

Book Listing - CFD

Career Development and Mentoring

AAMC 2004 FAF/COD/WIM/CAS Joint Plenary Session - Faculty Vitality: Creating Our Future

Moderator: Diane Magrane, MD

Panel:

Thomas R. Viggiano, MD
Arthur Garson, Jr., MD, MPH
Sharon Hoslter, MD
Carole J. Bland, PhD

2 disk series

Published in 2004

AAMC 2004 Plenary Session - Tomorrow's Doctors, Tomorrow's Cures: Fulfilling the Promise

Presiding: Donald E. Wilson, MD

Featuring:

Robert G. Petersdorf Lecture
Protecting People's Health in a Small and Transforming World
Julie Louise Gerberding, MD, MPH

Alan Gregg Lecture
Professionalism: The Refuge, The Risk and The Reward
Christine K. Cassel, MD

John A.D. Cooper Lecture
The Innovator's Solution to America's Health Care Crisis
Clayton Christensen, DBA

2 disk series

Published in 2004

AAMC Report on Medical School Faculty Salaries 2004-2005

Wendy Desmarais

The Report on Medical School Faculty Salaries, 2003-2004 is the AAMC's 40th review of full-time medical school faculty compensation. The report is based on data provided by all of the 125 accredited medical schools in the United States on the 2004 AAMC Faculty Salary Survey.

The report presents the total compensation attributable to teaching, patient care, and research for 77,640 full-time faculty. Medical schools provided data for an additional 2,470 faculty, but these faculty are not in the published tables for one or more of the following reasons:

- 1) The individuals earned income from the medical practice supplement component or from the bonus/incentive component of total compensation, but the institutions did not know the amounts of these components (645 faculty).
- 2) The individuals were non-doctoral faculty (1,745 faculty)
- 3) The individuals showed total compensations that were considered too low (below \$25,000) to be the salaries of full-time faculty (117 faculty).

Published in 2006

Back Off! How to Confront and Stop Sexual Harassment and Harassers

Martha J. Langelan

Want to stop a harasser in his tracks? Do the unexpected: Confront him with the smart, nonviolent tactics in *Back Off!*

Back Off! is filled with real-life success stories from women who have stopped harassers cold:

- Sharon, who succeeded in stopping a whole crew of habitual harassers in a city park...
- Stephanie, a ten-year-old who confronted and escaped a child molester...
- Catharine and Molly, who stood up to their landlord and stopped him from harassing the tenants... and dozens more. From an eight-year-old who successfully challenged two young harassers on the playground to an organized group of fifty women who confronted a dockworker in response to an attempted rape on the job, here's what they did, how they did it – and how you can do it, too.

Back Off! is the first book to focus on the direct-action tactics that work and the first to deal with harassment everywhere it takes place, in both blue-collar and white-collar jobs, at school, on the street, on the bus or subway, in the park, even in church.

Back Off! examines the dynamics of sex and power in sexual harassment, the motives behind harassers' actions, and why traditional responses such as appeasement or aggression don't work, and describes the successful resistance strategies that you really can use – including nonviolent personal confrontation techniques, group confrontations, administrative remedies, and formal lawsuits.

Published in

Betrayal of Trust: Sex and Power in Professional Relationships

Joel Friedman and Marcia Mobilia Boumil

Today in America, abuse of professional power to gain sexual favors has reached epidemic proportions. Where once there was well-placed trust in doctors, lawyers, clergymen, professors, and other professionals, there is now fear. In this sobering work, women who have been emotionally manipulated into sexual liaisons by professionals reveal their experiences and the toll they took on their lives. Through their recollections, there is fresh insight into why some women are vulnerable to sexual exploitation and what motivates the men who exploit them.

The authors, a psychologist and a lawyer, cover the broad spectrum of topics related to this urgent subject. From a psychological standpoint, readers will learn how to recognize early warning signs of sexual abuse and, for whom such advice it is too late, how to facilitate the healing process. On the legal front, new laws and statutes are explained, and the emotional and financial ramifications of lawsuits and other options are detailed. *Betrayal of Trust* performs an invaluable public service by informing potential victims of abuse and offering hope to those who are attempting to make sense out of their painful situations

Published in

Career Mastery: Keys to Taking Charge of Your Career Throughout Your Work Life

Harry Levinson

Practical advice from a Leading Career Development Expert on How to:

- Develop the skills, self-knowledge, and attitudes you need for career success
- Deal with politics and power at work
- Rejuvenate a faltering career or succeed in a major career change
- Work effectively with a problem boss

Career Mastery offers practical advice on how to take charge of your career and grow through changes, setbacks, and successes.

- Master the art of dealing with people, power, and politics
- Learn from failure
- Heighten your personal effectiveness
- Keep your work load under control
- Make the right job changes

Published in

Confidence: How Winning Streaks & Losing Streaks Begin & End

Rosabeth Moss Kanter

From the boardroom to the locker room to the living room--how winners become winners . . . and stay that way.

Is success simply a matter of money and talent? Or is there another reason why some people and organizations always land on their feet, while others, equally talented, stumble again and again?

There's a fundamental principle at work--the vital but previously unexamined factor called confidence--that permits unexpected people to achieve high levels of performance through routines that activate talent. Confidence explains:

- Why the University of Connecticut women's basketball team continues its winning ways even though recent teams lack the talent of their predecessors
- Why some companies are always positively perceived by employees, customers, Wall Street analysts, and the media while others are under a perpetual cloud
- How a company like Gillette or a team like the Chicago Cubs ends a losing streak and breaks out of a circle of doom
- The lessons a politician such as Nelson Mandela, who resisted the temptation to take revenge after being released from prison and assuming power, offers for leaders in both advanced democracies and trouble spots like the Middle East

From the simplest ball games to the most complicated business and political situations, the common element in winning is a basic truth about people: They rise to the occasion when leaders help them gain the confidence to do it.

