MHS Leadership Library

Organization Development
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# Leadership Library

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Why Settle for the Balcony? How to Get a Front-Row Seat in Life! – Marilyn Sherman

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Words That Work: It’s Not What You Say, It’s What People Hear – Frank Luntz

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You Don’t Need a Title to be a Leader – Mark Sanborn
Book Listing and Synopsis

101 Answers to Questions Leaders Ask – Quint Studer
In 101 Answers to Questions Leaders Ask, Quint Studer offers practical, prescriptive solutions to some of the many questions he's received from healthcare leaders around the country since the debut of "Ask Quint" on the Studer Group website more than four years ago. Informed by best practices in a national learning lab of healthcare organizations, Quint shares his insights on how to deliver excellent patient care, engage employees, and improve physician relations for access, growth and strong financial performance. In short, Quint's answers accelerate the leadership learning curve. Questions are organized by topic, making the book valuable as a reference point for specific issues or on-the-spot problem-solving.

The 3 Big Questions for a Frantic Family: A Leadership Fable About Restoring Sanity To The Most Important Organization In Your Life – Patrick Lencioni
In this unique and groundbreaking book, business consultant and New York Times best-selling author Patrick Lencioni turns his sights on the most important organization in our lives—the family. As a husband and the father of four young boys, Lencioni realized the discrepancy between the time and energy his clients put into running their organizations and the reactive way most people run their personal lives. Having experienced the stress of a frantic family firsthand, he and his wife began applying some of the tools he uses with Fortune 500 companies at home, and with surprising results.

The 360 Degree Leader: Developing Your Influence from Anywhere in the Organization – John C. Maxwell
Recommended By: Ed Curtis
In his nearly thirty years of teaching leadership, John Maxwell has encountered this question again and again: How do I apply leadership principles if I'm not the boss? It's a valid question that Maxwell answers in The 360 Degree Leader voted best business book of the year by Soundview Executive Book Summary subscribers, and 2006 recipient of their Harold Longman Award. In this award-winning book, Maxwell asserts that you don't have to be the main leader to make significant impact in your organization.

The 3rd Alternative: Solving Life’s Most Difficult Problems - Stephen R. Covey
In any conflict, the 1st Alternative is my way and the 2nd Alternative is your way. The fight usually boils down to a question of whose way is better. There are many methods of “conflict resolution,” but most involve compromise, a low-level accommodation that stops the fight without breaking through to amazing new results. The 3rd Alternative is about more than just an armistice—it’s about creating a new and improved reality. A departure from the usual approaches to conflict resolution, negotiation, and innovation,
this book reveals a new way of thinking that will be embraced not only by the many fans who have flocked to Covey’s prior books, but also by anyone who is seeking solutions in their professional or personal lives.

The 5 Levels of Leadership: Proven Steps to Maximize Your Potential – Patrick Lencioni
True leadership isn't a matter of having a certain job or title. In fact, being chosen for a position is only the first of the five levels every effective leader achieves. To become more than "the boss" people follow only because they are required to, you have to master the ability to invest in people and inspire them. To grow further in your role, you must achieve results and build a team that produces. You need to help people to develop their skills to become leaders in their own right. And if you have the skill and dedication, you can reach the pinnacle of leadership-where experience will allow you to extend your influence beyond your immediate reach and time for the benefit of others.

5 Steps to Professional Presence: How to Project Confidence, Competence, and Credibility at Work – Susan Bixler and Lisa Scherrer-Dugan
In a world where change is constant, building business relationships quickly is key. Professional presence can help you stand out in the crowd of e-mails, voicemails, business meetings, and social occasions. It offers a personal style that projects your competence, credibility, and confidence – whether you are in person or in cyberspace.

The 17 Essential Qualities of a Team Player: Becoming the Kind of Person Every Team Wants – John C. Maxwell
Where can a person go to learn how to become a better team player? Your choices are definitely limited. John C. Maxwell takes the pain out of knowing what makes a team tick. If you want to have a better team, you have to develop better players. Great team players, like great teams, are formed from the inside out.

The qualities Maxwell teaches quickly take you to the heart of teamwork. Anybody can understand them and apply them -- whether at home, on the job, at church, or on the ball field. If you learn the 17 essential qualities of a team player, you can become the kind of person every team wants. If everyone on your team does it, there will be no holding you back.

The 21 Indispensable Qualities of a Leader: Becoming the Person Others Will Want to Follow – John C. Maxwell
In the tradition of his million-seller The 21 Irrefutable Laws of Leadership, author John C. Maxwell provides a concise, accessible leadership book that helps readers become more effective leaders from the inside out. Daily readings highlight twenty-one essential leadership qualities and include "Reflecting On It" and "Bringing It Home" sections that help readers integrate and apply each day's material.
The 21 Irrefutable Laws of Leadership: Follow Them and People Will Follow You – John C. Maxwell

If you’ve never read The 21 Irrefutable Laws of Leadership, you’ve been missing out on one of the best-selling leadership books of all time. If you have read the original version, then you’ll love this new expanded and updated one.

Internationally recognized leadership expert, speaker, and author John C. Maxwell has taken this million-seller and made it even better:
Every Law of Leadership has been sharpened and updated
Seventeen new leadership stories are included
Two new Laws of Leadership are introduced
New evaluation tool will reveal your leadership strengths—and weaknesses
New application exercises in every chapter will help you grow

Accountability NOW! – Mark Sasscer with Maureen McNeill

In an ever-changing world, it is important to remember that we can control our reactions and responses to other people and the situations that arise in life. Accountability Now! shares ways we can all learn to become more resilient in the face of change, find greater happiness, and create an environment where others can learn to do the same. Mark Sasscer, founder and CEO of an international leadership consulting and training firm, relies on ten principles of personal leadership in order to teach others to take ownership for choices, decisions, outcomes, and consequences. While exploring these ten principles that encourage others to be authentic, model high performance, initiate courageous conversations, and mentor others, Sasscer shares not only the stories of over forty leaders who have faced adversity and change, but also details his own personal journey as he coaches others on how to improve their own outcomes in life.

The Advantage: Why Organizational Health Trumps Everything Else– Patrick Lencioni

There is a competitive advantage out there, arguably more powerful than any other. Is it superior strategy? Faster innovation? Smarter employees? No, New York Times best-selling author, Patrick Lencioni, argues that the seminal difference between successful companies and mediocre ones has little to do with what they know and how smart they are and more to do with how healthy they are. In this book, Lencioni brings together his vast experience and many of the themes cultivated in his other best-selling books and delivers a first: a cohesive and comprehensive exploration of the unique advantage organizational health provides.

The Art of War – Sun Tzu

Recommended By: Chuck Callahan
Twenty-Five Hundred years ago, Sun Tzu wrote this classic book of military strategy based on Chinese warfare and military thought. Since that time, all levels of military and civilizations have used the teachings of Sun Tzu and have adapted these teachings for use in politics, business and everyday life. The Art of War is a book which should be used to gain advantage of opponents in the boardroom and battlefield alike.

**Attitude 101 – John Maxwell**

As stated in the preface to this concise primer, any weekday edition of *The New York Times* contains more information than the average person living in 17th-century England was exposed to in a lifetime. In acknowledgement of the modern world’s information glut, leadership expert John C. Maxwell has produced *Attitude 101*, a 99-page companion volume to one of his previous bestsellers, *Leadership 101*. In this new book, Maxwell examines the importance of attitude in determining a leader’s success or failure, the forces that shape a person’s attitude, and the seven choices necessary if one is to change his or her attitude. Fans of Maxwell’s earlier books will enjoy his pithy advice, and will no doubt look forward to the third and fourth volumes in this series (*Relationships 101, Equipping 101*), both available in 2004. --David Bombeck.

**Axiom: Powerful Leadership Proverbs – Bill Hybels**

**Recommended By:** Ed Curtis

Winning leaders have winning points of view—succinct, practical, portable leadership proverbs that help them arbitrate decisions and rouse troops to action. In *Axiom: The Language of Leadership*, Bill Hybels reveals eighty God-given, from-the-gut truths that continue to raise his game and his vision, thirty-plus years into his local-church leadership experience.

**Band of Brothers – Stephen E. Ambrose**

**Recommended By:** Kathy Lee

As good a rifle company as any in the world, Easy Company, 506th Airborne Division, U.S. Army, kept getting the tough assignments — responsible for everything from parachuting into France early D-Day morning to the capture of Hitler's Eagle's Nest at Berchtesgaden. In *Band of Brothers*, Ambrose tells of the men in this brave unit who fought, went hungry, froze, and died, a company that took 150 percent casualties and considered the Purple Heart a badge of office. Drawing on hours of interviews with survivors as well as the soldiers' journals and letters, Stephen Ambrose recounts the stories, often in the men's own words, of these American heroes.

**The Baptist Health Care Journey to Excellence: Creating a Culture of WOWs – Al Stubblefield**

*The Baptist Healthcare Journey to Excellence* presents tested principles and best practices to help improve your corporate culture and customer satisfaction, which will lead to loyalty, stability, sustained productivity, and profitability in your own organization.
**Blindspot: Hidden Biases of Good People – Mahzarin Banaji and Anthony Greenwald**

“Blindspot” is the authors’ metaphor for the portion of the mind that houses hidden biases. Writing with simplicity and verve, Banaji and Greenwald question the extent to which our perceptions of social groups – without our awareness or conscious control – shape our likes and dislikes and our judgments about people’s character, ability, and potential. In *Blindspot*, the authors reveal hidden biases based on their experience with the Implicit Association Test, a method that has revolutionized the way scientists learn about the human mind and that gives us a glimpse into what lies within the metaphoric blindspot.

