



**MANAGEMENT READING LIBRARY**  
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**Customer Service**

Baird **Customer service in health care: a grassroots approach to creating a culture of service excellence**

Baptist Health Care Leadership Institute **Committing to Service Excellence** VCA 911

Baptist Health Care Leadership Institute **Service recovery**

**Customer Service in Health Care** VCA 575

**Difficult Guest: understanding & serving difficult customers** VCA 739

**FISH: Catch the energy, release the potential** VCA 876

**General Hospitable: keeping your patients satisfied (and just plain keeping them)**  
VCA 835

Lee **If Disney ran your hospital: 9 ½ things you would do differently**

Martin **Quality customer service: how to win with the customer**

O'Malley **Ultimate patient satisfaction: designing, implementing, or rejuvenating an effective patient satisfaction & TQM program**

Osborne **Resolving patient complaints: a step-by-step guide to effective service recovery**

Rosenbluth **The customer comes second: and other secrets of exceptional service**

Spector **The Nordstrom way: the inside story of America's #1 customer service company**

Yokoyama **When fish fly: lessons for creating a vital and energized workplace from the world famous Pike Place Fish Market**

Zuckerman **Competing on excellence: healthcare strategies for a consumer-driven market**

**Human Resources**

Ashby **Embracing excellence: becoming an employer of choice to attract and keep the best talent**

**Attitude Virus: curing negativity in the workplace** VCA 799

Baptist Health Care Leadership Institute **Creating a Culture that Inspires** VCA 909

Baptist Health Care Leadership Institute **Hardwiring Success through Systems of Accountability** VCA 913

Becker **The HR Scorecard: linking people, strategy, and performance**

Cohen **Surviving the nursing shortage: strategies for recruitment & retention**  
Connors **The Oz principle: getting results through individual & organizational accountability**  
**Curse of the Vanishing Employees: How to Retain and Motivate Great Workers** VCA 798  
Hackman **Leading teams: setting the stage for great performance**  
Hiatt **Change management: the people side of change**  
Huseman **Breakout: unleash the power of human capital**  
Kaye **Love 'em or lose 'em: getting good people to stay**  
Manion **Create a positive health care workplace: practical strategies to retain today's workforce and find tomorrow's**  
Manzoni **The set up to fail syndrome: how good managers cause great people to fail**  
Matejka **Why this horse won't drink: how to win—and keep—employee commitment**  
Morton-Cooper **Mentoring, preceptorship, and clinical supervision: a guide to professional roles in clinical practice**  
Novak **Conquering adversity: six strategies to move you and your team through tough times**  
Numerof **Employee retention: solving the healthcare crisis**  
**Selecting & Retaining Great Employees** VCA 910  
Stubblefield **The Baptist Healthcare journey to excellence: creating a culture that WOWs**  
Zemke **Generations at work: managing the clash of veterans, boomers, xers, and nexters in your workplace**

## **Leadership Development**

Atchison **Followership: a practical guide to aligning leaders and followers**  
Baptist Health Care Leadership Institute **Continuously Developing Great Leaders** VCA 912  
Blanchard **The leadership pill: the missing ingredient in motivating people today**  
Bower **Nurses taking the lead: personal qualities of effective leadership**  
Buckingham **First, break all the rules: what the world's greatest managers do differently**  
Covey **The 7 habits of highly effective people: powerful lessons in personal change**  
Dinkmeyer **The skills of encouragement: bringing out the best in yourself and others**  
Drucker **The effective executive**  
Grossman **The new leadership challenge: creating the future of nursing**  
Halpern **Leadership presence: dramatic techniques to reach out, motivate, and inspire**

Johnson **Who moved my cheese?: an a-mazing way to deal with change in your work and in your life**

Leebov **Health care managers in transition: shifting roles & changing organizations**

Leebov **The indispensable health care manager: success strategies for a changing environment**

Lombardi **Reorganization & renewal: strategies for healthcare leaders**

Lombardi **Thriving in an age of change: practical strategies for health care leaders**

Manion **From management to leadership: interpersonal skills for success in health care**

Porter-O'Grady **Quantum leadership: a textbook of new leadership**

Poscente **The ant and the elephant: leadership for the self**

Stevens **The strategic health care manager: mastering essential leadership skills**