Confidence is the new theory and practice of success, explaining why success and failure are not mere episodes but self-perpetuating trajectories. Rosabeth Moss Kanter shows why organizations of all types may be brimming with talent but not be winners, and provides people in leadership positions with a practical program for either maintaining a winning streak or turning around a downward spiral.

Confidence is based on an extraordinary investigation of success and failure in companies such as Continental Airlines, Seagate, and Verizon and sports teams such as the University of North Carolina women's soccer team, New England Patriots, and Philadelphia Eagles, as well as schools, health care, and politics.

Packed with brilliant, practical ideas such as "powerlessness corrupts" and the "timidity of mediocrity," Confidence provides fresh thinking for perpetuating winning streaks and ending losing streaks in all facets of life--from the factors that can make or break corporations and governments to the keys for successful relationships in the workplace or at home.

Published in

Creating the Future of Faculty Development: Learning From the Past, Understanding the Present

Mary Deane Sorcinelli, Ann E. Austin, Pamela L. Eddy and Andrea L. Beach

Efforts to support and enrich faculty work—particularly in a changing context—are critically important to faculty members, institutional leaders, and higher education itself. This book surveys faculty development from its beginnings, summarizes the challenges and pressures now facing developers and higher education as a whole, and proposes an agenda for the future of faculty development. Based on a study of nearly 500 faculty developers from all institutional types, this book offers a vision of what the field might become, addressing several key issues such as the structural variations among faculty development programs; the goals, purposes, and models that guide and influence program development; and the top challenges facing faculty members, institutions, and faculty development programs.

Mary Deane Sorcinelli is associate provost for faculty development, director of the Center for Teaching, and associate professor in the Department of Educational Policy, Research, and Administration at the University of Massachusetts Amherst. Ann E. Austin is professor of higher, adult, and lifelong education at Michigan State University. Pamela L. Eddy is assistant professor of higher education at Central Michigan University. Andrea L. Beach is assistant professor in the Department of Teaching, Learning, and Leadership at Western Michigan University.

Contents include:

- The evolution of faculty development
- A portrait of current faculty development: Personnel and programs
- Influences on developers and programs
- Current issues addressed by faculty development services
- Future priorities for faculty development
- Future directions for faculty development
- Faculty development in the Age of the Network

Published in

Customer Delight Principle: Exceeding Customers' Expectations for Bottom-Line Success, The

Timothy Keiningham and Terry Vavra

Here's how your company can take customer satisfaction to a new level and reap the profits!

The Customer Delight Principle shows how customer delight -- not mere satisfaction -- drives repeat purchasing and customer loyalty. The book details how your company can build a customer delight-oriented organization and reveals many of the roadblocks that you are likely to encounter. How to monitor customer delight results, including measurement and validation against revenue, is covered, as is formulating payback curves for a customer delight investment, allocating resources for continued customer delight improvements, and the continued benchmarking of results.

- Statistics show that customer satisfaction alone is not enough. Over 60% of customers lost by companies have reported that they were at least "satisfied," in their experience with the company
- Striving for more than customer satisfaction is a key strategy in Customer Relationship Marketing (CRM), the predominant marketing approach of today's most successful traditional and dot-com companies.

Techniques to Move Your Customers Beyond Mere Satisfaction--at Every Point of Contact

Global competition today is fierce, and customers who are merely satisfied with your company's products or services will soon be lured away by your competition. The Customer Delight Principle reveals how today's leading marketers consistently retain and grow their customer bases by moving beyond satisfaction to discover and fill each customer's unseen yet essential needs. Comprehensive in scope yet focused in treatment, this book reveals how to dramatically increase your organization's positive customer experiences, virtually eliminate the negative, and drive your customers to new levels of repeat purchasing, loyalty, and sheer delight.

Published in

Demystifying the Profession: Helping Junior Faculty Succeed

Joann Moody, PhD, JD

This publication is frequently given to new faculty hires on a wide variety of colleges and universities. In addition, faculty developers, provosts, mentoring programs, teaching and learning centers, and academic departments often use the booklet in discussions and workshops for pre-tenure faculty as well as for department chairs and senior faculty who wish to be more supportive of their junior colleagues.

Published in

Developing a Comprehensive Faculty Evaluation System: A Handbook for College Faculty and Administrators on Designing and Operating a Comprehensive Faculty Evaluation System, 2nd Edition

Raoul Arreola

This highly successful handbook provides practical, proven models for developing and using a comprehensive faculty evaluation system. Based on 30 years of research and experience building and operating large scale faculty evaluation systems, as well as consulting experience to thousands of administrators and faculty from hundreds of colleges and universities of all types, the author offers an even more valuable resource in this new edition. The heart of the book remains the same reliable eight-step process that has worked so well for so many institutions. There is also much new information, gathered primarily from the institutions that implemented this process, providing a thoroughly updated second edition.

In addition to expanded and enhanced material from the original, this new edition includes a new introductory section, new research in the field, a new section on legal issues, more samples of commercially available student rating forms, a new section on post-tenure review and how it relates to the evaluation of faculty performance, and two detailed case studies. This book has been used by thousands of faculty and administrators participating in nationally offered workshops on this topic.

Raoul A. Arreola is Director of Institutional Research, Assessment and Planning at the University of Tennessee Health Science Center, Memphis, Tennessee.

Contents include:

- Step 1: determining the faculty role model
- Step 2: determining faculty role model parameter values
- Step 3: defining roles in the faculty role model
- Step 4: determining role component weights
- Step 5: determining appropriate sources of information
- Step 6: determining information source weights
- Step 7: determining how information should be gathered
- Step 8: completing the system—selecting or designing forms, protocols, and rating scale
- Generating an overall composite rating (OCR)
- Using the OCR in promotion, tenure, merit pay, and post-tenure review decisions
- Operating the faculty evaluation system: peer review issues
- Student ratings: common questions, concerns, and beliefs
- Operating the faculty evaluation system: designing and using student rating forms
- Catalog of student rating form items
- Commercially available student rating forms
- Case study and sample faculty evaluation procedures
- Bibliography of 600 references
- Filled with sample forms, worksheets, and models

Published in

Fifth Discipline: The Art & Practice of the Learning Organization (audio), The

Peter M. Senge

“Forget your old, tired ideas about leadership. The most successful corporation...will be something called a learning organization.” - Forbes Magazine

Peter Senge’s groundbreaking ideas on building organizations have made him a household name amongst corporate managers. His theories help businesses to clarify their goals, to defy the odds, to more clearly understand threats, and to recognize new opportunities. He introduces managers to a new source of competitive advantage, and offers a marvelously empowering approach to work.