**Blink: The Power of Thinking Without Thinking – Malcolm Gladwell**

**Recommended By:** Linda Jones

Blink is about the first two seconds of looking—the decisive glance that knows in an instant. Gladwell, the best-selling author of *The Tipping Point*, campaigns for snap judgments and mind reading with a gift for translating research into splendid storytelling. Building his case with scenes from a marriage, heart attack triage, speed dating, choking on the golf course, selling cars, and military maneuvers, he persuades readers to think small and focus on the meaning of "thin slices" of behavior. The key is to rely on our "adaptive unconscious"—a 24/7 mental valet—that provides us with instant and sophisticated information to warn of danger, read a stranger, or react to a new idea.

**Built to Last – James Collins and Jerry I. Porras**

**Recommended By:** Kevin England

What makes a visionary company? This book, written by a team from Stanford’s Graduate School of Business, compares what the authors have identified as "visionary" companies with selected companies in the same industry. The authors juxtapose Disney and Columbia Pictures, Ford and General Motors, Motorola and Zenith, and Hewlett-Packard and Texas Instruments, to name a few.

**Buy In: Saving Your Good Idea from Getting Shot Down – John Kotter**

In *Buy-In*, Kotter reveals how to win the support your idea needs to deliver valuable results. The key? Understand the generic attack strategies that naysayers and obfuscators deploy time and time again. Then engage these adversaries with tactics tailored to each strategy. By “inviting the lions” to critique your idea – and being prepared for them – you’ll capture busy people’s attention, help them grasp your proposal’s value, and secure their commitment to implementing the solution.

**Change Anything: The New Science of Personal Success – Kerry Patterson, Joseph Grenny, David Maxfield, Ron McMillan, and Al Switzler**
A stunning new approach to how individuals can not only change their lives for the better in the workplace, but also their lives away from the office, including (but not limited to) finding ways to improve one's working relationship with others, one's overall health, outlook on life, and so on. Based upon the latest research in a number of psychological and medical fields, the authors of CHANGE ANYTHING will show that traditional will-power is not necessarily the answer to these strivings that people are affected in their behaviors by far more subtle influences. CHANGE ANYTHING shows how individuals can come to understand these powerful and influential forces, and how to put these forces to work in a positive manner that brings real and meaningful results.

The Checklist Manifesto: How to Get Things Right – Atul Gawande

The modern world has given us stupendous know-how. Yet avoidable failures continue to plague us in health care, government, the law, the financial industry—in almost every realm of organized activity. And the reason is simple: the volume and complexity of knowledge today has exceeded our ability as individuals to properly deliver it to people—consistently, correctly, safely. We train longer, specialize more, use ever-advancing technologies, and still we fail. Atul Gawande makes a compelling argument that we can do better, using the simplest of methods: the checklist. In riveting stories, he reveals what checklists can do, what they can’t, and how they could bring about striking improvements in a variety of fields, from medicine and disaster recovery to professions and businesses of all kinds. And the insights are making a difference. Already, a simple surgical checklist from the World Health Organization designed by following the ideas described here has been adopted in more than twenty countries as a standard for care and has been heralded as “the biggest clinical invention in thirty years”

Competitive Advantage: Creating and Sustaining Superior Performance – Michael E. Porter

Recommended By: Chuck Callahan

The most influential management book of the past quarter century....A veritable goldmine of analytical concepts and tools to help companies get a much clearer grasp of how they can create and sustain competitive advantage. –Financial Times

Credibility: How Leaders Gain and Lose It, Why People Demand It – James M. Kouzes and Barry Z. Posner

As the world falls deeper into economic downturns and warfare, the question of credibility (how leaders gain and lose it) is more important than ever. Building on their research from The Leadership Challenge, James Kouzes and Barry Posner explore in Credibility why leadership is above all a relationship, with credibility as the cornerstone, and why leaders must "Say what you mean and mean what you say." This first full revision of the book since its initial publication in 1993 features new case studies from around the world, fully updated data and research, and a streamlined format. Written by the premier leadership experts working today, Credibility:
Reveals the six key disciplines that strengthen a leader's capacity for developing and sustaining credibility.

Provides rich examples of real managers in action

Includes updates to the applications and research

**Crucial Conversations: Tools for Talking When the Stakes are High – Joseph Grenny, Ron McMillan, and Al Switzler**

Recommended By: Travis Dowell

"Crucial" conversations are interpersonal exchanges at work or at home that we dread having but know we cannot avoid. How do you say what needs to be said while avoiding an argument with a boss, child, or relationship partner? *Crucial Conversations* 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.

**David and Goliath: Underdogs, Misfits, and The Art of Battling Giants – Malcolm Gladwell**

In *David and Goliath*, Malcolm Gladwell challenges how we think about obstacles and disadvantages, offering a new interpretation of what it means to be discriminated against, or cope with a disability, or lose a parent, or attend a mediocre school, or suffer from any number of other apparent setbacks.

**Death by Meeting: A Leadership Fable...About Solving the Most Painful Problem in Business – Patrick Lencioni**

*Death by Meeting* focuses on a cure for the most painful yet underestimated problem of modern business: bad meetings. And what he suggests is both simple and revolutionary. As in his other books, Lencioni provides a framework for his groundbreaking model, and makes it applicable to the real world. *Death by Meeting* is nothing short of a blueprint for leaders who want to eliminate waste and frustration among their teams, and create environments of engagement and passion.

**Decision Analysis for Health Care Managers – Farrokh Alemi and David Gustafson**

The first part of this book explains the various analytical tools that simplify and accelerate decision making. Learn about tools that help you determine causes, evaluate choices, and forecast future events. For occasions when a group, rather than an individual, has to make a decision, you will also learn what tools can help you create group consensus. The second half of the book shows you how to apply analytical tools to different healthcare situations, programs, and determining the market for new services. Many practical examples walk you step-by-step through common decision-making scenarios.
Delegation: The Power of Letting Go – Robert B. Nelson  
Recommended By: OD  
A friendly book that is both easy to read and use. Similar to listening skills or the ability to plan and set goals, the ability to delegate is one of the most fundamental skills that makes or breaks a manager and his or her career. Master the skills of delegation as described in this book and you will move closer toward mastering the job of managing.

The Deming Management Method – Mary Walton  
Recommended By: Doug Rahn  
Whether you are the owner of a small business, a middle manager in a mid-sized company or the CEO of a multinational, this book can show you how to improve your profits and productivity. Change, Dr. Deming believes, should start at the top with an informed, quality-conscious management. His 14 points for managers offer practical applications for everyday business life.

If Disney Ran Your Hospital: 9 ½ Things You Would Do Differently – Fred Lee  
Recommended By: Marsha Prater  
Lee talks about why perceptions are more important than reality, patient loyalty is more important than satisfaction, courtesy is more important than efficiency, and experience is more important than service. He also spends some time addressing the shortfalls of patient satisfaction surveys and competitive incentives for employees. All for the sake of his true focus of the book: to "bring out the best behaviors in workers and provide the best emotional experience for patients."

Diversity Leadership – Janice L. Drechsline and Portia L. Hunt  
Recommended By: Doug Rahn  
Leadership and diversity in the organization are two primary topics dominating the health care industry, and author Janice L. Drechsline links the two using a dynamic and insightful approach. Diversity Leadership presents a five-part framework for the process of building a stronger organization through diversity: discovery, assessment, exploration, transformation, and revitalization. Dr. Drechsline guides the reader through the above stages, interspersing explanatory text with case examples to illustrate specific points.

The Effective Executive – Peter F. Drucker  
Recommended By: Chuck Callahan, Aimee Allbritton  
The measure of the executive, Peter F. 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. Intelligence, imagination, and knowledge may all be wasted in an executive job without the acquired habits of mind that mold them into results.

Emotional Intelligence 2.0- Travis Bradberry and Jean Greaves
By now, emotional intelligence (EQ) needs little introduction — it’s no secret that EQ is critical to your success. But knowing what emotional intelligence is and knowing how to use it to improve your life are two very different things. Emotional Intelligence 2.0 delivers a step-by-step program for increasing your emotional intelligence using the four core EQ skills — self-awareness, self-management, social awareness, and relationship management — to exceed your goals and achieve your fullest potential. Trusted by upper-echelon leaders inside companies worldwide, these strategies will enable you to capitalize on the skills responsible for 58% of performance in all types of jobs. With 90% of top performers high in EQ, and EQ twice as important as IQ in getting where you want to go in life, who can afford to ignore it?

**Empowered Teams — Richard S. Wellins, William C. Byham and Jeanne M. Wilson**

**Recommended By:** OD

Organizations of all kinds are recognizing the value of empowering employees through teams, and this book provides the frank answers to questions about how they 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. Drawing on a survey of over 500 organizations and an in-depth study of 28 companies, the authors provide a blueprint for successful self-directed teams, offering advice on overcoming the organization’s initial resistance to change, selecting team leaders and team players, defining roles, and training the team.

**The Encore Effect: How to Achieve Remarkable Performance in Anything You Do — Mark Sanborn**

Every day, we are called to perform— at work, at home, in our communities. But is it possible to make every performance outstanding, the kind that leaves people applauding for an encore?

