non-technical language packed with lively examples, the author helps readers to identify personally with content and process. He includes the information, techniques, and skills needed to deal effectively with both physical and psychological stress. 493 PP., Phillip L. Rice

BF673.S8J10 1996

DON'T GET MAD, GET FUNNY! A LIGHT-HEARTED APPROACH TO STRESS MANAGEMENT. 116 PP., Leigh Anne Jasheway

HF5548.85.M57 1994

OVERCOMING ANXIETY AT WORK. Offers specific pointers for overcoming job jitters, cooling hot tempers, and taming other common types of anxious energy. By understanding the types of situations and fears which trigger their anxious reactions, readers can more effectively control them. 100 PP., Vincent Miskell and Jane Miskell

HF5548.85.S737 1996

STRESS AND HUMAN PERFORMANCE. James E. Driskell and Eduardo Salas, Editors

HF5548.85.W44 1993

DEVELOPING MANAGEMENT SKILLS: MANAGING STRESS. David Whetten and Kim Cameron

HF5548.E10 1991

STRESSMAP: THE CORPORATE EDITION. Essi Systems

RC455.4.R4P4 1997

PEOPLE OF THE LIE. Scott M. Peck

RC685.H8B4 1975

RELAXATION RESPONSE, THE. Herbert Benson, M.D.

Systems Thinking

HD61.R487 1991

FEEDBACK THOUGHT IN SOCIAL SCIENCE AND SYSTEMS THEORY. This is an original investigation in the history of an idea and a way of thinking in the social sciences - - the loop concept underlying the notions of feedback and circular causality. 374 PP., George P. Richardson

T59.7.M34 1990

MANPRINT: AN APPROACH TO SYSTEMS INTEGRATION. A sourcebook for the application of human factors to the complex relationships among people, machines, and organizations. MANPRINT, the acronym for Manpower and Personnel Integration, developed by the US Army, urges organizational and management changes in institutional ways of doing business by converting equipment-dominated mindsets to those that are more people oriented. Discusses new advancements in macro- and microergonomic techniques, computer-aided ergonomics, life-cycle costing, and engineering error-reduction. 612 PP., Harold R. Booher

BF408.F75 1991

CREATING: A GUIDE TO THE CREATIVE PROCESS. This book is about creating. It is about helping you create what you want to be. 305 PP., Fritz Robert

BF441.F10 1971

PRINCIPLES OF SYSTEMS. This book introduces the basic concepts of systems structure and then explains by example

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how structure determines behavior. It offers insights of a new way to think about our organizations. It provides strategic language and tools to support lasting, effective company-wide improvement. 320 PP., Jay W. Forrester

HD20.5.O10 1997

ART OF SYSTEMS THINKING, THE: ESSENTIAL SKILLS FOR CREATIVITY AND PROBLEM SOLVING. This book will show you how; You can get a huge result for a small effort, obvious solutions can often do more harm than good; To avoid recurrent misfortunes that seem to happen automatically; To know the best time to change strategy, your attempted solution can cause the problem you are trying to solve; and You can never do just one thing because there are always side effects. 265 PP., J. O'Connor and Ian McDermott

HD30.19.A53 1997

SYSTEMS THINKING BASICS: FROM CONCEPTS TO CASUAL LOOPS. 144 PP., V. Anderson and L. Johnson

HD53.B10 1996

IMAGINATION ENGINEERING: THE TOOLKIT FOR BUSINESS CREATIVITY. This book presents a tool kit of creativity techniques in an innovative style. It covers all stages of the creative problem solving process from identifying a problem to implementing a solution with easy-to-learn and remember techniques. 225 PP., Paul Birch and Brian Clegg

HD53.B354 1995

THINK OUT OF THE BOX. This book is the treasure chest of Vance's operational creativity--the same creative solutions that major corporations have clamored after for three decades are consolidated for the first time. 216 PP., Mike Vance

HD58.82.D36 1999

DANCE OF CHANGE, THE: THE CHALLENGES TO SUSTAINING MOMENTUM IN LEARNING ORGANIZATIONS. This book identifies universal challenges that organizations ultimately find themselves confronting, including the challenge of "Fear and Anxiety"; the need to diffuse learning across organizational boundaries; the ways in which assumptions built in to corporate measurement systems can handcuff learning initiatives; and the almost unavoidable misunderstandings between "true believers" and nonbelievers in a company. 596 PP., Peter Senge

HD58.9.F54 1994

FIFTH DISCIPLINE FIELDBOOK, THE: STRATEGIES AND TOOLS FOR BUILDING A LEARNING ORGANIZATION. The fieldbook is an intensely pragmatic guide. It shows how to create an organization of learners where memories are brought to life, where collaboration is the lifeblood of every endeavor, and where the tough questions are fearlessly asked. 593 PP., Peter Senge

HD58.9.S46 1990

FIFTH DISCIPLINE, THE: THE ART AND PRACTICE OF THE LEARNING ORGANIZATION. This guide provides a blueprint for establishing a learning organization -- that is, one where people expand their capacity to create results and where new patterns of thinking are nurtured. The text explains how actions create reality and examines the process of building a learning organization. It also details prototypes and coda. 423 PP., Peter Senge

HF5549.5.K10 1980

SYSTEMS 1: AN INTRODUCTION TO SYSTEMS THINKING. Draper L. Kauffman, Jr.

