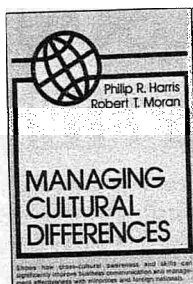


# A TRAINER'S BOOKSHELF

NEW PRESENTING A MONTHLY FEATURE

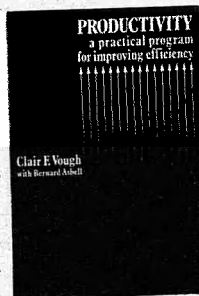
## Managing Cultural Differences

Philip R. Harris and Robert T. Moran show how cross-cultural awareness and skills can significantly improve business communication and management effectiveness with minorities and foreign nationals. The text is designed to show how training can increase the effectiveness of employees serving outside the United States, as well as those working with minorities within the U.S. The book provides an examination of how cultural backgrounds influence people's perceptions, communication, behavior and decision-making. Harris and Moran present insights into specific cultural traits of Europeans, Japanese, Chinese, Middle Eastern and African cultures, as well as American microcultures (Chicano, blacks, Indians). 432 pp., \$19.95. **Gulf Publishing Co.**  
*Circle Reader Service No. 174*



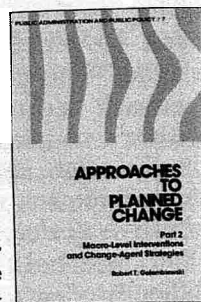
## Productivity — A Practical Program for Improving Efficiency

Clair Vough says we can improve productivity by utilizing people's minds as well as their hands. That, in a sentence, summarizes this book. Vough draws on 10 years of direct experience in which he increased productivity in the office-products division of IBM. The author argues that job enlargement and enrichment — which merely add variety or increased duties — will not result in real satisfaction productivity. Vough also covers the topic of responsibility which he believes should be placed where the work is — and with the lowest-ranking person possible. 212 pp., \$14.95. **AMACOM.**  
*Circle Reader Service No. 182*



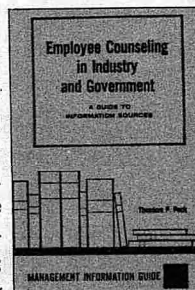
## Approaches to Planned Change

This text is designed to be an up-to-date critical review of the literature on Organization Development. As the subtitle indicates, "Macro-Level Interventions and Change-Agent Strategies," Part 2 focuses on macro-level interventions relevant to large organizations. The overall picture presented is designed to reflect the prominence that OD has attained over the past years and the intense amount of activity that has been devoted to refining its goals and methods. Part 1 and Part 2 of *Approaches to Planned Change* provide material distilled from insight and pivotal experience for the benefit of OD practitioners, managers and graduate students. 502 pp. **Marcel Dekker, Inc.**  
*Circle Reader Service No. 178*



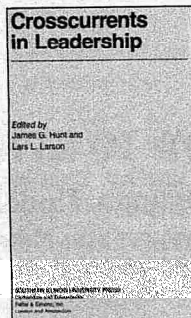
## Employee Counseling In Industry and Government

This guide is designed to provide details on information sources concerned with counseling of employees in industry and government. Five topical areas have been selected from this broad activity in industry and government as the scope of this particular guide. These are: a) alcohol and drug abuse, b) emotional and mental health difficulties, c) preretirement counseling, d) career advancement, testing and training, and e) emerging needs of women in the labor force. The information sources consist of experts in agencies and organizations and the results of studies and investigations presented in current literature. 121 pp., \$24.00. **Gale Research Co.**  
*Circle Reader Service No. 183*



## Crosscurrents In Leadership

The fifth volume to come out of the biannual Southern Illinois University Leadership Symposium Series and the first to cover current problems and internal conflicting tendencies within the discipline. Chapters focus on action versus discovery, practitioner versus researcher, leader versus manager and questionnaire versus observation. The volume ends with overview and epilog chapters that suggest moving the rapidly growing discipline to a new state of development. The editors provide almost 500 references, of which approximately 50 percent date from 1975 or later. 299 pp., \$17.50. **Southern Ill. University Press.**  
*Circle Reader Service No. 175*



## The Manager's Guide to Change

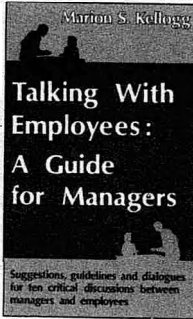
This book by Elmer H. Burack and Florence Torda has two central aims: (1) to provide a perspective on change to help you be more aware, more willing to take on change, and generally to be more helpful to yourself and to others wherever change is at issue; and (2) to present specific ideas and methods of initiating and coping with change as it affects organizational responsibilities. The book focuses on your concerns as a manager, supervisor or administrator — in various kinds of organizations — business, government or voluntary. Guidelines included for managing personal as well as organizational change. 235 pp., \$9.95. **Lifetime Learning Publications.**  
*Circle Reader Service No. 179*