Mastery of Senge’s five disciplines enables managers to overcome their obstacles to growth and create brave new futures for them and their companies. The five disciplines are drawn from science, spiritual wisdom, psychology, the cutting edge of management thought, and Senge’s own work with top corporations that employ his methods. The Fifth Discipline provides a searching personal experience and a dramatic professional shift of mind.

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Published in

First Break All the Rules: What the World's Greatest Managers do Differently

Marcus Buckingham & Curt Coffman

The greatest managers in the world do not have much in common. They are of different sexes, races, and ages. They employ vastly different styles and focus on different goals. But despite their differences, these great managers do share one thing: Before they do anything else, they first break all the rules of conventional wisdom. They do not believe that a person can achieve anything he sets his mind to. They do not try to help a person overcome his weaknesses. They consistently disregard the Golden Rule. And, yes, they even play favorites.

Great managers are revolutionaries, although few would use that word to describe themselves. 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.

We are not encouraging you to replace your natural managerial style with a standardized version of theirs -- as you will see, great managers do not share a "standardized style." Rather, our purpose is to help you capitalize on your own style, by showing you how to incorporate the revolutionary insights shared by great managers everywhere.

This book is the product of two mammoth research studies undertaken by the Gallup Organization over the last twenty-five years. The first concentrated on employees, asking, "What do the most talented employees need from their workplace."

Published in

Getting to Yes: Negotiating Agreement Without Giving In

Roger Fisher and William Ury

A straightforward, universally applicable method for negotiating personal and professional disputes without getting taken – and without getting angry.

Getting to YES offers a concise, step-by-step, proven strategy for coming to mutually acceptable agreements in every sort of conflict --whether it involves parents and children, neighbors, bosses and employees, customers or corporations, tenants or diplomats. Based on the work of the Harvard Negotiation Project, a group that deals continually with all levels of negotiation and conflict resolution from domestic to business to international, Getting to YES tells you how to:

- Separate the people from the problem;
- Focus on interests, not positions;
- Work together to create options that will satisfy both parties; and
- Negotiate successfully with people who are more powerful, refuse to play by the rules, or resort to "dirty tricks."

Published in

Guide to Faculty Development: Practical Advice, Examples and Resources, A

Kay Herr Gillespie

Gillespie (professor emerita, Colorado State University) presents contributions on setting up a faculty development program, assessing teacher practices, practical strategies, reaching specific audiences, addressing diversity, and creating faculty development committees in this resource for faculty developers and administrators interested in promoting and sustaining faculty development. Annotation ©2003 Book News, Inc., Portland, OR

Published in

Guide to the Project Management Body of Knowledge: Third Edition (PMBOK Guide), A

Project Management Institute

A Guide to the Project Management Body of Knowledge (PMBOK® Guide)—2000 Edition is now available in eight additional languages to help project managers around the world.

Each of PMI's official translations includes a bilingual glossary of newly translated and standardized project management terminology. This allows candidates to study the guide in the same language in which they plan to take the Project Management Professional (PMP®) certification exam.

PMI undertook a rigorous, year-long process to ensure the maximum effectiveness of each official translation. Each translation team included qualified bilingual PMPs as well as professional translators and editors.

Published in 2004

How to Supervise People: Techniques for Getting Results Through Others

Donald P. Ladew

You could be the world's greatest supervisor if only your employees would cooperate! There's nothing more challenging than trying to achieve your goals through others. You have to be a manager, a psychologist and a den leader all in one.

Now effective leadership is within your reach, with this step-by-step guide. Inspire others to perform with pride...delegate effectively and watch productivity climb. Get people to take ownership of their jobs so you can devote your time to the big picture.

You'll use this handy desk reference every day to lead your team to success. It's filled with powerful leadership strategies:

- How to be a role model for saving time and money
- Making decisions that lead to positive action
- Understanding people's motivation and melting their resistance
- How to make your meetings more effective – and less frequent
- Building productivity through team effort
- Turning difficult employees into star performers

The 60-Minute Training Series™ delivers concise information presented in an interactive format to train your team or you individually. This unique series addresses a wide array of topics, including leadership skills, communication, productivity and lifestyle issues. This series is a smart investment for today's professional committed to lifelong learning.

All of the handbooks in the 60-Minute Training Series™ provide information and valuable tips that you can put to use immediately.

As always, you receive our 100% Satisfaction Guarantee – Forever!

Published in

Leading Minds: An Anatomy of Leadership (copy 1)

Howard Gardner with collaboration of Emma Laskin

Leading Minds addresses a crucial and often ignored component of leadership -- the mind. What distinguishes the mind of an effective leader, and what is the mentality of his or her followers? Gardner links the study of creativity with the study of leadership to demonstrate the many similarities between traditional creators (artists and scientists) and leaders in business, politics and the military. He argues that the key to leadership is the creation of an arresting story -- one that grabs the followers' attention and inspires them to greater efforts. In portraits of a wide range of leaders -- from Oppenheimer to Gandhi -- Gardner re-creates each of their stories, shows where each fits in the matrix of "leader archetypes", and reveals the ways in which they ultimately succeed or fail.

Published in

Manager's Pocket Guide to Effective Mentoring, The (copy 1)

Dr. Norman Cohen

The Manager's Pocket Guide to Effective Mentoring is a practical reference in a format that provides quick access to the important concepts and techniques of a powerful one-to-one learning model. This book is convenient and comprehensive, offering valuable, pragmatic guidance that mentors can use in assisting mentees to:

- Participate in constructive interpersonal dialogues during the mentoring experience
- Map out attainable personal and professional goals
- Analyze problems, formulate realistic solutions, and make constructive decisions
- Plan workable strategies for promoting career, training, and educational development
- Initiate positive actions to achieve stated objectives

This guide presents an expanded view of the behavioral expertise required of today's mentors who are faced with the challenge of establishing and sustaining mentoring relationships within more complex workplace, academic, and social environments.