HF5549.5.K11 1999

INTRODUCTION TO SYSTEMS THINKING. Daniel H. Kim

LB1028.3.H10 1998

MANAGER'S POCKET GUIDE TO SYSTEMS THINKING AND LEARNING, THE. Stephen G. Haines

LB1028.K10 1995

SYSTEMS THINKING TOOLS: A USER'S REFERENCE GUIDE. 55 PP., Daniel H. Kim and Kellie Wardman

LB2822.82.S38 2000

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SCHOOLS THAT LEARN: A FIFTH DISCIPLINE FIELDBOOK FOR EDUCATORS, PARENTS, AND EVERYONE WHO CARES ABOUT EDUCATION. Peter Senge, et al

RC488.B10 1995

SYSTEMS THINKING PLAYBOOK, THE. Linda Booth

T57.6.G52 1999

SYSTEMS THINKING: MANAGING CHAOS AND COMPLEXITY. In a nutshell, this book is about systems. However, it goes beyond the simple declaration of desirability of systems thinking. With a practical orientation and yet a profound theoretical depth, the book offers an operational handle overall by introducing an elaborate scheme called iterative design. The iterative design explicitly recognizes that choice is at the heart of human development. 328 PP., Jamshid Gharajedaghi

Team Management

HD51.F72 1992

IMPROVING WORK GROUPS: A PRACTICAL MANUAL FOR TEAM BUILDING. Aimed at any manager, consultant, or employee responsible for developing effective teams. Improving Work Groups offers a step-by-step system for initiating and evaluating team performance. 309 PP., Dave Francis and Don Young

HD57.7.D09 2001

LAUNCHING PRODUCTIVE PARTNERSHIPS WITH COWORKERS AND CUSTOMERS. [Vol..1] This volume of the High-Performance Teams Series, First Team shows you how to lay the groundwork that will let your new team tackle its assignments with verve and imagination. 176 PP., David Dee

HD57.7.D10 2001

STRENGTHENING TEAM UNITY THROUGH INDIVIDUAL SKILL-BUILDING. [Vol..2] One-on-One: Where the Real Work in Teamwork Gets Done offers practical, hands-on lessons in the critical process of being a team. Plus it offers dozens of Quick Tips that you can put into action immediately. 171 PP., David Dee

HD57.7.LRP10 2001

10 WAYS FOR FEDERAL EMPLOYEES TO BE TERRIFIC TEAM PLAYERS. LRP Publication

HD57.7.M13 2001

17 INDISPURTABLE LAWS OF TEAMWORK, THE: EMBRACE THEM AND EMPOWER YOUR TEAM. The author of The 21 Indispensable Laws of Leadership now offers 17 rock-solid, couldn't-be-more-succinct guidelines for leaders who want to build bridges with their coworkers and the community beyond. Memorable points and great presentation. 256 PP., John C. Maxwell

HD57.H376 1990

SUCCEEDING AS A SELF DIRECTED WORK TEAM: 20 IMPORTANT QUESTIONS ANSWERED. Discover the key tools for making self-directed work teams function as true teams. Work team leaders and managers involved in creating and developing teams will benefit from this guide covering self-managed team models, the transition to self-managed teams, and more. 103 PP., Bob Harper and Ann Harper

HD58.8.P18 1992

TEAM MEMBER HANDBOOK FOR TEAMWORK, THE. This book presents the 16 guidelines for turning any group into a tightly-knit, high-powered team capable of achieving outstanding results. 60 PP., Price Pritchett, Ph. D.

HD60.H387 1993

TEAM BUILDING TOOL KIT, THE: TIPS, TACTICS, AND RULES FOR EFFECTIVE WORKPLACE TEAMS. Harrington-Mackin shows how to manage the human factors and nitty-gritty details that can hamper teamwork as she explains how to define roles and responsibilities, select team members, encourage positive behavior, maintain control, evaluate, reward teams, and more. 176 PP., Deborah Harrington-Mackin

HD66.068 1998

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HORIZONTAL ORGANIZATION, THE: WHAT THE ORGANIZATION OF THE FUTURE ACTUALLY LOOKS LIKE AND HOW IT DELIVERS VALUE TO CUSTOMERS. In *The Horizontal Organization*, Frank Ostroff provides managers with the first all-inclusive and tested alternative to the vertical organization. Indeed, he offers nothing less than the first view of what the organization of the future looks like and how it works. 257 PP., Frank Ostroff

HD66.2.L56 1997

VIRTUAL TEAMS: REACHING ACROSS SPACE, TIME, AND ORGANIZATIONS WITH TECHNOLOGY. The authors address major issues of virtual teams and how to work together electronically. There are descriptions of team principles, details on how to link the people (teams) together via technology, which will enhance communications and increase productivity. 256 PP., Jessica Lipnack and Jeffrey Stamps

HD66.B10 1997

PRACTICAL GUIDE TO SELF-MANAGED TEAMS, A. Discover the key tools for making self-directed work teams function as true teams. Work team leaders and managers involved in creating and developing teams will benefit from this guide covering self-managed team models, the transition to self-managed teams, and more. 62 PP., Kenneth Burger and Alvin Ray

HD66.B54 1987

SPECTACULAR TEAMWORK: HOW TO DEVELOP THE LEADERSHIP SKILLS FOR TEAM SUCCESS. In modern organizations, the vast majority of people work in teams, and achieving successful results depends on how well people combine their efforts. This book explores the dynamics of teamwork and the basic dimensions by which a team's performance can be measured. 219 PP., Robert R. Blake, et al

HD66.B55 1991

ONE MINUTE MANAGER BUILDS HIGH PERFORMANCE TEAMS, THE. With 50 to 90 percent of most managers' time spent in some form of group activity, the practicality of the One Minute Manager's advice is a powerful way toward increasing any working group's productivity and satisfaction. 118 PP., Kenneth Blanchard

