



Preparing Leaders To Transform Organizations Into Optimized, Energized Workplaces

Recommended Reading 2010

Change, Creativity and Innovation

- Kelley, R. (2005). The ten faces of innovation. Doubleday.
- Kotter, J.P. et al. (2006). Our iceberg is melting: changing and succeeding under any conditions. St. Martin's Press.
- Kotter, JP. (2008). A sense of urgency. Harvard Business Press.
- Plsek, P.E. (1997). Creativity, innovation and quality. ASQ Quality Press.
- Scott, K & Steinbinder, A. (2009). Innovation cycle for small and large-scale change. Nursing Administration Quarterly. Vol. 33, No. 4, 335- 34

Conflict/Difficult People

- Patterson, Grenny, McMillan and Switzler (2005). Crucial confrontations. McGraw-Hill.
- Patterson, Grenny, McMillan and Switzler (2005). Crucial conversations. McGraw-Hill

Facilitation

- McCain, D.V. and Tobey, D.D. (2004). Facilitation basics. ASTD Press.
- Stanfield, R.B. (1997). The art of focused conversation. The Canadian Institute of Cultural Affairs.
- Schwarz, R. (2002). The skilled facilitator. Jossey-Bass.

Leadership and Management

- Blanchard, K. and Miller, M. (2007). The secret: what good leaders know-and do. Berrett-Koehler.
- Blanchard, K. (2006). Leading at a higher level. FT Press.
- Buckingham, M. (2007). Go put your strengths to work: 6 powerful steps to achieve outstanding performance. Free Press.
- Buckingham, M. (2005). The one thing you need to know. Simon and Shuster.
- Collins, J. (2009). How the mighty fall. HarperCollins.
- Collins, J. (2005). Good to great and the social sectors. Jim Collins, (publisher).
- Covey, M.R. (2006). The speed of trust: the one thing that changes everything. Free Press.
- Daft, Robert (2005). The leadership experience. Thomson.
- Gabarro, J. J. and Kotter, J.P. (2008). Managing your boss. Harvard Business School Press.
- Gladwell, M. (2005). Blink: the power of thinking without thinking. Little, Brown and Company.
- Gladwell, M. (2002). The tipping point. Little, Brown and Company.
- Kouzes, J.M. and Posner, B. Z. (2002). The leadership challenge. Jossey-Bass.
- Leebov, W. (2008). Essentials for great personal leadership. AHA Press.

Lencioni, P. (2004). *Death by meeting: a leadership fable about solving the most painful problem in business*. Jossey-Bass.

Malloch, K. and Porter-O'Grady, T. (2008). *The quantum leader: applications for the new world of work*. (2nd ed.) Jones and Bartlett.

Miller, J. (2004). *QBQ: the question behind the question*. GP Putnam's Sons.

Patterson, Grenny, Maxwell, McMillan, and Switzler (2008). *Influencer*. McGraw-Hill

Rath, T. (2006). *Vital friends: the people you can't afford to live without*. Gallup Press.

Rath, T. (2007). *StrengthsFinder 2.0*. Gallup Press.

Rath, T. and Clifton, D.O. (2004). *How full is your bucket: positive strategies for work and life*. Gallup Press.

Thatchenkery, T. and Metzker, C. (2006). *Appreciative intelligence: seeing the mighty oak in the acorn*. Berrett-Koehler.

Wagner, R. and Harter, J.K. (2006). *12: the elements of great managing*. Gallup Press.

Wheatley, M.J. (2007). *Finding our way: leadership for an uncertain time*. Berrett-Koehler.

Magnet Designation

Steinbinder, A. (2009). *Bumps on the road to magnet designation*. *Nursing Administration Quarterly*. 33 (2): 99-104.

Steinbinder, A. (2005). *The magnet process: one appraiser's perspective*. *Nursing Administration Quarterly*. 29 (3): 268-274.

Steinbinder, A. and Scherer E. (2010). 2nd Edition. Chapter 10; *Creating nursing system excellence through the forces of magnetism*. In *Introduction to Evidence-Based Practice in Nursing and Health Care*. (Eds.) Malloch, K. and Porter-O'Grady; pages 235-273.

Steinbinder, A. and Scherer E. (2006). Chapter 10; *Creating nursing system excellence through the forces of magnetism*. In *Introduction to Evidence-Based Practice in Nursing and Health Care*. (Eds.) Malloch, K. and Porter-O'Grady; pages 235-266.

Patient Safety

Joseph, A. (2006). *The role of the physical and social environment in promoting health, safety and effectiveness in the healthcare workplace*. Center for Health Design, partially funded by the Robert Wood Johnson Foundation.

Leonard, M. et al. (2004). *Achieving safe and reliable healthcare: strategies and solutions*. Health Administration Press.

Nance, J.J (2008). *Why hospitals should fly: the ultimate flight plan to patient safety and quality care*. Second River Press. Montana.

