

This list of books was compiled by members of the CHWW Strategy Committee with the assistance of Books for Business (www.booksforbusiness.com). Descriptions for each book were found on amazon.com except where noted.

LEADERSHIP

Beverly Kaye and Sharon Jordan- Evans, **Love'Em or Lose'Em – Getting Good People to Stay**, Berrett-Koehler Publishers, 2005, ISBN 1576753271
Practical, easy to read resource on top leadership strategies to support your people.

David Maister, **Practise What You Preach**, Free Press, 2003, ISBN 0743223209
Causal relationship between attitudes and profitability

James A. Autry, **Love and Profit- The Art of Caring Leadership**, Harper Paperbacks, 1992, ISBN 0380717492
*From Publishers Weekly:
 Composed of refreshingly jargon-free short essays and poetry, Autry's management primer promotes the integration of work and life and the adoption of egalitarian business practices.*

James Surowiecki, **The Wisdom of Crowds**, Anchor, 2005, ISBN 0385721706
James Surowiecki offers a powerful perspective. He points to compelling evidence that a crowd (so long as it's the right sort of crowd, one that is diverse, independent and "decentralized") will collectively and more consistently make a smarter decision than an individual. In other words, you're actually dumber if you try and go it alone. Asking for help from many people will increase the wisdom of your decisions. Surowiecki also shows how collective wisdom shapes decisions in business and society.

Jeswald W. Salacuse, **Leading Leaders**, Amacom, 2005, ISBN 0814408559
This book is well organized and clearly written, offering insights into the special nature of followers who are leaders in their own right, presenting a guide to the art of strategic conversation for those all important one on one talks, and then devoting a chapter of each of the seven tasks: Direction, Integration, Mediation, Education, Motivation, Representation and Trust Creation. This book will help you philosophically and practically.

Ken Blanchard, **The Heart of a Leader: Insights on the Art of Influence**, Honor books, 1999, ISBN 1562924885
*From Books for Business:
 This is a compilation of Blanchard's thoughts on leadership and life in general. It is easy to read, and fits in with the themes of Healthy Workplace Week.*

Margaret J. Wheatley, **Leadership and the New Science**, Berrett-Koehler Publishers, 1994, ISBN 1881052443
Points out that much of our world is still based on Newtonian thinking (basically, the world and its beings act like a machine) and offers an alternative perspective from newer science, quantum physics. In the context of asking for help, she draws two conclusions:

- *There are no independent entities anywhere. Everything is in a relationship. (In other words, don't kid yourself that you're "doing it alone").*
- *Control and order are two different things. There can be order without control. (In other words, consider letting go of some of that control you're hanging onto).*

GENERAL MANAGEMENT & ORGANIZATION

Al Stubblefield, **Baptist Health Care Journey to Excellence: Creating a Culture That WOWs!** Wiley, 2004, ISBN 0471708909

This crystal-clear book offers to any who will listen invaluable, detailed guidance on how and why to move toward a true culture of excellence in hospital care. It isn't easy, but, as their results show, it's a journey well worth taking." - Donald M. Berwick, MD, president and CEO, Institute for Healthcare Improvement. The Baptist Health Care 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.

Christina Maslach & Michael P. Leiter, **The Truth About Burnout**, Jossey-Bass Incorporated Publishers, 1997, ISBN 0787908746

From book cover:

For the past twenty years, Drs. Christina Maslach and Michael Letier have been the acknowledged leaders in the study of burnout. Now, they combine forces to bring us The Truth About Burnout. This powerful new book encourages everyone, both management and employees to view this current crisis as an opportunity to

- *Review major shortcomings in organizational life.*
- *Address pressures contributing to chronic exhaustion, cynicism, and ineffectiveness.*
- *Build productive engagement between people and their work.*
- *Increase commitment and productivity in the workplace.*

Christina Maslach and Michael P. Leiter, **Banishing Burnout: Six Strategies for Improving Your Relationship With Work**, Jossey-Bass Incorporated Publishers, 2005, ISBN 0787976083

Dee W. Hock, **One from Many: VISA and the Rise of the Chaordic Organization**, Berrett-Koehler Publishers, 2005, ISBN 1576753328

Winner of the PMA Ben Franklin award, Dee Hock's inspiring story of the creation of the hugely successful VISA Corporation was told in Birth of the Chaordic Age. This newly revised edition adds updated examples of today's most prominent chaordic (both chaotic and orderly) organizations, including the internet, World Weather Watch and Alcoholics Anonymous, as well as the dark side such as terrorist organizations and organized crime.