Swansburg **Introduction to management and leadership for nurse managers**

Tappen **Essentials of nursing leadership & management**

VHA **Nursing Leadership Excellence Video**

**Communicating as a Leader**

**Teamwork Expertise**

**Leading Change**

**Retention Strategies**

**Effectively Managing Negativity**

Walton **Deming management at work**

Zimmerman **Edgware: insights from complexity science for health care leaders**

## **Communication**

**Between You and Me: Solving Conflicts** Video

Brinkman **Dealing with people you can't stand: how to bring out the best in people at their worst**

**Constructive communication: how to give it and how to take it** VCA 679

**Coping with difficult people: know-it-all experts, stallers, snipers** VCA 503

**Coping with difficult people: tanks, super-agreeables, complainers** VCA 504

**Cultural Diversity in the Hospital Setting** VCA 867

Dana **Talk it out!: 4 steps to managing people problems in your organization**

Deeprouse **The team coach: vital new skills for supervisors & managers in a team environment**

**Delegating for Diehards: working together to get things done** VCA 797

Doyle **How to make meetings work**

**I Know Just What You Mean: effective communication** VCA 750

Scott **Survival guide for working with humans: dealing with whiners, back-stabbers, know-it-alls, and other difficult people**

**Survival Run: team building** VCA 741

Watkins **Appreciative inquiry: change at the speed of imagination**

**World's Apart: a four-part series on cross-cultural healthcare** VCA 914

### **Patient Centered Care**

Champan **Radical loving care: building the healing hospital in America**

Frampton **Putting patients first: designing & practicing patient-centered care**

Gerteis **Through the patient's eyes: understanding & promoting patient-centered care**

Leander **Patients first: experiences of a patient-focused pioneer**

### **Business Trends**

Altman **Strategic choices for a changing health care system**

Bennis **Rethinking the future: rethinking business, principles, competition, control & complexity, leadership, markets and the world**

Castaneda-Mendez **Value-based cost management for healthcare**

Champy **Reengineering management**

Collins **Built to last: successful habits of visionary companies**

Crosby **Quality without tears: the art of hassle-free management**

Csikszentmihalyi **Good business: leadership, flow, and the making of meaning**

Evashwick **Seamless connections: refocusing your organization to create a successful continuum of care**

Florida **Rise of the creative class and how it's transforming work, leisure, community and everyday life**

Gee **Service line success: eight essential rules**

Griffith **Designing 21<sup>st</sup> century healthcare: leadership in hospitals & healthcare systems**

Griffith **Thinking forward: six strategies for highly successful organizations**

Kleinke **Bleeding edge: the business of health care in the new century**

Person **The zero-base hospital: survival & success in America's evolving healthcare system**

Porter-O'Grady **The leadership revolution in health care: altering systems, changing behaviors**

Sherman **Creating the new American hospital: a time for greatness**

Shortell **Remaking health care in America: building organized delivery systems**

### **Safety**

Barry **Six sigma book for healthcare: improving outcomes by reducing errors**

Gawande **Complications: a surgeon's notes on an imperfect science**

Gosbee **Using human factors engineering to improve patient safety**

Page **Keeping patients safe: transforming the work environment of nurses**

## **Organizational Behavior**

**Abilene Paradox** VCA 748

Bolman **Reframing organizations: artistry, choice, and leadership**

Bridges **Managing transitions: making the most of change**

**The Business of Paradigms** VCA 767

Deming **Out of the crisis**

Griffith **The well-managed healthcare organization**

Hanson **Work & role redesign: tools & techniques for the health care setting**

Lencioni **Death by meeting: a leadership fable about solving the most painful problem in business**

Lencioni **Five dysfunctions of a team: a leadership fable**

Lencioni **Five temptations of a CEO: a leadership fable**

Lencioni **Four obsessions of an extraordinary executive: a leadership fable**

Mink **Open organizations: a model for effectiveness, renewal, and intelligent change**

O'Dell **If only we knew what we know: the transfer of internal knowledge & best practice**

**Paradigm Principles** VCA 749

**Paradigm Pioneers** VCA 766

Pfeffer **The knowing-doing gap: how smart companies turn knowledge into action**

Senge **The fifth discipline: the art & practice of the learning organization**