HD66.C10 1994

BUILDING A DYNAMIC TEAM: A PRACTICAL GUIDE FOR MAXIMIZING TEAM PERFORMANCE. As changes occur, the team will need to take different steps and meet certain goals. Understanding and anticipating the natural phases of a team structure, from formation to a high-performance team, will help enhance the team's success and each team member's individual contribution. 120 PP., Richard Y. Chang

HD66.C11 1994

SUCCESS THROUGH TEAMWORK: A PRACTICAL GUIDE TO INTERPERSONAL TEAM DYNAMICS. A team is only as successful as the individuals who make up the group. By using the techniques detailed in this guidebook, managers, leaders, and team members will understand the importance of interpersonal skills, conflict resolution, and positive motivation to optimize a team's performance. 93 PP., Richard Y. Chang

HD66.C12 1994

MEASURING TEAM PERFORMANCE: A PRACTICAL GUIDE TO TRACKING TEAM SUCCESS. The roles and responsibilities of teams are changing and expanding. The traditional methods of measuring work group performance do not work. This guidebook gives teams new, practical methods to measure their performance, dynamics, and effectiveness. 109 PP., Richard Y. Chang

HD66.C13 1994

SUCCEEDING AS A SELF-MANAGED TEAM. Making the transition from a traditionally managed department or work group to a self-managed team is not an easy task. You will benefit from knowing how to successfully plan, organize, and implement the transition to a self-managed team. 104 PP., Richard Y. Chang and Mark J. Curtin

HD66.C15 1997

TEAM UP FOR SUCCESS: BUILDING TEAMS IN THE WORKPLACE. 113 PP., Charles Cadwell

HD66.C53 1992

**Federal Aviation Administration
Center for Management Development
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CLASSIC READING IN SELF MANAGING TEAMWORK: 20 MOST IMPORTANT ARTICLES. Rollin Glaser

HD66.D10 1993

MAKING TEAMS WORK: A GUIDE TO CREATING AND MANAGING TEAMS. 142 PP., Organizational Dynamics, Inc.

HD66.D42 1995

FIRST TEAM: EVERYTHING YOU NEED TO KNOW TO START A TEAM...LEAD A TEAM...AND BE A TEAM. Dartnell Corp.

HD66.E10 1994

TEAM BUILDING FOR THE FUTURE: BEYOND THE BASICS. Comprehensive resources to build and develop teams., 349 PP., Robin Elledge and Steven Phillips

HD66.F56 1992

LEADING SELF DIRECTED WORK TEAMS: A GUIDE TO DEVELOPMENT OF TEAM LEADERSHIP SKILLS. This book reveals how supervisors in any company can take advantage of the leadership skills that make and keep major corporations competitive. 258 PP., Kimball Fisher

HD66.FAA10 1995

TEAMS: THE FEDERAL AVIATION ADVANTAGE. Federal Aviation Administration and Mike Monroney Aeronautical Center

HD66.H10 1990

SELF MANAGING TEAMS: CREATING AND MAINTAINING SELF MANAGED WORK GROUPS. Written for organizations who want to encourage and support employee involvement through this increasingly popular idea of self-managing teams. 91 PP., Robert Hicks and Diane Bone

HD66.H324 1993

TEAMING UP: ACHIEVING ORGANIZATIONAL TRANSFORMATION. 208 PP., Steven Phillips and Carl Harshman

HD66.H47 1994

FORCE OF ONES, A: RECLAIMING INDIVIDUAL POWER IN A TIME OF TEAMS, WORK GROUPS, AND OTHER CROWDS. This book celebrates the power of the individual in the workplace, and offers support and guidance for enlightened individualism at work. The author provides tools and guidance for enhancing one's personal effectiveness on the job. 261 PP., Stanley Herman

HD66.H57 1991

MANAGING THE NEW TEAM ENVIRONMENT: SKILLS, TOOLS, AND METHODS. Essential reading for all managers in contemporary business organizations who are attempting to work productively in today's challenging economic environment. 101 PP., Larry Hirschhorn

HD66.K10 1994

TEAM DECISION-MAKING TECHNIQUES: A PRACTICAL GUIDE TO SUCCESSFUL TEAM OUTCOMES. Making a decision on your own can be trying, but making a decision as a group can be even more difficult. By using the clear and concise techniques provided, the team decision-making process can be easier and more effective. 120 PP., P. Keith Kelly

HD66.K384 1993

WISDOM OF TEAMS, THE: CREATING THE HIGH-PERFORMANCE ORGANIZATION. The best selling book that thoroughly explores the remarkable benefits of teams at all levels of the organization. The authors provide dozens of real accounts and case studies that illustrate successes and failures and demonstrate what can be learned from these examples. A must-read guide for business leaders. 260 PP., Jon R. Katzenbach and Douglas K. Smith

HD66.K45 1991

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Center for Management Development
Library Resource Center Books**

ADVENTURES OF A SELF MANAGING TEAM, THE. These materials are designed for the HRD practitioner who wants access to a broad range of training and intervention technologies as well as background in the field. 121 PP., Mark Kelly