Dee W. Hock, **The Birth of the Chaordic Age**, Berrett-Koehler Publishers, 1999, ISBN 1576750744

Birth of the Chaordic Age is a compelling manifesto for the future, embedded within the intriguing story of a personal odyssey. An engaging narrator, Dee Hock is the man who first conceived of a global system for the electronic exchange of value, becoming the founder and CEO of VISA International. He looks critically at today's environment of command-and-control institutions and sees organizations that are falling apart, failing to achieve their own purposes let alone addressing the diversity and complexity of society as a whole. The solution, Hock claims, lies in transforming our notion of organization; in embracing the belief that the chaos of competition and the order of cooperation can and do coexist, succeed, even thrive; and in welcoming in the chaordic age.

Daryl R. Conner, **Managing at the Speed of Change**, Random House, 1993, ISBN 0679406840

From Publishers Weekly:

In this clinical study cum management guide, psychologist and business lecturer Conner discusses change as an inevitable, often disorienting element of the modern worker's business life. Citing the dysfunction likely to occur among employees facing corporate-merger upheavals or new high-tech equipment, he defines "resilience" as essential to viewing change as an "understandable and manageable process." Conner charts a system of "support patterns" for achieving transitions at "appropriate" speed. Also essential to successful navigation of change, he observes, is "interdependent synergy," exemplified by the cooperation of a foxhole gunner and his ammo-toting partner, at every corporate level. In his book of wise counsel, Conner also points out that true resilience means "never being surprised that you are surprised."

Dennis N. T. Perkins et al, **Leading at the Edge: Leadership Lessons from the Extraordinary Saga of Shackleton's Antarctic Expedition**, American Management Association, 2000, ISBN 0814405436

Eckhart Tolle, **Power of Now**, Namaste Publications, 1998, ISBN 0968236405

Gretchen M. Spreitzer, Robert E. Quinn, **A Company of Leaders: Five Disciplines for Unleashing the Power in Your Workplace**, Jossey-Bass, San Francisco, 2001, ISBN 0787955833

From the book cover:

Good employees are your organization's most valuable resource. But attracting, developing, and retaining talented people requires an environment where people are energized and connected to their work, and where they take the initiative and act as owners of the business. A Company of Leaders shows how to navigate the often difficult journey to real empowerment at all levels of the organization and create a kind of "volunteer employee" workforce – employees who choose to work because they are energized by what they do.

Hal F. Rosenbluth, **The Customer Comes Second**, Collins, 2002, ISBN 0060526564

From the Book Cover:

The secret of Hal Rosenbluth's success, and his company's, is actually very simple. He concentrates on his employees first and his customers second. The formula works. Rosenbluth Travel was named one of the top ten in The 100 Best Companies to Work For in America, and happy customers have quickly transformed a small family business into a global industry leader, grossing over \$1.5 billion annually.

Jim Collins, **Built to Last: Successful Habits of Visionary Companies**, Harper Collins Canada Limited, 2002, ISBN 0060516402

From the Publisher:

The book provides a master blueprint for building organizations that will prosper long into the twenty-first century and beyond.

Jim Collins, **From Good to Great**, HarperCollins, 2001, ISBN 0066620996

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 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. Making the transition from good to great doesn't require a high-profile CEO, the latest technology, innovative change management, or even a fine-tuned business strategy. At the heart of those rare and truly great companies was a corporate culture that rigorously found and promoted disciplined people to think and act in a disciplined manner. Peppared with dozens of stories and examples from the great and not so great, the book offers a well-reasoned road map to excellence that any organization would do well to consider. Good to Great is one of those books that managers and CEOs will be reading and rereading for years to come.