Mark Sanborn, leadership expert and bestselling author of The Fred Factor, says that anyone can achieve remarkable performance time after time—no matter what their personality, strengths, or weaknesses. In The Encore Effect Sanborn demonstrates, through his own experiences as well as those of the people he’s worked with in his career, how you can cultivate the traits shared by remarkable performers and achieve extraordinary results in all aspects of your life. The secrets lie in five steps:

- **Passion:** The fuel for remarkable performance
- **Prepare:** How remarkable performance begins
- **Practice:** It won’t make you perfect, but it will make you better
- **Perform:** How to engage your audience
- **Polish:** Making your performance shine
**Equipping 101 – John Maxwell**

Drawing from his many best-selling books and years of experience mentoring, John Maxwell offers Equipping 101, a concise collection of time-tested principles on how to equip those around you for service. In his trademark, straightforward style, this reference book is a best of the best from Maxwell on the subject. The pocket-size format delivers practical, timeless information in a convenient, take-along volume.

**Execution: The Discipline of Getting Things Done – Larry Bossidy, Ram Charan**

**Recommended By:** Marsha Prater

Unlike many other books on the market that stress high-minded, complex theories, Larry Bossidy's and Ran Charan's *Execution* is a unique and indispensable guide to corporate strategy that focuses on the quality most essential to every business -- the ability to get things done. Bossidy, the chairman and CEO of Honeywell International, and Charan, a much-praised adviser to companies such as General Electric, use the simple metaphor of building a house to illustrate the importance of execution: The concerns that often occupy the attention of executives -- incentive systems, process design, promotions, new approaches to organization structure -- are just the walls or roof of a house, while successful execution is the true core, the foundation upon which everything else rests. If you want to create an organization in which strategic planning and day-to-day operations are supported by tangible results, then this book will be an invaluable guide.

**Executive Excellence: Protocols for Healthcare Leaders – Carson F. Dye**

**Recommended By:** Doug Rahn

What makes a truly good leader? This book answers that question by focusing on the effect of personal conduct on leadership. The concise text defines leadership, addresses its importance in health care today, and offers suggestions for improving and applying various qualities of leadership within health care.


*Experience-Driven Leader Development* offers a wealth of best practices that clearly demonstrate how organizations can use on-the-job experiences to enhance their leadership talent. Co-published with the acclaimed Center for Creative Leadership, this important book includes the tools, techniques, processes, and other practical resources that can help professionals tap into the developmental power of work experiences.

**Falling Forward: Turning Mistakes into Stepping Stones for Success – John Maxwell**

**Recommended By:** OD
It seems that some people are born to achieve anything they want. Some would say they are lucky, are blessed, or have the Midas touch. But what is truly the reason for their success? With Maxwell’s trademark warmth and humor, he teaches straightforward principles for overcoming failure and gives fifteen solid steps to help you become the kind of achiever you’ve always wanted to be.

**The Fifth Discipline – Peter M. Senge**

**Recommended By:** Kevin England, Chuck Callahan, Doug Rahn

Senge proposes the "systems thinking" method to help a corporation to become a "learning organization," one that integrates at all personnel levels indifferently related company functions (sales, product design, etc.) to "expand the ability to produce." He describes requisite disciplines, of which systems-thinking is the fifth. Others include "personal mastery" of one's capacities and "team learning" through group discussion of individual objectives and problems. Employees and managers are also encouraged to examine together their often negative perceptions or "mental models" of company people and procedures.

**First, Break All the Rules – Marcus Buckingham and Curt Coffman**

**Recommended By:** Kevin England, Chuck Callahan

Marcus Buckingham and Curt Coffman expose the fallacies of standard management thinking. In seven chapters, the two consultants for the Gallup Organization debunk some dearly held notions about management, such as "treat people as you like to be treated"; "people are capable of almost anything"; and "a manager's role is diminishing in today's economy." "Great managers are revolutionaries," the authors write.

**The Five Dysfunctions of a Team: A Leadership Fable – Patrick M. Lencioni**

**Recommended By:** Ed Curtis

In keeping with the parable style, Lencioni (The Five Temptations of a CEO) begins by telling the fable of a woman who, as CEO of a struggling Silicon Valley firm, took control of a dysfunctional executive committee and helped its members succeed as a team. Story time over, Lencioni offers explicit instructions for overcoming the human behavioral tendencies that he says corrupt teams (absence of trust, fear of conflict, lack of commitment, avoidance of accountability and inattention to results). Succinct yet sympathetic, this guide will be a boon for those struggling with the inherent difficulties of leading a group.

**The Five Temptations of a CEO: A Leadership Fable – Patrick M. Lencioni**

The Five Temptations of a CEO was like no other business book that came before. Highly sought-after management consultant Patrick Lencioni deftly told the tale of a young CEO who, facing his first annual board review, knows he is failing, but doesn't know why. Refreshingly original and utterly compelling, this razor-sharp novelette plus self-assessment (written to be read in one sitting) serves as a timeless and potent reminder
that success as a leader can come down to practicing a few simple behaviors that are painfully difficult for each of us to master. Any executive can learn how to recognize the mistakes that leaders can make and how to avoid them. The lessons of The Five Temptations of a CEO, are as relevant today as ever, and this special anniversary edition celebrates ten years of inspiration and enlightenment with a brand new introduction and reflections from Lencioni on the new challenges in business and leadership that have occurred in the past ten years.

**The Four Obsessions of an Extraordinary Executive: A Leadership Fable – Patrick M. Lencioni**

**Recommended By:** Ed Curtis

This fictional tale by a screenwriter and head of a consulting firm that specializes in organizational development is billed not as a novel but as a "leadership fable." Just like Lencioni’s earlier *The Five Temptations of a CEO* (1998), this new "fable" serves as a vehicle to illustrate the author's philosophy of management. The story is short and simple, but its lesson is large. Organizations must not only be smart; they must be healthy.

**The Fred Factor – Mark Sanborn**

**Recommended By:** OD

In this powerful book, author Mark Sanborn recounts the true story of Fred, the mail carrier who passionately loves his job and who genuinely cares about the people he serves. Where others might see delivering mail as monotonous drudgery, Fred see an opportunity to make a difference in the lives of those he serves. Through this story Sanborn illuminates the simple steps each of us can take to transform our own lives from the ordinary into the extraordinary.

**Getting Things Done: The Art of Stress-Free Productivity – David Allen**

**Recommended By:** Kevin England, Linda Jones, Doug Rahn

Allen, a management consultant and executive coach, provides insights into attaining maximum efficiency and at the same time relaxing whenever one needs or wants to. Readers learn that there is no single means for perfecting organizational efficiency or productivity; rather, the author offers tools to focus energies strategically and tactically without letting anything fall through the cracks.

**Good to Great – Jim Collins**

**Recommended By:** Kevin England

Five years ago, Jim Collins asked the question, "Can a good company become a great company and if so, how?" In *Good to Great* Collins, the author of *Built to Last* concludes that it is possible, but finds there are no silver bullets. Collins and his team of researchers began their quest by sorting through a list of 1,435 companies, looking for those that made substantial improvements in their performance over time. They finally
settled on 11—including Fannie Mae, Gillette, Walgreens, and Wells Fargo—and discovered common traits that challenged many of the conventional notions of corporate success.

**Go Put Your Strengths To Work: 6 Powerful Steps to Achieve Outstanding Performance** — Marcus Buckingham

**Recommended By:** Linda Jones

Buckingham, an authority on workplace issues, provides a road map for managers to learn for themselves and then teach their employees how to approach their work by emphasizing their strengths rather than weaknesses. He offers a six-step plan for six weeks of reading and habit-forming action for discerning strengths, along with optional tools to enhance the process such as online questions for measuring strengths and downloaded films.

**Gung Ho! Turn On the People in Any Organization** — Ken Blanchard and Sheldon Bowles

Ken Blanchard and Sheldon Bowles, co-authors of the New York Times business bestseller Raving Fans, are back with Gung Ho! Here is an invaluable management tool that outlines foolproof ways to increase productivity by fostering excellent morale in the workplace. It is a must-read for everyone who wants to stay on top in today's ultra-competitive business world.

**Great by Choice: Uncertainty, Chaos, and Luck—Why Some Thrive Despite Them All** — Jim Collins

Based on nine years of research, buttressed by rigorous analysis and infused with engaging stories, Collins and his colleague, Morten Hansen, enumerate the principles for building a truly great enterprise in unpredictable, tumultuous, and fast-moving times. **Great by Choice** distinguishes itself from Collins’s prior work by its focus not just on performance, but also on the type of unstable environments faced by leaders today.

**The Great Game of Business** — Jack Stack and Bo Burlingham

**Recommended By:** Kevin England

All games have rules. When the score is kept, there are winners and losers. Business is no different. The concept of open-book management has been around since some company owner in the distant past gathered employees and attempted to explain to them why it is so important to produce quality work, on time and without waste. No doubt at least one of those employees wondered “What's in it for me?” Good question. With contributions by Bo Burlingham, Stack wrote this book (first published in 1992) partly in response to that question.

**Hardwiring Accountability at the Front Line: Best Practices for Driving Staff Investment in Organizational Goals** — The Advisory Board
*Hardwiring Accountability at the Front Line* offers 17 best practices for pursing the HR Investment Center’s two-pronged accountability strategy and provides detailed guidance to help HR leaders drive individual responsibility for and investment in advancing key organizational goals and performance.

**Hardwiring Excellence – Quint Studer**

Recommended By: Kevin England, Mitch Johnson, Doug Rahn

A "textbook with passion", Hardwiring Excellence offers a road map and practical how-to guide for creating and sustaining a culture of service and operational excellence. In this book, author Quint Studer, CEO of Studer Group, draws on his personal experience as a former hospital executive who led two organizations to the top 1% in patient satisfaction and his experience coaching hundreds of healthcare organizations since.