Published in

Men and Women of the Corporation

Rosabeth Moss Kanter

In this landmark work on corporate power, especially as it relates to women, Rosabeth Moss Kanter, the distinguished Harvard management thinker and consultant, show how the careers and self-images of the managers, professionals, and executives, and also those of the secretaries, wives of managers, and women looking for a way up, are determined by the distribution of power and powerlessness within the corporation. This new edition of her award-winning book has major new afterward in which the author reviews and analyzes how attitudes and practices within the corporate power structure have changed in the 1990s.

Published in

Mentee's Guide to Mentoring, The (copy 1)

Dr. Norman H. Cohen

This useful book offers practical guidance in the art of establishing productive interpersonal communication with mentors. The Guide is divided into fifteen sections. Each section contains concise information about an important facet of the mentoring experience.

Published in

Mentoring: Confidence in Finding a Mentor and Becoming One

Bobb Biehl

How can you pass a treasury of knowledge on to someone who will carry your vision forward?
How can you reap the benefits of a lifetime of experience at the start of your career?
Want to become a mentor? Find a mentor? Here's where to start!

Mentoring is not some mysterious process carried on at lofty levels between a perfect mentor and an astonishingly gifted protégé. It's a valuable system for passing down specialized skills, nuances, and traditions that almost anyone can benefit from.

In *Mentoring*, Bobb Biehl explains clearly and completely what mentors do and don't do, the nature of the mentor/protégé relationship, the most common roadblocks to effective mentoring, and much more to help you succeed in being a mentor or finding one.

Published in

Now Discover Your Strengths

Marcus Buckingham & Donald O. Clifton, PhD

Guided by the belief that good is the opposite of bad, mankind has for centuries pursued its fixation with fault and failing. Doctors have studied disease in order to learn about health. Psychologists have investigated sadness in order to learn about joy. Therapists have looked into the causes of divorce in order to learn about happy marriage. And in schools and workplaces around the world, each one of us has been encouraged to identify, analyze, and correct our weaknesses in order to become strong.

This advice is well intended but misguided. Faults and failings deserve study, but they reveal little about strengths. Strengths have their own patterns.

To excel in your chosen field and to find lasting satisfaction in doing so, you will need to understand your unique patterns. You will need to become an expert at finding and describing and applying and practicing and refining your strengths. So as you read this book, shift your focus. Suspend whatever interest you may have in weakness and instead explore the intricate detail of your strengths. Take the StrengthsFinder Profile. Learn its language. Discover the source of your strengths.

If by the end of the book you have developed your expertise in what is right about you and your employees, this book will have served its purpose.

Published in

One Minute Manager, The

Kenneth Blanchard, PhD and Spencer Johnson, MD

The blockbuster #1 national best selling phenomenon is back... not that it ever really went away. An easily read story, which quickly demonstrates three very practical management techniques, it also includes information on several studies in medicine and in the behavioral sciences, which help readers understand why these apparently simple methods work so well with so many people. The book is brief, the language is simple, and best of all...it works.

Published in

Physician Sexual Misconduct

Joseph D. Bloom, MD, Carol C. Nadelson, MD & Malkah T. Notman, MD

Univ. of Portland, OR. Presents the American Medical Association's and American Psychiatric Association's ethical policies against sexual misconduct and discusses how medical boards regulate this problem. Offers a possible course outline for teaching medical students. Also covers forensics and therapeutic and rehabilitative issues. DNLM: Physician-Patient Relations.

Published in

Preparing for Promotion, Tenure, and Annual Review-A Faculty Guide, 2nd Edition

Robert M. Diamond

This practical, best-selling book has guided thousands of faculty through the promotion and tenure process since its publication in 1995. This new edition has been significantly revised and expanded, but has also kept its focus on process—what faculty can do to make a better case for why they should be promoted or tenured.

This new edition of *Preparing for Promotion, Tenure, and Annual Review* contains a number of additional resources not included in the previous version—materials that are designed to help faculty prepare for a major professional review—such as post-tenure review, teaching with technology, dealing with changing guidelines and policies, and suggestions on how annual review materials can be used as a foundation for the promotion and tenure portfolio.

In addition to updated references and resources, there are also expanded sections on scholarship, on teaching and on advising, on how to best document faculty role and impact as part of a team, and on collegiality.

Robert M. Diamond is president of The National Academy for Academic Leadership.

Organized into two parts, this book:

- Enumerates important questions to be asked and the issues that should be considered as faculty approach the review process, provides some suggestions concerning the materials submitted for review, and examines data and support materials
- Includes resources and examples on how to document faculty work, references and resources on evaluating teaching, and a useful faculty checklist

Published in

Proven Method for Achieving Your Personal Best in Any Situation, A

Dr. Pam Brill

To be a winner—whether it's on the playing field or in the boardroom—you have to think like a winner. You have to be focused, committed, “in the zone” ...and prepared to change your strategy without dropping the ball. That's the key to success according to Dr. Pam Brill, a leading psychologist and private consultant who has coached America's top sports teams and major corporations on the psychology of winning.

Identifying the personality traits of winners from all walks of life, Dr. Brill has unlocked the secret strategies that have helped others survive and thrive against all odds—a mind-over-matter game plan that anyone can use in any arena. She's isolated “The 3 A's” of tackling any challenge: Activation (the way you experience a challenge), Attitude (the way you think about it), and Attention (the way you respond to it). Once you learn to control the way you experience, think, and respond, you can adapt your game, enhance your performance, reduce your stress—and achieve your personal best. This is The Winner's Way.