Kent Curtis, **Stress: Living and Working in a Changing World**, Monarch Books of Canada, 1999, ISBN 1570251762

Malcolm Gladwell, **Blink: The Power of Thinking Without Thinking**, Little Brown, 2005, ISBN 0316172324

From the Publishers:

How do we make decisions--good and bad--and why are some people so much better at it than others? That's the question Malcolm Gladwell asks and answers in the follow-up to his huge bestseller, The Tipping Point. Utilizing case studies as diverse as speed dating, pop music, and the shooting of Amadou Diallo, Gladwell reveals that what we think of as decisions made in the blink of an eye are much more complicated than assumed. Drawing on cutting-edge neuroscience and psychology, he shows how the difference between good decision-making and bad has nothing to do with how much information we can process quickly, but on the few particular details on which we focus. Leaping boldly from example to example, displaying all of the brilliance that made The Tipping Point a classic, Gladwell reveals how we can become better decision makers--in our homes,



our offices, and in everyday life. The result is a book that is surprising and transforming. Never again will you think about thinking the same way.

Marcus Buckingham and Curt Coffman, **First Break All the Rules**, New York: Simon and Schuster, 1999, ISBN 0684852861

Marcus Buckingham and Curt Coffman expose the fallacies of standard management thinking in First, Break All the Rules: What the World's Greatest Managers Do Differently. 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. "This book will take you inside the minds of these managers to explain why they have toppled conventional wisdom and reveal the new truths they have forged in its place."

Marcus Buckingham and Donald O. Clifton, **Now Discover Your Strengths**, New York: The Free Press, 2001, ISBN 0743201140

From Library Journal:

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. When asked, only 20 percent of these employees stated that they were using their strengths everyday. So that they can take a test revealing their strengths, readers are given access to the StrengthsFinder web site and a special ID number; once they learn their profile, they can read the analysis in the book. A description of each type is included, together with case studies, and managers are shown how to handle various types. This book offers a unique perspective on successful management strategy and developing employees' strengths.

Mihaly Csikszentmihalyi, **Good Business: Leadership, Flow, and the Making of Meaning**, Penguin, 2004, ISBN 014200409X

Patricia Ryan Madson, **Improv Wisdom: Don't Prepare, Just Show Up**, Harmony/Bell Tower, 2005, ISBN 1400081882

From the Book Cover:

An irresistible invitation to lighten up; look around, and live an unscripted life, a master of the art of improvisation explains how to adopt the attitudes and techniques used by generations of musicians and actors.

Peter Block, **The Answer to How Is Yes: Acting on What Matters**, Berrett-Koehler Publishers, 2001, ISBN 1576751686

From the Publishers:

Block places the "how-to" craze in perspective & presents a guide to the difficult & life-granting journey of bringing what we know is of personal value into an indifferent or even hostile corporate & cultural landscape.

Richard Earle, **The Third Wave of Stress Science: Controlling Future Shock Trauma in Workplace Hyperchange**, Canadian Institute of Stress, 1997

Robert E. Quinn, **Building the Bridge as You Walk On It: A Guide for Leading Change**, Jossey-Bass, San Francisco, 2004, ISBN 07879711

Rosamund Zander, **The Art of Possibility: Transforming Professional & Personal Life**, Penguin US, 2002, ISBN 0142001104

Presenting twelve breakthrough practices for bringing creativity into all human endeavors, The Art of Possibility is the dynamic product of an extraordinary partnership. The Art of Possibility combines Benjamin Zander's experience as conductor of the Boston Philharmonic and his talent as a teacher and communicator with psychotherapist Rosamund Stone Zander's genius for designing innovative paradigms for personal and professional fulfillment.

The authors' harmoniously interwoven perspectives provide a deep sense of the powerful role that the notion of possibility can play in every aspect of life. Through uplifting stories, parables, and personal anecdotes, the Zanders invite us to become passionate communicators, leaders, and performers whose lives radiate possibility into the world.