**HBR on Finding and Keeping the Best People**

Is your company's top talent jumping ship as good replacements become harder to get? If you need the best practices and ideas for winning the race for talent--but don't have time to find them--this book is for you. Here are 11 inspiring and useful perspectives, all in one place.

**HBR’s 10 Must Reads On Change Management**

Most company's change initiatives fail. Yours don't have to. If you read nothing else on change management, read these 10 articles *(featuring “Leading Change,” by John P. Kotter)*. We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you spearhead change in your organization.

**HBR’s 10 Must Reads The Essentials**

Change is the one constant in business, and we must adapt or face obsolescence. Yet certain challenges never go away. That's what makes this book "must read." These are the 10 seminal articles by management's most influential experts, on topics of perennial concern to ambitious managers and leaders hungry for inspiration--and ready to run with big ideas to accelerate their own and their companies' success.

**HBR’s 10 Must Reads On Leadership**

Go from being a good manager to an extraordinary leader. If you read nothing else on leadership, read these 10 articles *(featuring “What Makes an Effective Executive,” by Peter F. Drucker)*. We've combed through hundreds of Harvard Business Review articles on leadership and selected the most important ones to help you maximize your own and your organization's performance.

**HBR’s 10 Must Reads On Managing People**

Managing people is fraught with challenges—even if you're a seasoned manager. Here's how to handle them. If you read nothing else on managing people, read these 10 articles *(featuring “Leadership That Gets Results,” by Daniel Goleman)*. We've combed
through hundreds of Harvard Business Review articles and selected the most important ones to help you maximize your employees' performance.

**HBR’s 10 Must Reads On Managing Yourself**

The path to your professional success starts with a critical look in the mirror. If you read nothing else on managing yourself, read these 10 articles (plus the bonus article “How Will You Measure Your Life?” by Clayton M. Christensen). We've combed through hundreds of Harvard Business Review articles to select the most important ones to help you maximize yourself.

**The HCAHPS Imperative for Creating a Patient Centered Experience**

HCAHPS is more than just a patient experience survey, it is a call to action for healthcare leaders and staff to achieve patient centered excellence - placing patients at the center our work every patient, every time. It mandates accountability for the hospital experience based on patient’s perceptions.

**The Heart of Change – John P. Kotter**

The Heart of Change is your guide to helping people think and feel differently in order to meet your shared goals. According to bestselling author and renowned leadership expert John Kotter and coauthor Dan Cohen, this focus on connecting with people’s emotions is what will spark the behavior change and actions that lead to success. The Heart of Change is the engaging and essential complement to John Kotter’s international bestseller Leading Change.

**Holy Bible**

Recommended By: Bob Kay

Many readers have found worthwhile lessons about leadership through reading and studying the Bible. The stories of Abraham, Moses, Timothy, and Nehemiah, among countless others, provide leadership lessons. (See entry regarding Maxwell’s Leadership Bible as well.)

**How Full Is Your Bucket? Positive Straties for Work and Life – Tom Rath and Donald O. Clifton, Ph.D.**

The #1 New York Times and #1 BusinessWeek bestseller, How Full Is Your Bucket? reveals how even the briefest interactions affect your relationships, productivity, health, and longevity. Organized around a simple metaphor of a dipper and a bucket, and grounded in 50 years of research, this book will show you how to greatly increase the positive moments in your work and your life -- while reducing the negative. Filled with discoveries, powerful strategies, and engaging stories, How Full Is Your Bucket? is sure to inspire lasting changes and has all the makings of a timeless classic.

**How to Win Friends and Influence People – Dale Carnegie**
Proven advice for success in life: Carnegie believed that most successes come from an ability to communicate effectively rather than from brilliant insights. His book teaches these skills by showing readers how to value others and make them feel appreciated rather than manipulated. As relevant as ever before: In the age of Steven Covey and Tony Robbins, Dale Carnegie’s principles endure. The original edition was published in response to the Great Depression, and this fresh hardcover edition will appeal now more than ever to readers wanting tried and true advice on how to deal with a depressed economy. Readers can learn how to get the job they want, improve the job they have, and make the best of any situation.

**Idea Power: Techniques and Resources to Unleash the Creativity in Your Organization – Arthur B. VanGundy**

With less money, smaller staffs and stiff competition, today’s companies desperately need fresh, creative ways to use the resources they do have. But is it possible to “create” creativity? **Idea Power** provides a comprehensive, jargon-free guide to encouraging creativity – whether within a small group or throughout an entire company. It’s a compendium of concepts, how-to guidelines and reference materials that can be used on any level. Whether the reader needs to design and conduct a creativity training session or to simply use the book’s specific idea-generating exercises, **Idea Power** aims to provide answers to creativity thinking abilities; generate ideas for new products and problem solving; and increase productivity, teamwork, and decision making.

**In Search of Excellence – Thomas J. Peters and Robert H. Waterman**

**Recommended By:** Chuck Callahan

Based on a study of forty-three of America's best-run companies from a diverse array of business sectors, **In Search of Excellence** describes eight basic principles of management -- action-stimulating, people-oriented, profit-maximizing practices -- that made these organizations successful.

**Influence: The Power to Change Anything – Kerry Patterson, Joseph Grenny, David Maxfield, Ron McMillan and Al Switzler**

An influencer motivates others to change. An influencer replaces bad behaviors with powerful new skills. An influencer makes things happen.

This is what it takes to be an influencer.

But this is about to change. From the bestselling authors who taught the world how to have **Crucial Conversations** comes **Influencer**, a thought-provoking book that combines the remarkable insights of behavioral scientists and business leaders with the astonishing stories of high-powered influencers from all walks of life. You'll be taught each and every step of the influence process-including robust strategies for making
change inevitable in your personal life, your business, and your world. You'll learn how to:
Identify a handful of high-leverage behaviors that lead to rapid and profound change;
Apply strategies for changing both thoughts and actions; Marshall six sources of
influence to make change inevitable.

An Invisible Thread – Laura L. Schroff and Alex Tresniowski
An Invisible Thread tells of the life-long friendship between a busy sales executive and a
disadvantaged young boy, and how both of their lives were changed by what began as
one small gesture of kindness.

Stopping was never part of the plan...She was a successful ad sales rep in Manhattan. He
was a homeless, eleven-year-old panhandler on the street. He asked for spare change;
she kept walking. But then something stopped her in her tracks, and she went back. And
she continued to go back, again and again. They met up nearly every week for years and
built an unexpected, life-changing friendship that has today spanned almost three
decades.

It's Your Ship: Management Techniques from the Best Damn Ship in the Navy – Captain D.
Michael Abrashoff
The story of Captain D. Michael Abrashoff and his command of USS Benfold has become
legendary inside and outside the Navy. Now Abrashoff offers this fascinating tale of top-
down change for anyone trying to navigate today's uncertain business seas. When
Captain Abrashoff took over as commander of USS Benfold, a ship armed with every
cutting-edge system available, it was like a business that had all the latest technology
but only some of the productivity. Knowing that responsibility for improving
performance rested with him, he realized he had to improve his own leadership skills
before he could improve his ship. Within months he created a crew of confident and
inspired problem-solvers eager to take the initiative and take responsibility for their
actions. The slogan on board became "It's your ship," and Benfold was soon recognized
far and wide as a model of naval efficiency. How did Abrashoff do it? Against the
backdrop of today's United States Navy-Benfold was a key player in our Persian Gulf
fleet-Abrashoff shares his secrets of successful management.

Jack Welch and the GE Way – Robert Slater
Recommended By: Kevin England
In this book, Slater draws extensively on Welch's own words to deliver his now familiar
message: keep it simple; face reality; embrace change; fight bureaucracy. Bromides
these may be, but Slater's account of Welch's fierce efforts to lead a global, multifarious
organization of 270,000 people does inspire admiration, even if it does not enable emulation. The book provides fresh insights into GE’s shift toward service businesses, as with its takeover and transformation of NBC.

Joy, Inc.: How We Built a Workplace People Love – Richard Sheridan
CEO Rich Sheridan removed the fear and ambiguity that typically make a workplace miserable. With joy as the explicit goal, he and his team changed everything about how the company was run. The results blew away all expectations. Menlo Innovations, a small software company in Ann Arbor, Michigan, has won numerous growth awards and was named an Inc. magazine “audacious small company.” Joy, Inc. offers an inside look at how Menlo created its culture, and shows how any organization can follow their methods for a more passionate team and sustainable, profitable results.

Leadership - Rudolph Giuliani
Recommended By: Kevin England
This highly anticipated book from New York's once controversial, now beloved former mayor opens with a gripping account of Giuliani's immediate reaction to the September 11 attacks, including a narrow escape from the original crisis command headquarters, and closes with the efforts to address the aftermath during his remaining four months in office. But, he argues, he did not suddenly become a great leader on September 11, and "had been doing [my] best to take on challenges my whole career." The bulk of the book draws on his experiences as a corporate lawyer and U.S. attorney and then as mayor.

Leadership Gold – John C. Maxwell
Recommended By: Linda Jones
Maxwell (the bestselling The 21 Irrefutable Laws of Leadership) shares 26 nuggets of wisdom based on his nearly 40 years of leadership. A practical guide, complete with exercises and "mentoring moments," this collection offers a blend of advice, professional wisdom and personal recollection. Each chapter provides insight into a specific aspect of effective management.