An insightful and motivating approach to the game of life, Dr. Brill's book can help you achieve “bottom line” results and long-term goals using proven techniques such as:

- “Game Plans” to kick off each challenge
- “Basic Training” to understand the rules of the game
- “Activation Strategies” to size up any situation or player
- “Attitude Strategies” to adjust your mindset to win
- “Attention Strategies” to turn thoughts into action
- “Debriefings” to review and optimize performance
- “Winner's Will” to willfully achieve success

The Winner's Way also includes dramatic true stories to inspire the winner inside you, plus fill-in worksheets and charts to get you “in the zone.” Think of it as your personal game book—and think like a winner.

Published in

Rising Above Cognitive Errors: Guidelines for Search, Tenure Review, and other Evaluation Committees

Joann Moody, PhD, JD

Part I of the monograph focuses on: 15 typical errors unwittingly made by individuals during cognitive processes, including longing to clone, seizing a pretext, negative and positive stereotyping.

The first section also discusses six common dysfunctions within organizations that exacerbate the intensity of the cognitive errors. These dysfunctions include: overloading and rushing an evaluation committee; failing to coach and practice the committee before it begins its work; no accountability within the committee process and no accountability for results.

Part II outlines 14 ways to rise above the cognitive errors as well as remedy the organizational dysfunctions. These steps include: careful coaching and practicing of an evaluation committee so that members can name and rise above typical cognitive errors; using a matrix to keep committee members on track; insistence on "show me the evidence" rather than accepting opinions from committee members; and a non-voting process person within the committee to keep members on track.

Part III provides five Discussion Scenarios (mini case studies) that individuals, committees, and entire departments can use for practice, analysis, and to hone their skills.

Published in

Tempered Radicals: How People Use Difference to Inspire Change at Work

Debra E. Meyerson

Nearly all of us feel at odds with the organizations we work for at one time or another. Managers who are also parents struggle to succeed-and be there for their families-in companies that don't offer flextime. Women and people of color want to make their organizations better for others like themselves-without limiting their own career paths. Environmentally conscious workers seek to act on their values and climb the executive ladder at firms more concerned with profits than pollution.

While many who don't "fit in" with the corporate culture choose to assimilate or leave, *Tempered Radicals* offers an inspiring alternative. In this provocative book, Debra Meyerson argues that this tension-between expressing our "whole selves" and building careers in companies that leave little room for differences-can pave the way for learning, leadership, and positive change in organizations.

Based on fifteen years of research and observation, *Tempered Radicals* reveals that adaptive, diverse, family-friendly, and socially responsible workplaces are built not by revolutionaries but by those she calls "tempered radicals"-people who successfully walk the tightrope between conformity and rebellion. Whereas "untempered" radicals use drama and heroics to effect change, these individuals work toward transformational ends with incremental means; whereas radicals lead episodically, tempered radicals lead every day-with conviction, patience, and courage.

Through stories of tempered radicals from doctors to teachers to CEOs to entrepreneurs, Meyerson illustrates how these "everyday leaders" stick to their values, assert their agendas, and provoke learning and change without jeopardizing hard-won careers. Whether one's difference stems from race, gender, sexual orientation, values, beliefs, or social perspectives, the book presents a spectrum of effective responses to the pressure to conform that range from resisting quietly to leveraging "small wins" to mobilizing others in legitimate but powerful ways.

Putting self-realization and change within everyone's reach, this book shows how to turn threats to our identities into opportunities to make a positive difference in our companies and in the world.

Published in

Tipping Point: How Little Things Can Make a Difference, The

Malcolm Gladwell

New Yorker writer Malcolm Gladwell looks at why major changes in our society so often happen suddenly and unexpectedly. Ideas, behavior, messages, and products, he argues, often spread like outbreaks of infectious disease. Just as a single sick person can start an epidemic of the flu, so too can a few fare-beaters and graffiti artists fuel a subway crime wave, or a satisfied customer fill the empty tables of a new restaurant. These are social epidemics, and the moment when they take off, when they reach their critical mass, is the Tipping Point." Gladwell introduces us to the particular personality types who are natural pollinators of new ideas and trends, the people who create the phenomenon of word of mouth. He analyzes fashion trends, smoking, children's television, direct mail, and the early days of the American Revolution for clues about making ideas infectious, and visits a religious commune, a successful high-tech company, and one of the world's greatest salesmen to show how to start and sustain social epidemics.

SYNOPSIS

Defining that precise moment when a trend becomes a trend, Malcolm Gladwell probes the surface of everyday occurrences to reveal some surprising dynamics behind explosive social changes. He examines the power of word-of-mouth and explores how very small changes can directly affect popularity. Perceptive and imaginative, *The Tipping Point* is a groundbreaking book destined to overturn conventional thinking in business, sociological, and policy-making arenas.

Published in

To Improve the Academy: Resources for Faculty, Instructional and Organizational Development, Vol. 23

Sandra Chadwick-Blossey and Douglas Reimondo

An annual publication of the Professional and Organizational Development Network in Higher Education (POD), *To Improve the Academy* offers a resource for improvement in higher education to faculty and instructional development staff, department chairs, faculty, deans, student services staff, chief academic officers, and educational consultants.

Sandra Chadwick-Blossey is director of the Christian A. Johnson Institute for Effective Teaching at Rollins College. Douglas Reimondo Robertson is director of the Teaching and Learning Center at Eastern Kentucky University.

Contents include:

- Transforming the environment for learning
- The expanding role of academic support centers
- Creating a culture of assessment
- Faculty development through the eyes of SoTL scholars
- The roles of teaching and learning centers
- The quality of life of faculty development professionals
- Faculty strategies for creating equitable work environments
- A program for faculty renewal
- An investigation of faculty vitality within the context of the community college
- Course and departmental assessment results as a faculty development tool
- Creating an integrated data system for teaching centers
- Achieving a campus consensus on learning-centered teaching
- Improving teaching and learning by cultivating a community of practice
- A faculty development program to promote engaged classroom dialogue
- The unwritten challenges of service-learning
- Junior faculty participation in curricular change
- Assessing the academic and professional development needs of graduate students
- Faculty development in community colleges
- Providing for the development needs of part-time faculty
- Promoting a sound process for teaching awards programs

Published in

Value-Based Marketing for Bottom-Line Success: 5 Steps to Creating Customer Value

J. Nicholas DeBonis, Eric Balinski, and Phil Allen

To be successful in today's marketplace, a company must integrate its traditional business functions to provide superior value to targeted customers. This means creating an offering that echoes in the customers' consciousness as a great deal for them. Why? Because the value provided serves customers best interests. In so doing, a business succeeds, attracts new customers, and is able to continually improve the value offered to existing customers.