Stephen Covey, **The Eighth Habit: From Effectiveness to Greatness**, Running Press Miniature Editions, 2006, ISBN 0762428538

W. Chan Kim, **Blue Ocean Strategy: How to Create Uncontested Market Space and Make This Competition Irrelevant**, Harvard, 2005, ISBN 1591396190

From the Publisher:

Winning by not competing: a fresh approach to strategy Since the dawn of the industrial age, companies have engaged in head-to-head competition in search of sustained, profitable growth. They have fought for competitive advantage, battled over market share, and struggled for differentiation. Yet these hallmarks of competitive strategy are not the way to create profitable growth in the future. In a book that challenges everything you thought you knew about the requirements for strategic success, W. Chan Kim and Renée Mauborgne argue that cutthroat competition results in nothing but a bloody red ocean of rivals fighting over a shrinking profit pool. Based on a study of 150 strategic moves spanning more than a hundred years and thirty industries, the authors argue that lasting success comes not from battling competitors, but from creating "blue oceans": untapped new market spaces ripe for growth. Such strategic moves—which the authors call "value innovation"—create powerful leaps in value that often render rivals obsolete for more than a decade. Blue Ocean Strategy presents a systematic approach to making the competition irrelevant and outlines principles and tools any company can use to create and capture blue oceans. A landmark work that upends traditional thinking about strategy, this book charts a bold new path to winning the future.

INDIVIDUAL

David Allen, **Getting Things Done: The Art of Stress-Free Productivity**, Penguin, 2001, ISBN 0142000280

From Books for Business:

This is our most popular book on the subject. The author's premise is that our productivity is directly proportional to our ability to relax. When our minds are clear and our thoughts are organized we can achieve effective results and develop our creative potential.

David Kundtz, **Stopping: How to Be Still When You Have to Keep Going**, Conari Press, 1998, ISBN 1573241091

David Kundtz, **Quiet Mind: One Minute Retreats from a Busy World**, Conari Press, 2003, ISBN 1573248622
The author of "Stopping" offers a soothing, experienced, and wise helping hand to readers in desperate need of a break. More than just a meditation book, "Quiet Mind" is a wonderful series of reflections that can illuminate every aspect of life.

Katherine Gibson, **Unclutter Your Life: Transforming Your Physical, Mental and Emotional Space**, Beyond Words Publishing, 2004, ISBN 1582701156

Written in a lively and entertaining manner, this book combines expert perspectives with stories and insights of ordinary people to help readers learn to let go of any possession they no longer really use or want, attack invisible clutter with action and clarity, and make more room in their lives for beauty, spontaneity, and adventure.

John Gottman, **The Seven Principles for Making Marriage Work**, www.therelationshipcoaches.com

Robert Holden and Ben Renshaw, **Balancing Work & Life**, Dorling Kindersley, 2002, ISBN 0751333654.

From Books for Business:



This is part of DK's Essential Managers series. These are little books, beautifully illustrated, really easy to read and priced for sale. Other relevant titles in the series are:

- *Dealing with E-Mail*, by David Brake
- *Manage Your Time*, by Tim Hindle
- *Reducing Stress*, by Tim Hindle
- *Do It Now!* by Andy Bruce & Ken Langdon
- *Learning to Lead*, by Robert Heller

Julie Morgenstern, **Organizing from the Inside Out**, 1998, ISBN 0805056491

Julie Morgenstern, **Time Management from the Inside Out**, Owl Books, 2004, ISBN 0805075909

Margaret Wheatley, **Turning to One Another - Simple Conversations to Restore Hope in the Future**, Berrett-Koehler Publishers, 2001, ISBN 1576751457

Miriam Nelson, **Strong Women Eat Well**, Berkley Trade, 2002, ISBN 0399527826

Steve Prentice, **Cool Time: a Hands-on Plan for Managing Work and Balancing Time**, Wiley Canada, 2005, ISBN 0470836733.

From Books for Business:

This started life as a self-published book which was successful on its own. Wiley published the revised edition. It is all about keeping mentally and physically cool to make the best decisions and get the best things done.

Dr. Timothy Sharp, **The Happiness Handbook**, www.thehappinessinstitute.com