Leadership 101 – John Maxwell
Drawing from John Maxwell's bestsellers Developing the Leader Within You, The 21 Irrefutable Laws of Leadership, The 21 Indispensable Qualities of a Leader, and Becoming a Person of Influence, Leadership 101 explores the timeless principles that have become Dr. Maxwell's trademark style. In a concise, straightforward style, Maxwell focuses on essential and time-tested qualities necessary for true leadership --influence, integrity, attitude, vision, problem-solving, and self-discipline --and guides readers through practical steps to develop true leadership in their lives and the lives of others.

Leadership and the New Science – Margaret J. Wheatley
When Margaret J. Wheatley's *Leadership and the New Science* was initially published in 1992, it outlined an unquestionably unique but extremely challenging view of change, leadership, and the structure of groups. Many readers immediately embraced its cutting-edge perspective, but others just could not understand how the complicated scientific tenets it described could be used to reshape institutions. Now Wheatley, an organizational specialist who has since coauthored *A Simpler Way*, updates the original by including additional material (such as an epilogue addressing her personal experiences during the past decade) and reconstructing some of her more challenging concepts.

**Leadership is an Art – Max De Pree**

This revised edition brings Max De Pree’s timeless words and practical philosophy to a new generation of readers. De Pree looks at leadership as a kind of stewardship, stressing the importance of building relationships, initiating ideas, and creating a lasting value system within an organization. Rather than focusing on the “hows” of corporate life, he explains the “whys.” He shows that the first responsibility of a leader is to define reality and the last is to say thank you. Along the way, the artful leader must: Stimulate effectiveness by enabling others to reach both their personal potential and their institutional potential; Take a role in developing, expressing, and defending civility and values; Nurture new leaders and ensure the continuation of the corporate culture.

*Leadership is an Art* offers a proven design for achieving success by developing the generous spirit within all of us. Now more than ever, it provides the insights and guidelines leaders in every field need.

**Leadership on the Line — Staying Alive through the Dangers of Leading – Ronald A. Heifetz and Marty Linsky**

**Recommended By:** Raj Govindaiah

This book presents the suggestions of two Harvard professors with varied backgrounds and experiences in high-profile leadership, plus years of study, on how those willing to undertake leadership in tough situations can manage the traps of such efforts and protect themselves. The authors provide real-world examples that blend well with their leadership theory to present a useful guide to leadership.

**Leadership: The Inner Side of Greatness – Peter Koestenbaum**

**Recommended By:** OD

Peter Koestenbaum, the preeminent business philosopher, has been a trusted mentor to business leaders worldwide. In his classic book he shares his wisdom about the fundamental nature of leadership and shows what it takes to become an exceptional and passionate leader in today's complex world. At the very heart of the book is his
Leadership Diamond model— a paradigm that challenges managers to transform their thinking and approach everything with fresh effectiveness in order to reap richer results and become great leaders.

**Leadership Without Excuses – Jeff Grimshaw and Gregg Baron**

There are three kinds of employees: Some are Saints; they’re always accountable. Some are Sinners; they’re never accountable. But most are Save-ables; sometimes they make good choices, sometimes they don’t. What makes the difference? *Leadership without Excuses* has the answers. Jeff Grimshaw and Gregg Baron help you put an end to the Save-ables' poor choices and excuse-making—and convert them into Saints. The secret is to communicate clear and credible expectations, create compelling consequences, and lead conversations grounded in reality.

**Leading Change – John P. Kotter**

John Kotter’s now-legendary eight-step process for managing change with positive results has become the foundation for leaders and organizations across the globe. By outlining the process every organization must go through to achieve its goals, and by identifying where and how even top performers derail during the change process, Kotter provides a practical resource for leaders and managers charged with making change initiatives work. *Leading Change* is widely recognized as his seminal work and is an important precursor to his newer ideas on acceleration published in *Harvard Business Review*. Needed more today than at any time in the past, this bestselling business book serves as both visionary guide and practical toolkit on how to approach the difficult yet crucial work of leading change in any type of organization. Reading this highly personal book is like spending a day with the world’s foremost expert on business leadership. You’re sure to walk away inspired—and armed with the tools you need to inspire others.

**Let My People Go Surfing: The Education of a Reluctant Businessman – Yvon Chouinard**

**Recommended By:** David Graham

In *Let My People Go Surfing: The Education of a Reluctant Businessman*, readers get a fascinating look inside the history and philosophy of both Patagonia and its irascible, opinionated founder. From its beginning, the book shares a sense of Chouinard's strong-willed personality and his love of the outdoors. He recounts a mostly happy childhood spent in a still-unspoiled southern California, climbing, diving, fishing, and surfing. The narrative soon moves into Chouinard's early entrepreneurial efforts, which were less focused on market-share domination than on earning a basic living to finance his own sporting habits. As his company's first catalog noted, delivery could be slow in the summer months, when Chouinard typically left the "office"--a dilapidated shack converted into an ironworks--for climbing adventures across the American West.

**Lincoln on Leadership: Executive Strategies for Tough Times – Donald T. Phillips**

**Recommended By:** Ed Curtis, Dolan Dalpoas, Chuck Callahan, Mitch Johnson
Lincoln on Leadership tells the tale of one of the most influential presidents of American history. A quick read really touches at the core of leadership and the man who exemplified the subject best, Abraham Lincoln. The author does a great job of extracting the jewels of leadership wisdom by analyzing Lincoln's actions. Lincoln on Leadership is not a step-by-step guide on leadership theory; it is more of a biography on Lincoln's life in office.

**Love Works: Seven Timeless Principles for Effective Leaders – Joel Manby**

Before Joel Manby won the respect of America with his appearance on the CBS reality TV series Undercover Boss, he was a highly successful corporate executive. After the show aired, many of the 18 million viewers wrote to him about the profound impact of his servant leadership. How does a person achieve that level of success without arrogance or pride? In Love Works, Joel Manby introduces us to the power of Christlike love in the workplace. After years of leading thousands of men and women, Manby has proven that leading with love is effective, even in a business environment. Manby challenges leaders to allow integrity and faith to guide leadership decisions, outlining seven time-proven principles that break down the natural walls within corporate cultures, empowering managers and employees, disarming difficulties, and cultivating an atmosphere that builds long-term success. Manby also leverages the undeniable truth that love builds healthy relationships at home---why not use the same behavior to build healthy relationships at work?

**Made to Stick: Why Some Ideas Survive and Others Die – Chip Heath and Dan Heath**

Why do some ideas thrive while others die? And how do we improve the chances of worthy ideas? In Made to Stick, accomplished educators and idea collectors Chip and Dan Heath tackle head-on these vexing questions. Inside, the brothers Heath reveal the anatomy of ideas that stick and explain ways to make ideas stickier, such as applying the “human scale principle,” using the “Velcro Theory of Memory,” and creating “curiosity gaps.”

**Management: Tasks, Responsibilities, Practices – Peter F. Drucker**

**Recommended By:** Doug Rahn

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's and also tomorrow's jobs." This management classic has been developed and tested during more than thirty years of teaching management in universities, in executive programs and seminars and through the author's close work with managers as a consultant for large and small businesses, government agencies, hospitals and schools. Drucker discusses the tools and techniques of successful management practice that have been proven effective, and he makes them meaningful and easily accessible.
Management Lessons from Mayo Clinic – Leonard Berry and Kent Seltman

Recommended By: Travis Dowell

Management Lessons from Mayo Clinic reveals for the first time how this complex service organization fosters a culture that exceeds customer expectations and earns deep loyalty from both customers and employees. Service business authority Leonard Berry and Mayo Clinic marketing administrator Kent Seltman explain how the Clinic implements and maintains its strategy, adheres to its management system, executes its care model, and embraces new knowledge - invaluable lessons for managers and service providers of all industries.

Managing for Results – Peter F. Drucker

The effective business, Peter Drucker observes, focuses on opportunities rather than problems. How this focus is achieved in order to make the organization prosper and grow is the subject of this companion to his classic, The Practice of Management. The earlier book was chiefly concerned with how management functions; this volume shows what the executive decision-maker must do to move his enterprise forward.

Managing Transitions: Making the Most of Change – William Bridges

Recommended By: Marsha Prater, Aimee Allbritton

The business world is a place of constant change, with stories of corporate mergers, layoffs, bankruptcy, and restructuring hitting the news every day. Yet as veteran consultant William Bridges maintains, the situational changes are not as difficult for companies to make as the psychological transitions. In the best-selling Managing Transitions, Bridges provides a clear understanding of what change does to employees and what employees in transition can do to an organization.

Managing the Unexpected – Resilient Performance in an Age of Uncertainty – Karl Weick and Kathleen Sutcliffe

Recommended By: Harry Schmidt

Why are some organizations better able than others to maintain function and structure in the face of unanticipated change? Authors Karl Weick and Kathleen Sutcliffe answer this question by pointing to high reliability organizations (HROs), such as emergency rooms in hospitals, flight operations of aircraft carriers, and firefighting units, as models to follow. These organizations have developed ways of acting and styles of learning that enable them to manage the unexpected better than other organizations. Thoroughly revised and updated, the second edition of the groundbreaking book Managing the Unexpected uses HROs as a template for any institution that wants to better organize for high reliability.