## Talking With Employees: A Guide for Managers

Included in this text by Marion S. Kellogg are suggestions and sample dialogue for talks about work standards, goalsetting and review sessions, performance appraisal, salary and career discussions. Guidelines for coaching, firing and promoting employees are also presented. The book also affirms fundamental issues of style, content and means of improving employee motivation and increasing employee development. It is designed to simplify managing by objectives and can help both new and experienced managers to delegate responsibility more realistically. Recognizing significant changes that have occurred in working life in the last decade, the author has added material to guide the woman manager in talking to male or female employees, as well as considering managerial strategies for either sex to meet affirmative action plans for minority and women professionals. 161 pp., \$13.95. **Gulf Publishing Company.**

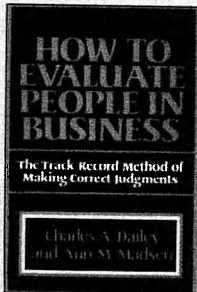
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## How to Evaluate People in Business

With advice on ways to assess employees accurately in most situations — whether hiring, supervising or promoting — this book by Charles A. Dailey and Ann M. Madsen is designed to show that managers can improve their operations by improving the way they judge people. Subtitled "The Track-Record Method of Making Good Judgments," this work states that employees must be evaluated on the basis of documented results of past performances, not by such standards as good conduct and adherence to insignificant rules, political pull within the company, or an agreeable, affable personality. Authors offer recommendations and projects for improving a wide range of business activities. They show how to write an account of an employee's performance, over a short or long time span. Based on the authors' consulting work with a variety of organizations. 225 pp., \$12.95. **McGraw-Hill.**

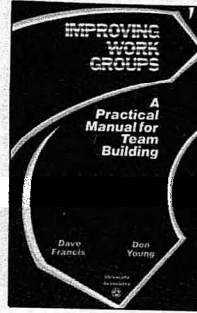
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## Improving Work Groups

Designed to be a practical handbook for those who wish to develop the creative and productive potential of the human group. Helps reader acquire skills needed for developing effective teams. Authors have developed this book for the person concerned with developing team effectiveness. This may be a team member or a team-development agent, but it usually is the person "in charge." 261 pp., \$13.50. **University Associates.**

*Circle Reader Service No. 181*



## Readings In Systematic Management Of Human Resources

This book contains over 40 readings in 10 sections and is designed to offer practitioners the opportunity to explore new and continuing issues in HR management. There is an introduction to each section, which summarizes key points of each article. Selectivity and organization can make this book appropriate for use in self-study or in conjunction with other texts. 529 pp., \$9.95. **Addison-Wesley.**

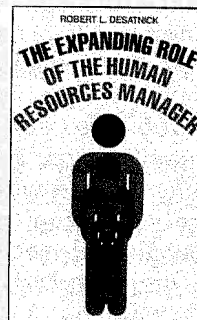
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## The Expanding Role of the Human Resources Manager

Drawing on a background of experience with some of America's largest corporations, Robert L. Desatnick tries to show personnel and HR specialists how to prepare for opportunities now open to them in the expanding human resource management field. Also addressed are mutual concerns of the CEO and senior human resources professional; to respond to challenging human resources policy issues of this generation, dealing with the company's professional and managerial resources; and to introduce a variety of practical, cost-effective ways to get the job done. 230 pp., \$15.95. **AMACOM.**

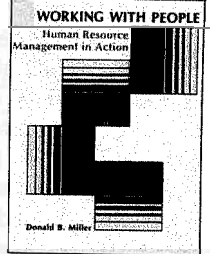
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## Working With People

With the subtitle "Human Resource Management in Action," Donald B. Miller has written this text as a guide to finding, organizing, and utilizing people for the purpose of achieving organization goals. It can also be a managerial guide for attracting employees whose talents will increase your company's effectiveness; for creating the kind of working conditions that motivate people and enhance performance; for designing an environment whose context encourages and rewards performance as well as individual development. Defined are four attitudes toward human-resource management, which are designed to help you assess how compatible your values and beliefs are with those of your organization. There is a chapter dedicated on how to handle the hiring process. Each chapter is capped with self-assessment questions and suggestions for change. The book is built around behavioral science input and management experience. 285 pp., \$10.95. **CBI Publishing.**

*Circle Reader Service No. 184*



## Assertion Training — A Facilitator's Guide

This book was written for group facilitators or trainers who want to teach their clients to express themselves appropriately without violating their own basic human rights or the basic human rights of others involved. Although therapists may find the book useful, it is written for the professional whose clients have situational rather than general assertion needs. In the first 10 chapters (Part One), 10 assertion-skill components are presented. Each chapter contains an introduction in which the skill component is defined and explored and implementation guidelines are listed. Part Two presents three assessment forms that are designed to be used at various points in the skill-component sequence. The various techniques are discussed in more detail in the respective chapters. Reference citations from the book and further readings are listed at the end of the book in "Bibliographical Sources." 382 pp., \$13.50. **University Assoc.**

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