HD66.K56 1991

DEVELOPING SUPERIOR WORK TEAMS: BUILDING QUALITY AND THE COMPETITIVE EDGE. 224 PP.,
Dennis C. Kinlaw

HD66.K563 1992

TEAM-MANAGED FACILITATION: CRITICAL SKILLS FOR DEVELOPING SELF SUFFICIENT TEAMS. 150 PP.,
Dennis Kinlaw

HD66.L37 1989

TEAMWORK: WHAT MUST GO RIGHT/WHAT CAN GO WRONG. The authors explore the eight properties of successful teams and examine priorities in building a high-performance team. 150 PP., Carl E. Larson and Frank Lafasto

HD66.L435 1993

LEADING TEAMS: MASTERING THE NEW ROLE. This book shows how managers can carve an enduring and vital position for themselves in a team environment while becoming a valued navigator during the organizational transition to teams. 275 PP., John H. Zenger

HD66.L565 1993

TEAMNET FACTOR, THE: BRINGING THE POWER OF BOUNDARY CROSSING INTO BUSINESS. Your People...the only true competitive advantage. It's a commonly heard phrase but an extremely difficult concept to translate into business reality. Now, with an innovative, proven approach Steven Rayner shows companies how to continuously improve performance by creating a High Performance Work System. 400 PP., Jeffrey Stamps and Jessica Lipnack

HD66.M10 1992

TEAM BUILDING: AN EXERCISE IN LEADERSHIP. A book that will help the manager increase productivity. 77 PP., Robert B. Maddux

HD66.M11 1991

TEAM-BUILDING: HOW TO BUILD A WINNING TEAM. 63 PP., Charles Mallory

HD66.M12 1993

A POCKET COURSE IN...TEAMWORK. 80 PP., Harold R. McAlindon, Editor

HD66.M345 1994

EFFECTIVE TEAMWORK: THE BUSINESS SKILLS EXPRESS SERIES. 100 PP., Michael D. Maginn

HD66.M363 1993

BUSINESS WITHOUT BOSSES: HOW SELF MANAGING TEAMS ARE BUILDING HIGH PERFORMING COMPANIES. A guide to understanding and implementing the essential building block for success in business: self-managing teams. This follow-up to "Superleadership" tells readers how to develop leadership skills to manage themselves and achieve quality productivity needed for a business environment. 256 PP., Charles Manz and Henry Sims, Jr.

HD66.M634 1997

DESIGNING AND LEADING TEAM-BASED ORGANIZATIONS: A WORKBOOK FOR ORGANIZATIONAL SELF-DESIGN. Proven-to-work tools for building or fine-tuning teams. 126 PP., Susan A. Mohrman and Allan M. Mohrman, Jr.

HD66.N55 1993

TEAM GAMES FOR TRAINERS: HIGH-INVOLVEMENT GAMES AND TRAINING AIDS FOR DEVELOPING THESE AND OTHER TEAM SKILLS. 322 PP., Carolyn Nilson

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Center for Management Development
Library Resource Center Books**

HD66.P345 1994

CROSS-FUNCTIONAL TEAMS: WORKING WITH ALLIES, ENEMIES AND OTHER STRANGERS. In the only book to focus exclusively on cross-functional teams, Parker offers a no-nonsense, practical approach to what works and what doesn't in cross-functional teams, presenting case studies from such corporate giants as Motorola, 3M, Honeywell, and Chrysler. 228 PP., Glenn M. Parker

HD66.P346 1994

CROSS-FUNCTIONAL TEAMS TOOLKIT. Create high-performing teams that achieve amazing results! Implement successful cross-functional teams in your organization. This useful tool kit and book are packed with examples and ideas for effective team building. 228 PP., Glenn Parker

HD66.R10 1994

INTERVENTION SKILLS: PROCESS CONSULTATION FOR SMALL GROUPS AND TEAMS. Finally, a functional guide that focuses on putting the concept of group-process consultation into actual practice! You'll learn how and under what circumstances a process consultant should intervene to make a work more effective. 236 PP., W. Brendan Reddy

HD66.R38 1993

RECREATING THE WORKPLACE: THE PATHWAY TO HIGH PERFORMANCE WORK SYSTEMS. Rayner demonstrates how a traditional company can become a highly flexible, agile organization by using an innovative proven approach--the Transformation Pathway. He details the six phases of this technique, focusing on the critical success factors and common pitfalls of each. 281 PP., Steven R. Rayner

HD66.R394 1991

HOW TO LEAD WORK TEAMS: FACILITATION SKILLS. The move toward more employee participation has resulted in the formation of many kinds of decision-making work teams. In taking some first steps toward sharing the responsibility of leadership, managers and team leaders begin to let their people work with them as well as for them. 160 PP., Fran Rees

HD66.R3943 1997

TEAMWORK FROM START TO FINISH: 10 STEPS TO RESULTS. Discover the two dimensions essential for well functioning teams: getting work done, and building and maintaining the spirit and momentum of the team. Develop step-by-step procedures to get work done. Empower your team with the ability to chart its own course, evaluate its progress, and self-correct. 209 PP., Fran Rees

HD66.S10 1994

MANAGER'S OFFICIAL GUIDE TO TEAM WORKING. This book is every manager's best friend when putting a team together. The authors outline a step-by-step model to recruit, assess, build, and facilitate a high-performing team. 159 PP., Cresencio Torres

HD66.S11 1995

FEEDING THE ZIRCON GORILLA: AND OTHER TEAM BUILDING ACTIVITIES. 204 PP., Sam Sikes

HD66.S37 1988

TEAM HANDBOOK, THE: HOW TO USE TEAMS TO IMPROVE QUALITY. High-performing teams can only exist when they revel in discovery, battle well, grow together, and live their purpose. This handbook is the foremost resource on teamwork for both leaders and team members. Peter R. Scholtes

