

Success Series Webinars



BOOK RECOMMENDATIONS

Check out this listing of great personal and professional development books discussed during our webinar, along with recommendations from our viewers. Thanks to our panel who discussed their favorite books and all who submitted recommended reading lists!

If you haven't registered for the latest season of the Success Series Webinars, brought to you by State Civil Service, visit the Talent Development section of the Louisiana Civil Service webpage to get the link.

And, if you don't have a lot of time to read, you might want to check out some of the book summary websites that offer reviews of popular releases. Two good examples of these are www.FourMinuteBooks.com and www.ActionableBooks.com.

Additionally, many authors post videos about the key concepts of their books on YouTube, either on their personal channels or on compilation channels such as *Ted Talks*.

And finally, a great option for all of these books is your local library. If you haven't been to a library lately, visit and get your card updated so you can check out books in person or online for the best price – free!

212 The Extra Degree: Extraordinary Results Begin with One Small Change

Sam Parker and Mac Anderson

This collection of stories reflects the ultimate definition of excellence where that one extra degree of effort separated the good from the great. *(Recommended by Janna Lege)*

Becoming a Coaching Leader

Daniel S. Harkavy

This book offers real advice on how to move beyond the theoretical concepts of effective coaching to the very practical "how to" of coaching.

Boundaries: When to Say Yes, How to Say No To Take Control of Your Life

Henry Cloud & John Townsend

Boundaries identifies the personal property lines that define who you are and influence all areas of your life – physically, emotionally, and spiritually. *(Recommended by Angie Collins)*

Creativity, Inc.: Overcoming the Unseen Forces That Stand in the Way of True Inspiration

Ed Catmull & Amy Wallace

This is an instruction manual for instilling inspiration into employees, managers and bosses, and reveals the hidden forces that can get in the way. *(Recommended by Susan Hudson)*

Crucial Conversations: Tools for Talking When Stakes Are High

by Kerry Patterson, Joseph Grenny, Al Switzler, Ron McMillan

This guide draws our attention to those defining moments that shape our lives, our relationships, and our world. *(Recommended by Kathi Leblanc)*

Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations

Richard Gallagher

The Customer Service Survival Kit explores techniques and the right words to turn volatile scenarios into productive customer encounters.

Dealing with Different, Diverse, & Difficult People

Barbara Braunstein

The author uses humor and her real life experiences to offer practical strategies, tips, and tools to deal with difficult people and create positive outcomes. *(Recommended by Dinah Johnson Gilliard)*

Drive

Daniel H. Pink

Drive examines the three elements of true motivation--autonomy, mastery, and purpose--and offers innovative techniques for putting these into action.

Emotional Intelligence 2.0

Travis Bradberry

Emotional Intelligence 2.0 delivers a step-by-step program for increasing emotional quotient by addressing four core EQ skills which can enable readers to achieve their greatest potential.

Execution: The Discipline of Getting Things Done

Larry Bossidy, Ram Charan

This book focuses on how to close the gap between results promised and results delivered, and is appropriate for readers ranging from those who are running an entire company all the way to readers in their first management jobs. *(Recommended by Dinah Johnson Gilliard)*

First, Break All the Rules

Marcus Buckingham

Buckingham outlines how to set expectations, build on employees' unique strengths rather than trying to fix their weaknesses, and get the best performance out of teams.

Fish: A Proven Way to Boost Morale and Improve Results

Stephen C. Lundin, Harry Paul, John Christensen

In this story, a fictional manager is charged with the responsibility of turning an unenthusiastic department into an effective team. The manager learns how to energize those who report to her and brings about an astonishing transformation in her workplace.

Five Dysfunctions of Teams

Patrick Lencioni

This book presents a leadership fable that identifies behaviors to create effective teams by focusing on ways to overcome the five dysfunctions that most commonly affect teamwork, including absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.

Getting Things Done: The Art of Stress-Free Productivity

David Allen

GTD outlines how to identify, track, and choose the next action on tasks, commitments, and projects so that individuals can master all the demands on their time while unleashing their creative potential. *(Recommended by Michelle Renee)*

Good to Great

Jim Collins

In this bestseller, Collins and his crew analyzed data and conducted interviews to discover the key factors of why some companies make the leap to greatness and others don't and share lessons to take your team from good to great.

Grit: The Power of Passion and Perseverance

Angela Duckworth

Grit illustrates the principle that the secret to outstanding achievement is not talent but a special blend of passion and persistence called "grit."

How to Win Friends and Influence People

Dale Carnegie

This classic book offers principles on how to influence others to support your vision. It includes nine techniques for enhancing relationships, fundamental techniques for becoming a respected leader, and tips for handling criticism and stress.

How to Lead When You're Not in Charge: Leveraging Influence When You Lack Authority

Clay Scroggins

One of the greatest myths of leadership is that you must be in charge in order to lead. This book focuses on learning to cultivate influence without authority. *(Recommended by Michelle Norwood)*

How to Say It: Choice Words, Phrases, Sentences, and Paragraphs for Every Situation

Rosalie Maggio

How to Say It provides practical guidance for what to say in any situation. It addresses topics for business correspondence and personal communications, letters to the editor, cover letters, emails, blogs, and international communication. *(Recommended by Michelle Norwood)*

Humble Inquiry: The Gentle Art of Asking Instead of Telling

by Edgar H. Schein

Humble Inquiry focuses on the art of drawing someone out, asking effective questions, and building relationships based on curiosity and interest in the other person. *(Recommended by Ginger Garfield)*

In Search of Excellence

Thomas J. Peters, Robert H. Waterman Jr.