Value Based Marketing for Bottom Line Success provides a 5-step model and critical tools necessary for creating and managing a successful Value Delivery marketing strategy. Customers buy value, not product or features. They buy from the company that provides the most value. And they buy what's in their best interest. Consequently, the secret to customer retention and growing value relationships with customers is to always make it in their best interest to do business with you by providing the best value in the marketplace.

Value Based Marketing for Bottom Line Success: 5 Steps to Creating Competitive Value offers a Value Creation and Delivery process which will help a company to compete profitably in its marketplace by: 1) identifying the value expectations of target customers; 2) selecting the values on which it wants to compete; 3) analyzing the ability within the organization to deliver that value; 4) communicating the value & selling the value message; 5) delivering the value promised & improving the company's value model.

A value-focused strategy, by definition, isn't a mass marketing strategy; it's a targeted laser strategy directed at chosen value segments that are profitable for the supplier. This text offers a customer value creation model, which shows how to create and sustain competitive advantage while delivering customer value and offers a method for quantifying customer lifetime value (CLV), which enables a company to identify which customer value segments it should target.

Book Info: Details methods for identifying profitable customers, and then reaching those groups by creating and managing a focused marketing strategy based on delivering value at every turn.

Published in

When Giants Learn to Dance: The Definite Guide to Corporate America's Changing Strategies for Success

Rosabeth Moss Kanter

Invest in the future, but meet your short-term goals. Support entrepreneurial risk-taking, but don't lose the company money. Streamline your operation, but make it a great place to work.

When Giants Learn to Dance is the first comprehensive business strategy book to address these and many other pressing challenges facing companies and careers today - an award-winning work that is sure to become the definitive guide to business success in the 1990s. Rosabeth Moss Kanter, the renowned Harvard Business School professor who helped inject entrepreneurial dynamism into mainstream corporate America with her landmark 1983 best-seller *The Change Masters*, reveals how to swing past the dangers of both hierarchical stagnation and go-for-broke innovation - and waltz toward renewed success. And she tells you how to keep your career in step with corporate America's new and increasingly complex rhythms.

Based on a wide-ranging five-year study of scores of America's top companies, including Kodak, IBM, AT&T, Ford, and CBS, Professor Kanter shows how achieving fewer management levels, greater responsiveness to change, and an openness to strategic alliances can lead to a more dynamic corporate environment.

The new key to a fast-track career is a flexible package of skills and services that Professor Kanter details with authority and vision. Comprehensive and challenging, her blueprint for success is must reading for anyone in business who wants to stay competitive in the 1990s.

Published in

Job Search & Alternative Careers

Leaving Science: Occupational Exit from Scientific Careers

Anne E. Preston

The past 30 years have witnessed a dramatic decline in the number of U.S. students pursuing advanced degrees in science and an equally dramatic increase in the number of professionals leaving scientific careers. "Leaving Science" provides the first significant examination of this worrisome new trend. Economist Anne E. Preston examines a wide range of important questions: Why do professionals who have invested extensive time and money on a rigorous scientific education leave the field? Where do these scientists go and what do they do? What policies might aid in retaining and improving the quality of life for science personnel? Based on data from a large national survey of nearly 1,700 people who received university degrees in the natural sciences or engineering between 1965 and 1990 and a subsequent in-depth follow-up survey, "Leaving Science" provides a comprehensive portrait of the career trajectories of men and women who have earned science degrees. Alarming, by the end of the follow-up survey, only 51 percent of the original respondents were still working in science. During this time, federal funding for scientific research decreased dramatically relative to private funding. Consequently, the direction of scientific research has increasingly been dictated by market forces, and many scientists have left academic research for income and opportunity in business and industry. Preston identifies the main reasons for people leaving scientific careers as dissatisfaction with compensation and career advancement, difficulties balancing family and career responsibilities, and changing professional interests. Highlighting the difference between male and female exit patterns, Preston shows that most men left because they found scientific salaries low relative to perceived alternatives in other fields, while most women left scientific careers in response to feelings of alienation due to lack of career guidance, difficulty relating to their work, and insufficient time for their family obligations.

"Leaving Science" contains a unique blend of rigorous statistical analysis with voices of individual scientists, ensuring a rich and detailed understanding of an issue with profound consequences for the nation's future. A better understanding of why professionals leave science can help lead to changes in scientific education and occupations and make the scientific workplace more attractive and hospitable to career men and women.

Published in

Work-Life and Parenting

Bringing Up Parents: The Teenager's Handbook

Alex J. Packer, PhD

Do you wish things were different around your house? Do you want more fun and fewer fights, more freedom and less frustration, more respect and fewer rules?

You can get what you want. BRINGING UP PARENTS shows you how.

Forget that your parents are supposed to be “bringing you up.” With the strategies, tips, and techniques in this book, you can bring them up to be everything you want them to be: parents who trust you, listen to you, respect your opinions, accept your feelings, and let you be yourself.

Along the way, you’ll gain more privileges. You’ll have more say in family decisions. You’ll discover how to use “parent psychology” to get what you need. You’ll find out how to solve problems, even head them off before they happen. And you’ll help to create a healthier, happier home environment for everyone.