HD66.S38 2003

TEAM HANDBOOK, THE. [3rd Edition] High-performing teams can only exist when they revel in discovery, battle well, grow together, and live their purpose. This handbook is the foremost resource on teamwork for both leaders and team members. 356 PP., Peter R. Scholtes, et al

HD66.S45 1990

SELF DIRECTED WORK TEAMS: THE NEW AMERICAN CHALLENGE. Show employees from diverse areas of your company how to work together more efficiently and compete more effectively. 354 PP., Jack D. Osborne

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HD66.S56 1992

TEAM-BASED ORGANIZATIONS: DEVELOPING A SUCCESSFUL TEAM ENVIRONMENT. James H. Shonk shows you how to structure and manage an organization that is built around teams versus forcing a team approach into an existing structure. 200 PP., James H. Shonk

HD66.S64 1992

POWER OF TEAM BUILDING, THE: USING ROPES TECHNIQUES. Help work teams achieve new levels of trust, camaraderie, and productivity! Improve teamwork through trust building! The Power of Team Building supports trainers, consultants, and business leaders in leading experiential ropes techniques. 216 PP., Harrison Snow

HD66.S84 1991

POWER OF PARTNERING, THE: VISION, COMMITMENT, AND ACTION. 118 PP., Joanne G. Sujansky

HD66.T10 1994

ABC'S OF EMPOWERED TEAMS, THE: BUILDING BLOCKS FOR SUCCESS. 99 PP., Mark Towers

HD66.T34 1992

HOW TO MEET, THINK, AND WORK TO CONSENSUS. 142 PP., Daniel A. Tagliere

HD66.T423 1995

TEAM EFFECTIVENESS AND DECISION MAKING IN ORGANIZATIONS. Using a variety of methodologies, twenty-two leading researchers from the fields of management and social, industrial, and organizational psychology examine team-based projects worldwide, bringing their expertise to bear on core issues from member selection to conflict management to measurement of productivity. 414 PP., Richard A. Guzzo, et al

HD66.T437 1992

TEAMS: THEIR TRAINING AND PERFORMANCE. This book compiles state-of-the-art commentary on teamwork, team training, and team performance. It provides both practical and down-to-earth information on what we currently know about these topics from a research-based perspective, and forward-looking, theoretical views on where the field is going. 432 PP., Robert W. Swezey and Edwardo Salas, Editors

HD66.T63 1991

SELF DIRECTED WORK TEAMS: A PRIMER. You'll learn to help workers feel like partners in their organizations by contributing to the improvement of products and services. Use these guiding principles, working models, key strategies, and action steps to create successful self-directed teams! 99 PP., Cresencio Torres and Jerry Spiegel

HD66.V36 1990

BUILDING PRODUCTIVE TEAMS: AN ACTION GUIDE AND RESOURCE BOOK. Practical step-by-step guidance on how to improve teamwork and increase the productivity and efficiency of groups within any organization. 150 PP., Glenn H. Varney

HD66.W4 1997

MANAGERS AS FACILITATORS: A PRACTICAL GUIDE TO GETTING WORK DONE IN A CHANGING WORKPLACE. Written for business leaders and managers, here is a practical, innovative guide to becoming effective facilitators of teams and groups. 250 PP., Roger G. Weaver and John D. Farrell

HD66.W45 1991

EMPOWERED TEAMS: CREATING SELF DIRECTED WORK GROUPS THAT IMPROVE QUALITY, PRODUCTIVITY, & PARTICIPATION. Provides the frank answers to questions about how teams work, what makes them effective, when they are useful, how to get them going, and how to maintain their vigor and productivity over the long haul. 258 PP., Richard S. Wellins

HD66.W46 1994

INSIDE TEAMS: HOW 20 WORLD-CLASS ORGANIZATIONS ARE WINNING THROUGH TEAMWORK.

Federal Aviation Administration Center for Management Development Library Resource Center Books

A rich expose' of 20 of the world's best team-based companies, Inside Teams shows managers, team members and human resource specialists how to benchmark their own organization's team implementation plans against the leaders. 366 PP., Richard S. Wellins

HD9696.2.U64H48 2001

POWER OF NETWORKED TEAMS, THE: CREATING A BUSINESS WITHIN A BUSINESS AT HP IN COLORADO SPRINGS. Pamela Shockley-Zalbak and Sandra B. Burmester

HF5386.M363 1993

TEAM THINK: USING THE SPORTS CONNECTION TO DEVELOP, MOTIVATE, AND MANAGE. Don Martin

HF5415.5.T55 1993

TEAMWORK FOR CUSTOMERS: BUILDING ORGANIZATIONS THAT TAKE PRIDE IN SERVICE. Dean Tjosvold

HF5548.8.M4924 1994

CORPORATE COACH, THE: HOW TO BUILD A TEAM OF LOYAL CUSTOMERS AND HAPPY EMPLOYEES. Jim Miller's best-selling book provides a revolutionary approach to team management and customer service that has helped his own company's sales rise from \$50,000 to \$150 million. 256 PP., James Miller and Paul Brown

HF5549.5.T7H324 1995

TEAM TRAINING: FROM STARTUP TO HIGH PERFORMANCE. Carl Harshman and Steve Phillips

HM131.S569 1997

PARADOXES OF GROUP LIFE. Smith and Berg offer a different way of thinking about groups that will open new avenues of inquiry for professors and students of group behavior, and they propose many innovative ideas that will prove valuable to consultants, trainers, therapists, and others who work with groups on a regular basis. 281 PP., Kenwyn Smith