Maxwell Leadership Bible – John Maxwell

Recommended By: Aimee Allbritton, Ed Curtis
The people, events, and teachings of the Bible are a treasury of wisdom and guidance for anyone who has been called to be a leader, to develop leaders, or to work with leaders—in church, business, commerce, or anyplace else. The Maxwell Leadership Bible shows us what God’s Word has to say to people of all kinds about leaders and leadership. It’s a Bible resource that explains book by book what a godly leader is, what leadership means, what empowering others is about, and how God is glorified when we’re all involved in His leadership plan for us. Executive Editor John C. Maxwell has assembled biblical teaching to equip and encourage leaders to meet 21st-century challenges by using the time-tested and irrefutable principles of leadership that God has shown us in the Bible.

**Memoirs – Harry S. Truman**

**Recommended By:** Mitch Johnson

In this invaluable account, President Truman provides extraordinary insight into events and decisions that have shaped the world we live in. The momentous year, 1945, witnessed the accession of a new president in wartime, the first use of atomic weaponry, the end of the war with Japan and the founding of United Nations. Engaging and informal, Truman’s Memoirs display the sterling character of a man who, thrust into a job he neither sought nor wanted, proved to be one of the ablest men ever to hold the office of the presidency.

**The Men, the Mission and Me: Lessons from a Former Delta Force Commander – Pete Blaber**

As a commander of Delta Force—the most elite counter-terrorist organization in the world—Pete Blaber took part in some of the most dangerous, controversial, and significant military and political events of our time. Now he takes his intimate knowledge of warfare—and the heart, mind, and spirit it takes to win—and moves his focus from the combat zone to civilian life.

**Monday Morning Leadership – David Cottrell**

**Recommended By:** Doug Rahn

Monday Morning Leadership is a story that can help your career! Everyone likes a good story, especially if there are lessons that can be immediately applied to life. This book is one of those stories—about a manager and his mentor. It offers unique encouragement and direction that will help you become a better manager, employee, and person.

**The Maxwell Daily Reader – John C. Maxwell**

**Recommended By:** Ed Curtis

*The Maxwell Daily Reader* draws its unique power from an ageless truth: the heart of leadership is created through *actions*, put into practice one day at a time. Each entry delivers a powerful leadership principle, ready for real-world practice.

**Now, Discover Your Strengths – Marcus Buckingham and Donald O. Clifton**
The premise of this new management study, a follow-up to Buckingham's First, Break All the Rules (S. & S., 1999), is that the most effective method for motivating people is to build on their strengths rather than correcting their weaknesses. The authors, researchers at the Gallup Organization, have analyzed results of interviews conducted by Gallup of over 1.7 million employees from 101 companies and representing 63 countries.

**On Becoming a Leader – Warren Bennis**

**Recommended By: OD**

A highly acclaimed work on the paradigm of leadership. This book distills a set of lessons from the experiences of 28 diverse cases of successful leadership. It is a must-read for a wide spectrum of people, since virtually all of us are involved in the leadership process either as leaders or followers or both. This book should be read from start to finish and not skimmed or condensed.

**The Orange Revolution: How One Great Team Can Transform an Entire Organization – Adrian Gostick and Chester Elton**

What is the true driver of a thriving organization’s exceptional success? Is it a genius leader? An iron-clad business plan? Gostick and Elton shatter these preconceptions of corporate achievement. Their research shows that breakthrough success is guided by a particular breed of high-performing team that generates its own momentum—an engaged group of colleagues in the trenches, working passionately together to pursue a shared vision. Their research also shows that only 20 percent of teams are working anywhere near this optimal capacity. How can your team become one of them?

Based on a groundbreaking 350,000-person study by the Best Companies Group, as well as extraordinary research into exceptional teams at leading companies, including Zappos.com, Pepsi Beverages Company, and Madison Square Garden, the authors have determined a key set of characteristics displayed by members of breakthrough teams, and have identified a set of rules great teams live by, which generate a culture of positive teamwork and lead to extraordinary results.

Using a wealth of specific stories from the breakthrough teams they studied, they reveal in detail how these teams operate and how managers can transform their own teams into such high performers by fostering: stronger clarity of goals; greater trust among team members; more open and honest dialogue; stronger accountability for all team members; purpose-based recognition of team members’ contributions.

**Our Iceberg is Melting – John Kotter**

Most of the denizens of the Antarctic penguin colony sneer at Fred, the quiet but observant scout who detects worrying signs that their home, an iceberg, is melting. Fred must cleverly convince and enlist key players, such as Louis, the head penguin; Alice, the number two bird; the intractable NoNo the weather expert; and a passel of school-age penguins if he is to save the colony. Their delightfully told journey illuminates
in an unforgettable way how to manage the necessary change that surrounds us all. Simple explanatory material following the fable enhances the lasting value of these lessons.

*Our Iceberg Is Melting* is at once charming, accessible and profound; a treat for virtually any reader.

**The Oz Principle – Roger Connors, Tom Smith and Craig Hickman**

Through its practical and invaluable advice, thousands of companies have learned just how vital personal and organizational accountability is for a company to achieve and maintain its best results. At the core of the authors' message is the idea that when people take personal ownership of their organization's goals and accept responsibility for their own performance, they become more invested and work at a higher level to ensure not only their own success, but everyone's. Now more than ever, *The Oz Principle* is vital to anyone charged with obtaining results. It is a must have, must read, and must apply classic business book.

**Peer Interviewing: Baptist Leadership Group Best Practice Series**

With shortages in the availability of qualified healthcare workers looming, and current turnover costs severely impacting the bottom line, there are very real reasons to use every means available to improve hiring and retention. And an excellent way to do this is the utilization of the peer interviewing. This short booklet delves into the importance of peer interviewing.

**People Smart – Tony Alessandra, Michael J. O’Conner and Janice Alessandra**

Recommended By: OD

*People Smart* offers powerful techniques for turning every encounter into a mutual win. It is a must read for anyone who wants to learn more about themselves and others. People Smart will make you more aware and more effective from the moment you finish it, whether you want to be better at selling or socializing, managing or motivating, producing or parenting, winning or wooing.

**The Powell Principles – 24 Lessons from Colin Powell – Oren Harari**

*The Powell Principles* details the decision-making habits, success strategies, and leadership philosophies of Secretary of State Colin Powell. Filled with insights that are as refreshingly honest as they are grittily real, this concise, no-nonsense book reveals the keys to Powell's unprecedented success, keys that include: walk the talk; be a dis-organizer; let change lead growth; be prepared to piss people off; check your ego at the door; push the envelope; let situation dictate strategy; challenge the pros; trust those in the trenches; and prepare to be lonely. Colin Powell rose from the hardscrabble streets of the Bronx to become the man Newsweek calls "...the most respected figure in American public life.”
The Power of Full Engagement – Jim Loehr and Tony Schwartz

Recommended By: Linda Jones

The authors offer a program aimed at stressed individuals who want to find more purpose in their work and ways to better handle their overburdened relationships. Just as athletes train, play and then recover, people need to recognize their own energy levels. "Balancing stress and recovery is critical not just in competitive sports, but also in managing energy in all facets of our lives. Emotional depth and resilience depend on active engagement with others and with our own feelings." Case studies demonstrate how some modest changes can have an immediate impact.

Practicing Excellence: A Physician’s Manual to Exceptional Health Care – Stephen C. Beeson, MD

So much of a medical’s organization’s success rides on the leadership, conduct, and performance of its physicians. How does a health care organization engage its physicians to lead by example? And how does a physician in the midst of 25 appointments, 30 phone messages, hospital rounds, and the details of managing a clinical practice do what needs to be done to foster satisfaction and loyalty among patients? Practicing excellence eloquently answers these questions. Stephen C. Beeson, MD, has created a brilliant guide to implementing physician leadership and behaviors that will create a high-performance workplace built on collaboration, commitment, purpose, and making a difference in the lives of the patients it serves.

Primal Leadership: Learning to Lead with Emotional Intelligence – Daniel Goleman

Recommended By: Kevin England

Business leaders who maintain that emotions are best kept out of the work environment do so at their organization's peril. Bestselling author Daniel Goleman's theories on emotional intelligence (EI) have radically altered common understanding of what "being smart" entails, and in Primal Leadership, he and his coauthors present the case for cultivating emotionally intelligent leaders.

Put Your Dreams to The Test: 10 Steps to Help You See It and Seize It – John Maxwell

Recommended By: OD

Your dream has power. It can inspire you. It can empower you. But will it reward you? In this guidebook to reaching your dreams, Maxwell shows you how to do the things needed to make your dream come true. This book takes your dreams form ethereal to achievable and shows you how to crystallize your vision and galvanize your commitment.

QBQ! The Question Behind the Question: What to Really Ask Yourself to Eliminate Blame, Complaining and Procrastination – John Miller

The lack of personal accountability has resulted in an epidemic of blame, complaining, and procrastination. No organization – or individual – can achieve goals, compete in the
marketplace, fulfill a vision, or develop people and teams without personal accountability. Succinct, insightful, and practical, *OBQ! The Question Behind the Question* provides a method for putting personal accountability into daily action, which can bring astonishing results: problems get resolved, barriers come down, service improves, teamwork grows, and people adapt.

**Real Leadership: Helping People and Organizations Face Their Toughest Challenges – Dean Williams**

In *Real Leadership*, Williams argues that any leadership that lets people sidestep the sometimes harsh truth of reality is irresponsible – and ultimately ineffective. He then offers a new paradigm that redefines the proper function and purpose of leadership: responsible leadership. This approach, he says, gets people to face difficult realities, and mobilizes them to address their organization’s most pressing challenge – the primary threat or opportunity that must be confronted in order to progress. Responsible leaders help people shift their values, habits, practices, and priorities to accommodate changing conditions and new demands. Williams contends that leaders must have a passion for insight and unrelenting commitment to discovery – discovery about the context and specific features of the challenges people face, and discovery about how their power affects the group in their problem-solving ventures.