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

Leadership in the New Normal: A Short Course

Lt. General Russell L. Honore' with Jennifer Robison

This book is designed to help readers become more effective leaders in their fields. It describes modern leadership principles and techniques and illustrates them with stories from the author's vast life experiences. *(Recommended by Candace Morgan)*

Leading Change

John Kotter

This classic book offers a visionary approach and practical toolkit on how to lead change in an organization with an 8-step approach to change management.

Managing for Dummies

by Bob Nelson, Peter Economy

Good for all levels of managers, this easy-to-understand guide shares practical advice on the most important aspects of managing, such as delegating as opposed to ordering, improving employees' performances, getting a message across, understanding ethics and office policies, and team building and collaboration.

(Recommended by Catherine McRitchie)

Payoff: The Hidden Logic that Shapes Our Motivations

Dan Ariely

Payoff investigates the true nature of motivation, people's partial blindness to the way it works, and how to bridge this gap. With studies that range from Intel to a kindergarten classroom, Ariely digs deep to find the root of motivation and how to use this knowledge to approach important choices in life.

Raving Fans: A Revolutionary Approach to Customer Service

Kenneth Blanchard, Sheldon Bowles

Told in parable style, *Raving Fans* uses a simple story to teach listeners how to define vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature--not just another program of the month. *(Recommended by Dinah Johnson Gilliard)*

Reality-Based Leadership: Ditch the Drama, Restore Sanity to the Workplace, and Turn Excuses into Results

by Cy Wakeman

The book reveals how to be the kind of leader who changes the way people think about and perceive their circumstances. This is the type of leader who deals with the facts, clarifies roles, gives clear and direct feedback, and insists that everyone do the same, without drama or defensiveness. *(Recommended by Laci Talley)*

S.U.M.O (Shut Up, Move On): The Straight-Talking Guide to Succeeding in Life

Paul McGee

Weighing in with humor, insight, practical tips, and personal anecdotes, this book outlines six S.U.M.O. principles that are designed to help readers achieve their potential. *(Recommended by Bambi Conaway)*

The Coaching Habit: Say Less, Ask More & Change the Way You Lead Forever

Michael Bungay Stanier

In *The Coaching Habit*, coaching becomes a regular, informal part of everyday activities so managers and their teams can work smarter and have more impact.

The Heart of a Leader: Insights on the Art of Influence

by Ken Blanchard

The Heart of a Leader offers Blanchard's insight and wisdom on choosing values, aiming for excellence, maintaining integrity, finding the courage to change, and helping others reach their potential. *(Recommended by Valerie Gray)*

The HR Answer Book: An Indispensable Guide for Managers and Human Resources Professionals

Shawn Smith & Rebecca Mazin

The HR Answer Book addresses more than 200 questions from recruiting and hiring to discipline and downsizing, compensation and benefits to training and employee relations. *(Recommended by Bambi Conaway)*

The Power of Habit: Why We Do What We Do in Life and Business

Charles Duhigg

This book explains the three components of the habit loop, the necessary steps to create good habits and change bad ones, and how to create constructive organizational habits. *(Recommended by Ginger Garfield)*

The Schmuck in My Office: How to Deal Effectively with Difficult People at Work

Jody Foster and Michelle Joy

Foster and Joy help readers understand schmucks (difficult disruptive employees) as people, figure out how to work with them, and ultimately solve workplace problems. They also prompt the reader to ask, "Am I being a schmuck?"

The Seven Habits of Highly Effective People

Stephen R. Covey

This classic book offers critical lessons about the habits of successful people and guides readers through ways to apply each habit to their daily actions.

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. In this bestseller, Gladwell explores this phenomenon and defines the three insights that can help readers reach the tipping point for their messages.

What Color is Your Parachute

by Richard Bolles

In this guide to discovering a perfect career fit, Bolles demystifies the entire job-search process, from writing resumes to interviewing and networking, expertly guiding readers toward their dream jobs.

(Recommended by Michelle Norwood)

What Millennials Want from Work: How to Maximize Engagement in Today's Workforce

Jennifer J. Deal, Alec Levenson

This essential book explains who Millennials really are, and offers practical advice to help those who manage, lead, and work with Millennials to improve teamwork, increase productivity, strengthen organizational culture, and build a robust talent pipeline.

Who Moved My Cheese: An Amazing Way to Deal with Change in Your Work and in Your Life

Dr. Spencer Johnson

Johnson uses a simple parable to reveal profound truths about dealing with change so that one can enjoy less stress and more success in work and life. *(Recommended by Jean Groh)*

Zapp! The Lightning of Empowerment: How to Improve Quality, Productivity, and Employee Satisfaction

by William Byham, Ph.D. and Jeff Cox

Zapp! is a contemporary fable that shows how empowering people--zapping them--builds strong, enthusiastic employees and organizations dedicated to improving quality and productivity.