HS57.7.W10Z10 1997

TEAM LEADER'S IDEA-A-DAY GUIDE, THE: 250 WAYS TO MAKE YOUR TEAM MORE EFFECTIVE AND PRODUCTIVE-EVERY WORKING DAY OF THE YEAR. 300 PP., Susan F. Woodring and Drea Zigarmi

JF1525.T67K6324 1996

TEAMS IN GOVERNMENT: A HANDBOOK FOR TEAM-BASED ORGANIZATIONS. Jerry W. Koehler and Joseph M. Pankowski

LC5215.H10 1992

SKILL-BUILDING FOR SELF-DIRECTED TEAM MEMBERS: A COMPLETE COURSE. This book/workbook was designed to help Team Members develop the critical skills needed. It will increase your awareness that what you do and think makes all the difference. Ann Harper and Bob Harper

Time Management

BJ1581.2.C66 1994

FIRST THINGS FIRST: TO LIVE, TO LOVE, TO LEARN, TO LEAVE A LEGACY. First Things First offers a principle-centered approach that will transform the quality of everything you do by showing how it involves the need to live, to love, to learn, and to leave a legacy. It empowers readers to define what is truly important; to accomplish worthwhile goals; and to lead rich, rewarding, and balanced lives. 384 PP., Stephen R. Covey

HD69.T54L59 1994

GETTING AND STAYING ORGANIZED. 99 PP., Corinne R. Livesay

HD69.T54M37 1994

TIME MANAGEMENT. Now, readers can develop better time management systems to meet deadlines and succeed in today's competitive work environment! This Express book explains how to prioritize and delegate, overcome procrastination, and create uninterrupted time. 154., Marc Mancini

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HD69.T54M39 1990

IF YOU HAVEN'T GOT THE TIME TO DO IT RIGHT, WHEN WILL YOU FIND THE TIME TO DO IT OVER?
Jeffrey J. Mayer

HD9025.25.G35 1994

MANAGING THE DEMANDS OF WORK AND HOME. Carol R. Galginaitis

HF5414.155.N67 1993

CYCLE TIME MANAGEMENT: THE FAST TRACK TO TIME-BASED PRODUCTIVITY MANAGEMENT. As much as 90% of the operational activities in a traditional plant are nonessential or pure waste. This book presents a proven methodology for eliminating this waste within 24 to 30 months by measuring productivity in terms of time instead of revenue or people. From this succinct, highly focused book, you'll learn what cycle time management is, how to implement it, and how to manage it. 184 PP., Patrick Northerly and Nigel Southway

HN90.T5H67 1993

TIME MANAGEMENT: CONQUERING THE CLOCK. Mike Scally and Barrie Hopson

TX147.W75 1991

GETTING ORGANIZED: THE EASY WAY TO PUT YOUR LIFE IN ORDER [Updated and Revised]. Stephanie Winston

Total Quality Management

HD38.C10 1993

CONTINUOUS IMPROVEMENT TOOLS: A GUIDE TO ACHIEVE QUALITY RESULTS [VOL 1]. The tools and techniques presented offer a common-sense approach to not only begin but to sustain any quality-improvement efforts already in place within an organization. Contains step-by step instructions and case examples that can be used in meetings and during team or individual process-improvement or problem-solving efforts. 100 PP., Richard Chang and Matthew Neidzwiecki

HD38.C11 1993

CONTINUOUS IMPROVEMENT TOOLS: A GUIDE TO ACHIEVE QUALITY RESULTS [VOL. 2]. These two volumes offer a commonsense approach to creating and sustaining quality-improvement efforts. Your process improvement, problem-solving teams and self-managed work teams will function better with the tools and techniques presented in this book., 151 PP., Richard Chang and Mat Neidzwiecki

HD38.C50 1994

TEN TOOLS FOR QUALITY: A PRACTICAL GUIDE TO ACHIEVE QUALITY RESULTS. 117 PP., Richard Chang

HD38.D439G58 1987

DEMING GUIDE TO QUALITY AND COMPETITIVE POSITION, THE. Howard Gitlow and Shelly Gitlow

HD38.L10 1991

FEDERAL MANAGER'S GUIDE TO TQM, THE. Jean G. Lamkin

HD58.9.B76 1996

KEEPING SCORE: USING THE RIGHT METRICS TO DRIVE WORLD-CLASS PERFORMANCE. Following a Baldrige approach, Mark Brown shows you how to evaluate your current approach to measurement and redesign inadequate metrics and systems used to collect and report data. 198 PP., Mark Graham Brown

HD62.10.J39 1990

IMPLEMENTING TOTAL QUALITY MANAGEMENT: COMPETING IN THE 1990's. This book is an absolute must for those involved in the implementation of TQM in any organization. Joseph R. Jablonski

HD62.15.B369 1995

TQM PARADIGM, THE: KEY IDEAS THAT MAKE IT WORK. 65 PP., Derm Barrett

HD62.15.C74 1994

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FIVE PILLARS OF TQM, THE: HOW TO MAKE TOTAL QUALITY MANAGEMENT WORK FOR YOU. Bill Creech

HD62.15.C76 1992

COMPLETENESS: QUALITY FOR THE 21ST CENTURY. Philip B. Crosby

HD62.15.L33 1992

MAKING QUALITY WORK: A LEADERSHIP GUIDE FOR THE RESULTS-DRIVEN MANAGER. This TQM book for the 90s and beyond is packed with practical advice, tools, actionable ideas and techniques that will make an organization more acute, competitive, and profitable. 320 PP., George Labovitz