Malloch, K. and Porter-O'Grady, T. (2006). *Introduction to evidence-based practice in nursing and health care*. Jones and Bartlett Publishers.

Pronovost, P. and Vohr, E. (2010). *Safe patients, smart hospitals: how one doctor's checklist can help us change health care from the inside out*. Hudson Street Press.

Service Excellence

- Baird, K. (2008). Raising the bar on service excellence. Golden Lamp Press.
- Bakke, D. W. (2005). Joy at work: a revolutionary approach to fun on the job. PVG.
- Bell, C. and Zemke, R. (2003). Service magic. Dearborn Trade Publishers.
- Charan, R. (2007). Know-How: the 8 skills that separate people who perform from those who don't. Crown Business.
- Crotts, J.C., Dickson, D.R. and Ford, R.C. (2005). Aligning organizational processes with mission: the case of service excellence. Academy of Management Executive, 19(3), 54-68.
- Gratton, L. (2007). Hot Spots: why some teams, workplaces, and organizations buzz with energy - and others don't. Berrett-Koehler.
- Heskett, J.L., Jones, T.O., Loveman, G.W., Sasser, W.E. and Schlesinger, L.A. (1994). Harvard Business Review.
- Lee, F. (2004). If Disney ran your hospital.
- Leebov, W. (2008). Essentials for great patient experiences. AMA Press.
- Leebov, W., Afriat, S. and Presha, J. (2007). Service savvy health care - one goal at a time. Authors Choice Press.
- Leebov, W., Scott, G. and Olson, L. (1998). Achieving impressive customer service. AHA Press.
- Reichheld, F. (2006). The ultimate question. HBS Press.
- Scotti, D.J., Harmon, J., and Behson, S.F. (2007). Links among high-performance work environment, service quality, and customer satisfaction: an extension to the healthcare sector. Journal of Healthcare Management. 52(2), March/April, 109-125.
- Spector, R. and McCarthy, P. (2005). The Nordstrom's way to customer service excellence. Wiley and Sons.
- Studer, Q. (2008). Results that last. Wiley.
- Studer, Q. (2004). Hardwiring excellence. Fire Starter Publishing.

Talent Management

- Andersen, E. (2006). Growing great employees: turning ordinary people into extraordinary performers. Portfolio Hardcover.
- Branham, L. (2005). The 7 hidden reasons employees leave. American Management Association.
- Charan, R. (2008). Leaders at all levels. Jossey-Bass
- Fulmer, R.M. and Conger, J.A. (2003). Growing your company's leaders. American Management Association
- Goffee, R. and Jones, G. (2009). Clever - Leading your smartest, most creative people. Harvard Business Press.
- Harvard Business School Press. (2003). Hiring and keeping the best people.
- Fulmer, RM and Conger, JA. (2004). Growing your company's leaders. AMACOM.
- Goldsmith, M. (2007). What got you here won't get you there. Hyperion.
- Hicks, R. and Hicks, K. (1999). Boomers, xers and other strangers. Tyndale.
- Kaye, B. and Jordan-Evans, S. (2003). Love it, don't leave it. Berrett-Koehler Publishing.
- Kaye, B. and Jordan-Evans, S. (2005). Love em or lose em: getting good people to stay. Berrett-Koehler Publishing.
- Zemke, R., Raines, C. and Filipczak, B. (2000). Generations at work. AMACOM.

Teambuilding

Miller, B.C. (2003). Quick team building activities for busy managers. American Management Association.

Lencioni, P. (2002) The five dysfunctions of a team: a leadership fable. Jossey-Bass.

Useful Websites

American Society for Training and Development (www.astd.org)

Athena International - supporting, developing and honoring women leaders
(www.athenainternational.org)

Business Balls- free resources for the ethical development of people, businesses and organizations. (www.businessballs.com)

Center for Creative Leadership - leadership education and research (www.ccl.org)

Harvard Business Publishing- dedicated to improving the practice of management
(www.harvardbusiness.org)

Health Leaders Media- daily healthcare news and analysis
(www.healthleadersmedia.com)

Institute for Cultural Affairs- a training and facilitation resource (www.ica-usa.org)

Institute for Healthcare Improvement (www.ihl.org)

International Association of Facilitators (www.iaf-world.org)

Leapfrog Group - voluntary program initiating improvements in healthcare safety, quality and affordability. (www.leapfroggroup.org)

Patient Safety Network- national patient safety resource of the Agency for Healthcare Research and Quality (www.psnet.ahrq.gov)

Plexus Institute - helping people use concepts emerging from the new science of complexity (www.plexusinstitute.org)

Quality Patient Experience - helping to elevate the patient experience and patient satisfaction to a breakthrough level (www.quality-patient-experience.com)

Society for Human Resource Management (www.shrm.org)

Studer Group (www.studergroup.com)

Wordle - web-based "toy" for generating "word clouds" from text you provide to visualize patterns and emphasis (www.wordle.net)