Straight talk, specific suggestions, lots of ideas, and laughs – that’s what you’ll find in BRINGING UP PARENTS, the book that helps you raise parents who act like adults

Published in

College Application Essay, Revised Edition, The

Sarah Myers McGinty

Make Yourself Look Good On Paper

A good college application essay takes admissions officers beyond the numbers and shows them who you are, what you care about, and how you think. Maximize the opportunity to “tell us about yourself” with this simple guide to the craft of personal statements and application essays. Inside, you’ll find:

- Ways to choose a topic
- Strategies for distinctive answers
- Remedies for procrastinators
- Jump-starts for writer’s block
- Tips on editing your own work
- Over 50 real application questions
- Sample essays by real students

You’ll also find critiques of the sample essays that guide you toward the best practices and away from common mistakes. There’s even a chapter for parents that lets you capitalize on help you’ll find at home.

This new edition of the classic bestseller is a treasure for students who want to write vivid, distinctive essays and personal statements to support their college applications. The College Application Essay builds on what students have already learned in high school to strengthen their writing skills, and then applies those lessons to college applications in particular. In a friendly, conversational tone, the guide helps students find their voice and be “heard” on paper by emphasizing both the thinking process and the technical work of writing.

This revised edition includes dozens of current essay questions and topics, with multiple response strategies; advice from admissions directors and guidance professionals, who offer wisdom and insights about how applicants’ essays are evaluated; and sample essays written by real students. A new guide for parents shows how they can support - without interfering in - the writing process

Published in

Getting Unstuck Without Coming Unglued: Restoring Work-Life Balance

Sharon Teitelbaum

Are you a highly-effective, super accomplished overachiever? An unflappable, tireless problem-solver? Sound familiar? Chances are that you are in serious need of a course correction in your life – and the sooner, the better. This book will help you:

- Recognize when it’s time to stop, listen and change direction
- Focus on your sense of self and recognize what you need in your life
- Remind you who you really are
- Identify very do-able action steps to keep you moving forward

Published in

How Rude! The Teenager's Guide to Good Manners, Proper Behavior, and Not Grossing People Out

Alex J. Packer, PhD

Nobody's polite anymore. Why should you be?

Because good manners are good for you. They impress people. They build self-esteem. They can help you get what you want from life – friends, fun, success, and respect. And they don't cost anything.

Most etiquette books are preachy, boring, and dull. This one keeps you laughing as you learn the basics of polite behavior in all kinds of situations – at home, at school, in public, with friends, with strangers, at the mall, at the movies, on the phone, online, in conversation, at job interviews, in restaurants, on elevators, in cars, on skates, at parties, at formal dinners, on the bus, and anywhere you go.

You'll find out how to cope with cliques · handle friendship problems · be a host with the most (and a guest with the best) · offer someone your seat · fight fair · answer invitations · deal with rude adults · respond to bigoted remarks · write a letter · dress properly for any occasion · survive a formal dinner · master the proper techniques for civilized spitting, scratching, sneezing, yawning, coughing, hiccupping, nose-picking · and much more.

Hundreds of "Dear Alex" questions and answers cover everything from dating to breaking up, thank-you notes to table manners, ethnic jokes to obscene phone calls, skateboarding to driving. "True Stories from the Manners Frontier" divulge the shocking consequences of not having good manners. Survey results reveal what teens, parents, and teachers think about manners and why they're important.

How Rude! is a veritable encyclopedia of etiquette. It's an all-encompassing how-to guide to the manners you need to know. It's a comprehensive compendium of commonsense advice on issue that matter to you. And it's a riot to read.

Published in

Put Yourself in Their Shoes: Understanding How Your Children See the World

Barbara F. Meltz

A columnist by trade (Boston Globe, Child Rearing), Meltz has opportunity to interview a range of child development experts. Her book addresses almost every issue affecting children into their teen years. Siblings, drugs, biting, clothing, homosexuality, blended families, Disney movies, summer camp, hero worship, bullies, and more?every milestone (and millstone) parents face is included. Meltz dispenses straightforward and specific advice about how to handle various crises of child rearing. Traditionalists may quarrel with Meltz's opinions concerning gays and open communication with children; she espouses a commitment to truthfulness, setting firm limits, and trying to see the world from the child's viewpoint. Though lacking a formal introduction or summation, this is a good encyclopedic handbook to use as needed through the childhood years. Extensive notes and recommendations take the place of a formal bibliography. More practical than academic, this should circulate very well in public libraries. Margaret Cardwell, Georgia Perimeter Coll., Clarkston
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Published in 1999

Raising An Emotionally Healthy Child When a Parent is Sick

Paula A. Rauch, MD and Anna C. Muriel, MD MPH

For families with a seriously ill parent--advice on helping your children cope from two leading Harvard psychiatrists Based on a Massachusetts General Hospital program, Raising an Emotionally Healthy Child When a Parent is Sick covers how you can address children's concerns when a parent is seriously ill, how to determine how children with different temperaments are really feeling and how to draw them out, ways to ensure the child's financial and emotional security and reassure the child that he or she will be taken care of.

Published in

Raising Cain: Protecting the Emotional Life of Boys

Dan Kindlon, PhD and Michael Thompson, PhD

An expert in child development from Harvard and a preeminent child psychologist offer groundbreaking guidance for parents and educators of boys in crisis. They shine a light on the physical and emotional well-being of teenage boys--and the unique risks and dangers they face during the most pivotal time of their lives

Published in

Sign Me Up! The Parent's Complete Guide to Sports, Activities, Music Lessons, Dance Classes, and Other Extracurriculars

Stacy M. DeBroff

The Ultimate Parents' Guide to Making Sense of Activity Mania

Acclaimed parenting author Stacy M. DeBroff offers practical advice on dealing with the stressful phenomenon of extracurricular activity overload, helping you figure out:

- What kinds of activities best suit your child's personality
- What the best age is to start your child in an activity
- What the hidden costs and time commitments for each activity are
- How to deal with a bad sport, quitter, or superstar
- How many activities your child can really handle

A detailed breakdown of extracurricular activities from sports to music to troops and groups, itemizing the cost, equipment, time commitment, and opportunities for competition or performance, Sign Me Up! features personalized stories and tips from teachers, coaches, and parents from the MomCentral.com community. Comprehensive, concise, and user-friendly, Sign Me Up! is an indispensable reference you can turn to again and again.