**The Reengineering Alternative – William E. Schneider**

*Recommended By:* Kevin England

Organizations can hire consultants and purchase expensive training programs - but improvement must still be generated from within. "The Reengineering Alternative" explains how organizations can develop effective improvement plans based upon their unique strengths and corporate objectives.

**Relationships 101 – John Maxwell**

Great leaders understand that their team is only as strong as its weakest link. And healthy, nurtured relationships are key in making your team operate as a well-oiled machine. In Relationships 101, John Maxwell offers time-tested principles for connecting with people and building positive working relationships within an organization. The unique, pocket-size format puts straightforward, practical information at your fingertips.

**Seeing Systems – Barry Oshry**

*Recommended by:* Bob Kay

In this critical antidote to the personal bias that dominates much of our thinking about organizations, Oshry demonstrates how much of the costly breakdowns are systemic – not personal – how they develop out of our blindness to the human systems of which
we are a part. He shows how powerful, productive, and satisfying partnerships are created when we are able to recognize and stop destructive system “dances.”

**The Servant: A Simple Story About the True Essence of Leadership – James C. Hunter**

In this absorbing tale, you watch the timeless principles of servant leadership unfold through the story of John Daily, a businessman whose outwardly successful life is spiraling out of control. He is failing miserably in each of his leadership roles as boss, husband, father, and coach. To get his life back on track, he reluctantly attends a weeklong leadership retreat at a remote Benedictine monastery. To John's surprise, the monk leading the seminar is a former business executive and Wall Street legend. Taking John under his wing, the monk guides him to a realization that is simple yet profound: The true foundation of leadership is not power, but authority, which is built upon relationships, love, service, and sacrifice.

**The Seven Habits of Highly Effective People – Stephen R. Covey**

Recommended By: Kevin England

In The 7 Habits of Highly Effective People, author Stephen R. Covey presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, Covey reveals a step-by-step pathway for living with fairness, integrity, service, and human dignity -- principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

**Silos, Politics and Turf Wars: A Leadership Fable about Destroying the Barriers that Turn Colleagues into Competitors – Patrick Lencioni**

Patrick Lencioni addresses the costly and maddening issue of silos, the barriers that create organizational politics. Silos devastate organizations, kill productivity, push good people out the door, and jeopardize the achievement of corporate goals.

As with his other books, Lencioni writes *Silos, Politics, and Turf Wars* as a fictional—but eerily realistic—story. The story is about Jude Cousins, an eager young management consultant struggling to launch his practice by solving one of the more universal and frustrating problems faced by his clients. Through trial and error, he develops a simple yet ground-breaking approach for helping them transform confusion and infighting into clarity and alignment.

**The Speed of Trust: The One Thing That Changes Everything – Steven R. Covey**

For business leaders and public figures in any arena, the *Speed of Trust* offers an unprecedented and eminently practical look at exactly how trust functions in our every transaction and relationship -- from the most personal to the broadest, most indirect interaction -- and how to establish trust immediately so that you and your organization can forego the time-killing, bureaucratic check-and-balance processes so often deployed in lieu of actual trust.
**Steve Jobs – Walter Isaacson**

Based on more than forty interviews with Jobs conducted over two years—as well as interviews with more than a hundred family members, friends, adversaries, competitors, and colleagues—Walter Isaacson has written a riveting story of the roller-coaster life and searingly intense personality of a creative entrepreneur whose passion for perfection and ferocious drive revolutionized six industries: personal computers, animated movies, music, phones, tablet computing, and digital publishing.

**Strengths-Based Leadership – Tom Rath and Barry Conchie**

**Recommended By:** Linda Jones

Nearly a decade ago, Gallup unveiled the results of a landmark 30-year research project that ignited a global conversation on the topic of strengths. More than 3 million people have since taken Gallup's StrengthsFinder assessment. In *Strengths Based Leadership*, author Tom Rath and leadership consultant Barry Conchie reveal the results of this research. Based on their discoveries, the book identifies three keys to being a more effective leader: knowing your strengths and investing in others' strengths, getting people with the right strengths on your team, and understanding and meeting the four basic needs of those who look to you for leadership.

**StrengthsFinder 2.0. – Tom Rath**

**Recommended By:** Kevin England

To help people uncover their talents, Gallup introduced the first version of its online assessment, StrengthsFinder, in the 2001 management book *Now, Discover Your Strengths*. The book spent more than five years on the bestseller lists and ignited a global conversation, while StrengthsFinder helped millions to discover their top five talents.

**Switch – Chip Heath and Dan Heath**

**Recommended By:** Aimee Allbritton

The Heath brothers (coauthors of Made to Stick) address motivating employees, family members, and ourselves in their analysis of why we too often fear change. Change is not inherently frightening, but our ability to alter our habits can be complicated by the disjunction between our rational and irrational minds: the self that wants to be swimsuit-season ready and the self that acquiesces to another slice of cake anyway. The trick is to find the balance between our powerful drives and our reason. The authors' lessons are backed up by anecdotes that deal with such things as new methods used to reform abusive parents, the revitalization of a dying South Dakota town, and the rebranding of megastore Target. Through these lively examples, the Heaths speak energetically and encouragingly on how to modify our behaviors and businesses. This clever discussion is an entertaining and educational must-read for executives and for ordinary citizens looking to get out of a rut.
Talent is Never Enough: Discover the Choices That Will Take You Beyond Your Talent – John C. Maxwell

TALENT IS NEVER ENOUGH. People everywhere are proving him right. Read the headlines, watch the highlights, or just step out your front door: Some talented people reach their full potential, while others self-destruct or remain trapped in mediocrity. What makes the difference? Maxwell, the go-to guru for business professionals across the globe, insists that the choices people make—not merely the skills they inherit—propel them onto greatness. Among other truths, successful people know that:

Belief lifts your talent. Initiative activates your talent. Focus directs your talent. Preparation positions your talent. Practice sharpens your talent. Perseverance sustains your talent. Character protects your talent. . . . and more!!

It's what you add to your talent that makes the greatest difference. With authentic examples and time-tested wisdom, Maxwell shares thirteen attributes you need to maximize your potential and live the life of your dreams.

You can have talent alone and fall short of your potential. Or you can have talent plus, and really stand out.

Team of Rivals: The Political Genius of Abraham Lincoln – Doris Kearns Goodwin

Recommended By: Anna Evans

In Team of Rivals, esteemed historian Doris Kearns Goodwin’s perspective is focused enough to offer fresh insights into Lincoln’s leadership style and his deep understanding of human behavior and motivation. Goodwin makes the case for Lincoln's political genius by examining his relationships with three men he selected for his cabinet: William H. Seward, Salmon P. Chase, and Edward Bates.

Team Think – Don Martin

Recommended By: OD

What can the world of business learn from the world of sports? What provides the winning edge on both the stadium scoreboard and the bottom line? The stars and superstars of professional and amateur sports dazzle us with their instincts, their reactions, and their sure knowledge of the game. But any fan will tell you that individual talent alone can’t guarantee a championship. Team Think blends sports and everyday business extremely well, and accomplishes its goal of educating business leaders on how to do the same for their companies.

The Three Signs of a Miserable Job: A Fable for Managers (And Their Employees) – Patrick Lencioni
Millions of workers, even those who have carefully chosen careers based on true passions and interests, dread going to work, suffering each day as they trudge to jobs that make them cynical, weary, and frustrated. It is a simple fact of business life that any job, from investment banker to dishwasher, can become miserable. Through the story of a CEO turned pizzeria manager, Lencioni reveals the three elements that make work miserable -- irrelevance, immeasurability, and anonymity -- and gives managers and their employees the keys to make any job more fulfilling.

**Through My Eyes – Tim Tebow with Nathan Whitaker**

In *Through My Eyes*, Tebow brings readers everywhere an inspirational memoir about life as he chose to live it, revealing how his faith and family values, combined with his relentless will to succeed, have molded him into the person that he is today. As the son of Christian missionaries, Tebow has a unique story to tell—from the circumstances of his birth, to his home-schooled roots, to his record-setting collegiate football career with the Florida Gators and everything else that took place in between. *Through My Eyes* is his passionate, firsthand, never-before-told account of how it all really happened.

**The Tipping Point – Malcolm Gladwell**

The tipping point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire. Just as a single sick person can start an epidemic of the flu, so too can a small but precisely targeted push cause a fashion trend, the popularity of a new product, or a drop in the crime rate. This widely acclaimed bestseller, in which Malcolm Gladwell explores and brilliantly illuminates the tipping point phenomenon, is already changing the way people throughout the world think about selling products and disseminating ideas.

**To Kill a Mockingbird – Harper Lee**

*To Kill a Mockingbird* is a coming-of-age story of Scout Finch and her brother, Jem, in 1930’s Alabama. Through their neighborhood meanderings and the example of their father, they up to understand that the world isn’t always fair and that prejudice is a very real aspect of their world no matter how subtle it seems. The story spans over a two-year period and throughout the events of these two years, Scout learns that no matter their differences or peculiarities, the people of the world and Maycomb County, Alabama are all people. She realizes that once you get to know them, most people are good and kind no matter what they seem like on the outside.