HD62.15.L43 1991

LEADERSHIP, PERSPECTIVE, AND RESTRUCTURING FOR TOTAL QUALITY. Richard J. Pierce

HD62.15.M3465 1994

QUALITY WARS: THE TRIUMPHS AND DEFEATS OF AMERICAN BUSINESS. Jeremy Main

HD62.15.M45 1995

PROCESS MANAGEMENT: A SYSTEMS APPROACH TO TOTAL QUALITY. Every serious manager should have a few of these in their office reading backlog to help keep up with today's new management challenges. 53 PP., Eugene H. Melan

HD62.15.S36 1992

RACE WITHOUT A FINISH LINE, THE: AMERICA'S QUEST FOR TOTAL QUALITY. The books shows how TQM can be used to help organizations deliver the variety, customization, and timeliness today's customers demand. Warren H. Schmidt and Jerome P. Finnigan

HD62.15.S58 1994

BY WHAT METHOD? D. S. Sink and W. T. Morris

HD62.15.S65 1992

BENCHMARKING BOOK, THE. Michael J. Spendolini

HD62.15C54 1992

FIRING ON ALL CYLINDERS: THE SERVICE/QUALITY SYSTEM FOR HIGH-POWERED CORPORATE PERFORMANCE. At the heart of this book are 12 key service/quality improvement areas--or cylinders--that show how to signal commitment, listen to internal/external customers, improve processes, realign systems, and more. Jim Clemmer

HD62.C10 1994

IMPROVING THROUGH BENCHMARKING: A PRACTICAL GUIDE TO ACHIEVING PEAK PERFORMANCE. [Vol. 1] Organizations often seek out and attempt to emulate examples of optimum performance. The benchmarking process is ideal to use to efficiently meet your customer's needs. 106 PP., Richard Chang and Keith Kelly

HD62.C11 1994

CONTINUOUS PROCESS IMPROVEMENT: A PRACTICAL GUIDE TO IMPROVING PROCESSES FOR MEASURABLE RESULTS. [Vol. 2] Poor quality can cost organizations 20 to 25 percent of their gross revenues and can be disastrous in today's competitive environment. CPI philosophy and techniques will not only ensure your ability to compete for world-class performance, but also help you pull ahead of the competition.. 120 PP., Richard Y. Chang

HD66.T65 1986

COMMIT TO QUALITY. An exhaustive look at the quality team process, this book deals exclusively with implementing a quality program in a service business. 208 PP., Patrick L. Townsend

JF1331.B10 1995

PROCESS ANALYSIS WORKBOOK FOR GOVERNMENT, THE: HOW TO ACHIEVE MORE WITH LESS. Gerard Bruno

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JF1525.T67H86 1993

QUALITY MANAGEMENT FOR GOVERNMENT: A GUIDE TO FEDERAL, STATE, AND LOCAL IMPLEMENTATION. This book introduces the principles and methods for implementing an effective total quality management system within any level of government. It offers a clear introduction to TQM, including philosophies, awards, and their criteria, quality success stories, a 17-step planning and implementation methodology that can be customized for government agency, and more. 384 PP., Daniel V. Hunt

JF538.K64 1996

QUALITY GOVERNMENT: DESIGNING, DEVELOPING, AND IMPLEMENTING TQM. Jerry W. Koehler and Joseph M. Pankowski

LB2805.M10 1993

GREAT IDEAS ON...QUALITY. Harold R. McAlindon

TS156.7.A84 1990

CREATING CULTURE CHANGE:THE KEY TO SUCCESSFUL TOTAL QUALITY MANAGEMENT. Philip E. Atkinson

TS156.C344 1990

PRINCIPLES OF QUALITY COSTS: PRINICIPLES, IMPLEMENTATION, AND USE [2nd Edition]. This book includes quality coverage of quality cost in service industries, and in quality improvement programs. 150 PP., Jack E. Campanella, Editor

TS156.S358 1990

DEMING ROUTE TO QUALITY AND PRODUCTIVITY, THE: ROAD MAPS AND ROADBLOCKS. 154 PP., William W. Scherkenbach

TS165.D615 1994

THINKING ABOUT QUALITY: PROGRESS, WISDOM, AND THE DEMING PHILOSOPHY. Lloyd Dobyns and Clare Crawford

Training

HF5549.5.T7H285 1997

WEB-BASED TRAINING COOKBOOK: EVERYTHING YOU NEED TO KNOW FOR ONLINE TRAINING. Brandon Hall

HM132.J10 1996

NEW FIELDBOOK FOR TRAINERS, THE: TIPS, TOOLS, AND TECHNIQUES. John E. Jones, et al

BF481.L43 1994

LEARNING, REMEMBERING, BELIEVING: ENHANCING HUMAN PERFORMANCE. Can such techniques as sleep learning and hypnosis improve performance? Do we sometimes confuse familiarity with mastery? Can we learn without making mistakes? This book addresses these and other key issues in learning and performance and presents leading-edge theories and findings. 416 PP., Daniel Druckman

G156.5.B86D67 1997

DO'S AND TABOOS AROUND THE WORLD FOR WOMEN IN BUSINESS. This incomparable guide tells you everything you need to know to guarantee that your trip abroad is economical, safe, enjoyable, and productive. 252 PP., Roger Axtell, et al