Published in

Spirit of Getting Organized: 12 Skills to Find Meaning & Power in Your Stuff, The

Pamela Kristan

On one level, *The Practical Matters* is about sorting papers and using file folders. But, there's more to life than a neat office. After years in the field of professional organizing, Pamela Kristan realized that organizing was a doorway, an opportunity to find personal power and meaning. Organizing is an intimate encounter with life's everyday details that has the power to engage us profoundly — with our soul, with our world, and with the farthest reaching, grandest patterns of Nature. Rather than pulling us away from spiritual work with mundane chores, organizing can draw us into the cosmos.

The heart of *The Practical Matters* offers twelve skills that will help you take care of the external clutter in your life including sorting, shredding, observing, and storing. To build these seemingly simple skills, Kristan has developed exercises and reflective tools that reveal hidden feelings and attachments and allow us to get organized and get on with our real purpose in life.

Published in

Standing Up for Yourself: The Art of Self-Assertion

Johanna Skouras

"The foundation for self-assertion rests upon an awareness of two fundamental rights: the right to anger and the right to pleasure. Without conviction of these rights, self-assertive efforts may be compromised because anger, unacknowledged and unexpressed, is lurking under the cloak of resignation and passivity. You feel angry when you can't say no and know you should be saying no. Instead of expressing how you feel, you go and blame others for what you fail to do.

Once you judge your feelings, especially your negative ones, you get into serious trouble. Feelings exist without a right or wrong, good or bad label. Only our actions come up for judgement for whatever you plan to say or do most often involves another's feelings, needs and rights. Weighing the consequences of your feelings belongs to a pathological side, an inner critic – usually a parent figure you dare not challenge or ignore."

--From Standing Up For Yourself

Published in

Those Who Save Us

Jenna Blum

"Anna Brandt is eighteen years old in 1939. In her hometown of Weimar, Germany, where relationships between Germans and Jews are outlawed, Anna and the man she loves are committing the crime of race defilement." "When Anna is forced to flee the home of her father, a Nazi sympathizer, she takes refuge in a bakery owned by a Resistance member. Soon Anna is making pastries for the officers of nearby Buchenwald while also making "special deliveries," risking death to bring bread to the camp's inmates." "Then she is noticed by one of Buchenwald's highest-ranking officers. And everything changes." Five decades later, long after Anna has emigrated to Minnesota, she still refuses to speak of her wartime experiences. Anna's daughter Trudy has only one clue as to what they might have been: a family photograph featuring Anna, Trudy, and the Obersturmfuhrer. Haunted by the guilt of her heritage, Trudy, now a professor of German history, begins a deeper investigation of the past and not only finds a chance for redemption but unearths the heartbreaking secret her mother has kept for fifty years.

Published in

Too Much of A Good Thing: Raising Children of Character in an Indulgent Age

Dan Kindlon, PhD

All parents want the best for their children. Unfortunately, according to Dr. Dan Kindlon, co-author of the 1999 best-seller *Raising Cain*, too many parents are too indulgent - which can mean everything from not requiring them to do chores and buying them too many toys to protecting them too much from disappointment.

In *Too Much of a Good Thing - Raising Children of Character in an Indulgent Age*, to be published by Talk Miramax Books on September 5th Kindlon sheds new light on how parents with the best intentions of making their children happy actually increase the chance that their children will be depressed. The book presents for the first time the results of an important, new study, entitled *Parenting Practices at the Millennium (PPM)*, which shows that American children often lack the strong character that is essential for well-being because they are not getting enough TLC-time, limits and caring.

"What we want for our children is a perfect life devoid of hardship and pain," Kindlon states. "But their happiness as adults is largely dependent on the tools we give them, tools that will allow them to develop emotional maturity-to be honest with themselves, to be empathetic, to take initiative, to delay gratification, to learn from failure and move on, to accept their flaws, and to face the consequences when they've done something wrong."

Too Much of a Good Thing also examines children's attitudes toward their indulged lives and reveals that many kids believe that their parents spoil them. Instead of encouraging them to take on life's challenges and work hard toward their goals, parents try to protect them from every failure. Kindlon explores the motivations behind these counter-productive parenting practices, finding their roots in fears that contemporary parents have of being too much like their own parents.

In *Too Much of a Good Thing*, Kindlon identifies the "seven syndromes of indulgence," patterns of behavior that are common among children of affluent times:

- Self-centeredness
- Eating disorders
- Anger
- Problems with self-control
- Obsessive ambition
- Spoiled behavior
- Lack of motivation

He argues that society's focus on achievement and success has replaced the emphasis on developing an inner moral compass; its absence makes it hard for kids to take responsibility for their actions and have meaningful, fulfilling relationships.

The book offers practical advice for parents who want to avoid misguided giving. Rituals, such as eating dinner and attending religious services together, make a world of difference, Kindlon says. He also stresses the importance of developing a "good inner parent," one that will set fair, consistent limits for children.

Published in

Working Families: The Transformation of the American Home

Rosanna Hertz and Nancy L. Marshall

The dynamics of work and parenthood are in the midst of a revolutionary shift in the United States. Focused around a major factor in this shift—the rise of dual-income families—this groundbreaking volume provides a highly informative snapshot of the intricate fabric of work and family in the United States. With selections written by leading scholars both inside and outside academia, *Working Families* offers intimate stories of how families manage and how children respond to the rigors of their parents' lives, as well as broad overviews developed from survey and census data. Taken together, these essays present an updated and integral view of the revolutionary changes in patterns of work and family life occurring today.

Using a broad range of methodologies, the contributors reach across gender, age, and class differences. They discuss working-class as well as affluent dual-career couples and work sites ranging from factories to offices. Straddling racial divides, the essays range from studies of white day care providers to a close look at a Mexican maid's daughter. The collection as a whole refutes the assumption that there is one normal type of family or workplace. These readable essays capture our attention as they build, cumulatively, to an absorbing picture of today's families and workplaces.

Published in