**Recommended By:** Chuck Callahan

Prolific Texas A&M historian Brands (Reckless Decade, LJ 11/15/95) makes his first venture into biography with this lengthy book on Theodore Roosevelt. Roosevelt’s often tragic life (his first wife and mother died the same day under the same roof) is fully
explored. Brands ignores neither the personal nor the political side of his subject, depicting Roosevelt as a romantic during his idyllic childhood; his grieving over the early death of his wife, Alice; the war in 1898; and his governorship and presidency.

**True North – Bill George, David Gergen and Peter Sims**

**Recommended By:** Kevin England

When top executives sit down to write a book, the result is often a celebratory memoir or an upbeat treatise on how you can emulate their success. Bill George has chosen to produce neither, and readers are the luckier for it. Instead, the former Medtronic CEO and current Harvard Business School professor has teamed up with co-author Peter Sims to offer a practical, inspiring examination of the executive experience, *True North: Discover Your Authentic Leadership.*

**Twelve Ordinary Men – John MacArthur**

Contrary to popular belief, we do not have to be perfect to do God’s work. Look no further than the twelve disciples whose many weaknesses are forever preserved throughout the pages of the New Testament. Jesus chose ordinary men – fishermen, tax collectors, political zealots – and turned their weaknesses into strength, producing greatness from utter uselessness. MacArthur draws principles from Christ’s careful, hands-on training of the original twelve disciples for today’s modern disciple – you.

**Understanding Patient Safety (Sixth Edition) – Robert M. Wachter, MC**

*Understanding Patient Safety,* Sixth Edition is the essential book for anyone seeking to learn the core clinical, organizational, and systems issues of patient safety. Written in an engaging and accessible style by one of the world’s leading authorities on patient safety and quality, *Understanding Patient Safety* is filled with valuable cases and analyses, as well as tables, graphics, references, and tools. This classic reference is designed to make the patient safety field understandable to medical, nursing, pharmacy, hospital administration, and other trainees, and to be the go-to book for experienced clinicians and non-clinicians alike.

**The Well Managed Healthcare Organization – John Griffith, FACHE and Kenneth White, FACHE**

**Recommended By:** Drew Early

This book draws on the experience of high-performing and Malcolm Baldrige Award-winning organizations. It describes the key drivers of success: a culture of empowerment and responsive leadership that promotes teamwork among physicians, nurses, and other staff and a system for continuous improvement that emphasizes process analysis, negotiated goal setting, measurement, benchmarking, and rewards.

**What Made Jack Welch JACK WELCH: How Ordinary People Become Extraordinary Leaders – Stephen Baum**
**Recommended By:** Tom Westrick

Baum is a leadership coach who works behind the scenes guiding CEOs and senior management through times of challenge and change. The more he got to know top-level executives intimately, both personally and professionally, the more he wanted to know what had shaped these men and women into great leaders. He discovered that most came from quite ordinary backgrounds and were not necessarily the smartest kids in class or destined to enter the corporate sphere. Few came from wealthy families, went to Ivy League schools, or earned MBAs. What they do share in common, however, is a pattern of life experiences he calls archetypal shaping experiences that caused them to experience exceptional personal growth leading to strong character and the confidence to seek challenges, take on risk, act when necessary, and engage and inspire others.

*What Got You Here Won’t Get You There – Marshall Goldsmith and Mark Reiter*

**Recommended By:** Kevin England; Linda Jones

Goldsmith, an executive coach to the corporate elite, pinpoints 20 bad habits that stifle already successful careers as well as personal goals like succeeding in marriage or as a parent. Most are common behavioral problems, such as speaking when angry, which even the author is prone to do when dealing with a teenage daughter's belly ring. Though Goldsmith deals with touchy-feely material more typical of a self-help book—such as learning to listen or letting go of the past—his approach to curing self-destructive behavior is much harder-edged.

*What You Accept Is What You Teach: Setting Standards for Employee Accountability – Michael Henry Cohen*

What You Accept is What You Teach offers practical advice to managers on how to hold employees accountable for a strong work ethic, intrinsic motivation, a positive attitude and constructive conduct toward customers and co-workers. It describes a leader's rights and responsibilities relative to maintaining standards for teamwork and customer service. It discusses how to effectively confront and set limits with employees who demonstrate counterproductive and passive-aggressive behaviors that raise havoc on group morale.

*Who Pardoned Accountability – John Britt and Michael Mountjoy*

Have you ever sat in a meeting at work and thought, "Didn't we talk about this same issue in the last six meetings?" or "Didn't J.B. say he would take action on that problem three weeks ago?" Do any of the following look familiar to your organization? Meetings do not start on time or lack focus; issues/conflicts are not openly addressed; results are not tracked or reported in a meaningful way; decisions are not made in a timely manner; there is a low level of flow of communication/information; people do not keep their commitments.
What's missing is accountability. How can we increase accountability in our organizations and decrease the frustrations of our employees? That's what you will learn in this witty *whodunit* in which an important Change has died and Accountability is arrested and accused of involuntary manslaughter. In this "trial of Accountability," we learn why Urgency is late, Commitment is missing, Vision is blindsided, Communication goes silent and Performance falls. A surprise witness sheds light on the crime and the judge has an important decision to make.

*The Wisdom of Teams – Jon R. Katzenbach and Douglas K. Smith*

**Recommended By:** OD

Teams are the key to top performance. Motorola relied heavily on teams to surpass its competition in building the lightest, smallest, and highest-quality cell phones. At 3M, teams are critical to meeting the company's goal of producing half of each year's revenues from the previous five years' innovations. Kodak's Zebra Team proved the worth of black-and-white film manufacturing in a world where color is king. But many companies overlook the potential of teams in turning around flagging profits, entering new markets, and making exciting innovations happen. Authors Jon R. Katzenbach and Douglas K. Smith spoke with hundreds of people in more than thirty companies to find out where and how teams work best and how to enhance their effectiveness.

*When Work and Family Collide: Keeping Your Job from Cheating Your Family – Andy Stanley*

Is Your Occupation Also Your Preoccupation? Let's face it. With all the demands of the workplace and all the details of a family it's only a matter of time before one bumps into the other. And many of us end up cheating our families when the commitments of both collide. In this practical book, Andy Stanley will help you establish priorities and boundaries to protect what you value most, learn the difference between saying your family is your priority and actually *making* them your priority and discover tested strategies for easing tensions at home and at work.

*Who Moved My Cheese? – Spencer Johnson, MD*

Dr. Spencer Johnson realizes the need for finding the language and tools to deal with change – an issue that makes all of us nervous and uncomfortable. Most people are fearful of change because they don’t believe they have any control over how or when it happens to them. Since change happens either to the individual or by the individual, Spencer Johnson shows us that what matters most is the attitude we have about change.

*Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety and Quality Care – John J. Nance*

**Recommended By:** Marsha Prater

John Nance masters in one mind the fields of aviation, health care safety, medical malpractice law, organizational sociology, media communication and the art of fine
writing. Medical care has a ton yet to learn from the decades of progress that have brought aviation to unprecedented levels of safety. “This book should be required reading for anyone willing to face the facts about what it will take for health care to be as safe as it truly can be.” –Donald M. Berwick, MD, former MPP President and CEO Institute for Healthcare Improvement (IHI).

**Why Settle for the Balcony? How to Get a Front-Row Seat in Life! – Marilyn Sherman**

In this book, you will learn success strategies of people who always seem to be living and working in the front-row. And, if you are a leader, you’ll learn how to be an usher to help others achieve more results.

**Winning – Jack Welch**

Recommended By: Tom Westrick, Aimee Allbritton

Welch’s first book, *Jack: Straight from the Gut*, was structured more as a conventional CEO memoir, with stories of early career adventures, deals won and lost, boardroom encounters, and Welch’s process and philosophy that helped propel his success as a manager. In *Winning*, Welch focuses on his actual management techniques. He starts with an overview of cultural values such as candor, differentiation among employees, and inclusion of all voices in decision-making. In the second section he covers issues around one's own company or organization: the importance of hiring, firing, the people management in between, and a few other juicy topics like crisis management. From there, Welch moves into a discussion of competition, and the external factors that can influence a company's success: strategy, budgeting, and mergers and acquisitions.

**Winning With People – John Maxwell**

Relationships are at the heart of every positive human experience. Maxwell, a master communicator and relational expert, makes learning about relationships accessible to everyone. The most sophisticated leaders and salespeople will pick up on skills that will make them even better, and relational novices will learn skills that can transform them into relational dynamos.

**Words That Work: It’s Not What You Say, It’s What People Hear – Frank Luntz**

Recommended By: Linda Jones

"*Words That Work* deserves an attentive read. Mr. Luntz offers a fair amount of good advice to anyone who must communicate publicly--most important, "be the message." By this he means that if you want to talk the talk and be believed, you must walk the walk--which is to say, you must mean what you say and act on it. Integrity sells.

**The Work Stress Connection: How to Cope with Job Burnout – Robert L. Veninga, PhD and James P. Spradley, PhD**

An explanation of job burnout discusses how to recognize the symptoms and offers practical suggestions to help beat this modern malady.
You Don’t Need a Title to be a Leader – Mark Sanborn

Recommended By: OD

Through the stories of a number of unsung heroes, Sanborn reveals the keys each one of us can use to improve our organization and enhance our careers. Genuine leadership, leadership with a “little l” as he puts it, is not conferred by a title or limited to the executive suite. Rather, it is shown throughout everyday actions and the way we influence the lives of those around us. This book offers an inspiring message for anyone who wants to take control of his or her life and make a positive difference.