HD30.26.J66 1993

IMAGINATIVE EVENTS FOR TRAINING: A TRAINER'S SOURCEBOOK OF GAMES, SIMULATIONS AND ROLE PLAY EXERCISES. Featuring 48 of the most tried-and-true yet inventive games, simulations, role-playing exercises, and puzzles ever assembled in one volume, this book focuses on specific skill enhancement goals that help employees become more creative, innovative, cooperative, and able to deal with organizational changes. And, unlike other books of its

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kind, Imaginative Events for Training provides detailed instructions and materials. 310 PP., Ken Jones

HD30.3.F10 2000

PRACTICAL GUIDE TO FACILITATION, THE: A SELF-STUDY RESOURCE. This unique guide enables people to thoroughly learn the role of facilitator at their own pace. Versatile enough to be used not only in an independent study program, but also as part of traditional classroom training program. Specifically structured to help users retain what they have read, this resource goes beyond merely informing the reader to actually making a difference in a person's day-to-day work. 150 PP., John D. Farrell and Richard G. Weaver

HD30.4.D67 1998

ACTION LEARNING: HOW THE WORLD'S TOP COMPANIES ARE RE-CREATING THEIR LEADERS AND THEMSELVES. The authors believe companies can recreate themselves by first creating their leaders through Action Learning. The method requires immersing executives in a team-oriented strategic boot camp that addresses the immediate needs of the organization, erases entrenched thinking, and encourages new attitudes and behaviors. 214 PP., David L. Dotlich and James L. Noel

HD30.4.W53 1993

LEARNING EDGE, THE: HOW SMART MANAGERS AND SMART COMPANIES STAY AHEAD. Today, more than ever before, knowledge is power. Fortune magazine recently proclaimed that "the most successful corporation of the 1990s will be something called a learning organization." The Learning Edge responds to this new market reality with a dynamic, concrete approach executives can use to take charge of their futures. 256 PP., Calhoun Wick and Lou S. Leon

HD30.412C745 1997

CRITICAL GUIDE TO MANAGEMENT TRAINING MEDIA, A. 535 PP., William Ellet, Editor

HD30.42.U5S74 2001

EXTREME MANAGEMENT: WHAT THEY TEACH AT HARVARD BUSINESS SCHOOL'S ADVANCED MANAGEMENT PROGRAM. The origins of Harvard's Advanced Management Program are rooted in World War II. Today's program teaches how to thrive in the combative global marketplace. 184 PP., Mark Stevens

HD30.H10 1995

CONNECTIONS: 125 STRUCTURED ACTIVITIES FOR FAULTLESS TRAINING. Lois B. Hart

HD58.8.M245 1999

MAKING IT HAPPEN: STORIES FROM INSIDE THE NEW WORKPLACE. 96 PP., Pegasus Communications, Inc.

HD58.8.S10 1996

REENGINEERING THE TRAINING FUNCTION: HOW TO ALIGN TRAINING WITH THE NEW CORPORATE AGENDA. Anyone looking for answers to meeting the demands of the new economy, corporate and organizational agendas, and the demands of the new learner/worker will find them in this well-written and concise book. Learn how business reengineering and training practices must parallel the reengineering of business processes. 296 PP., Donald Shandler

HD58.82.H88 1998

OUTLEARNING THE WOLVES: SURVIVING AND THRIVING IN A LEARNING ORGANIZATION. 64 PP., David Hutchens

HD58.82.T772 1997

IN ACTION: TRANSFERRING LEARNING TO THE WORKPLACE: SEVENTEEN CASE STUDIES FROM THE REAL WORLD OF TRAINING. Jack J. Phillips and Mary L. Broad, Editors

HD66.C6084 1997

DANGEROUS COMPANY: THE CONSULTING POWERHOUSE AND THE BUSINESSES THEY SAVE AND RUIN. Management consulting is a \$50 billion business worldwide, with \$25 billion in revenues generated in the U.S., according to the authors, who argue here that as business becomes more globalized, the influence of consultants is expanding. This fast-paced book provides practical advice on the best way for companies to use consultants. 355 PP., Hames O'Shea and

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Charles Madigan

HD69.C6B45 1990

CONSULTANTS CALLING, THE: BRINGING WHO YOU ARE TO WHAT YOU DO. At once practical and personal, this book is for all types of consultants, all those who work with consultants, and all those who dream of being consultants. 238 PP., Geoffrey Bellman

HD69.C6G54 1994

INTERNAL CONSULTING FOR HRD PROFESSIONALS: TOOLS, TECHNIQUES, AND STRATEGIES FOR IMPROVING ORGANIZATIONAL PERFORMANCE. This is a how-to guide shows how to make the transition to the often-unfamiliar turf of internal consultant. 196 PP., Jerry Gilley and Amy Coffern

HF5549.5.K25 1998

ANOTHER LOOK AT EVALUATING TRAINING PROGRAMS: FIFTY ARTICLES FROM TRAINING & DEVELOPMENT MAGAZINES COVER THE ESSENTIALS OF EVALUATION AND RETURN-ON-INVESTMENT. Fifty "best" articles from Training & Development and Technical Training magazines are assembled into the Four Levels of Evaluation in the widely accepted Kirkpatrick Model. 257 PP., Donald L. Kirkpatrick

HF5549.5.P10 1995

FUTURE TRAINING: A ROADMAP FOR RESTRUCTURING THE TRAINING FUNCTION. The book brings together the understanding for the natural integration of work systems and human systems to foster business productivity optimization. A MUST read for those interested in developing a high performance enterprise! 250 PP., James S. Pepitone

HF5549.5.P20 1997

EVALUATING THE IMPACT OF TRAINING: A COLLECTION OF TOOLS AND TECHNIQUES. 216 PP., Scott B. Parry

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