



# Office of the Ombuds

---

## LIBRARY LISTING

- ABC's of Effective Feedback, The  
(A Guide for Caring Professionals)  
Irwin M. Rubin, Ph.D and Thomas J. Campbell, M.D.  
Jossey-Bass Publishers, San Francisco, 1998

---

- Academic Strategy  
(The Management Revolution in American Higher Education)  
George Keller  
The Johns Hopkins University Press  
Baltimore and London, 1983

---

- Aging Work Force, The  
(A Guide for Higher Education Administrators)  
Nancy B. Julius, Ph.D and Herbert H. Krauss, Ph.D  
College and University Personnel Association, 1993

---

- Building Effective Teams  
Duke Corporate Education  
Leading from the Center  
Dearborn Trade Publishing, 2005

---

- Bully at Work, The  
(What you can do to Stop the Hurt and Reclaim Your Dignity on the Job)  
Gary Namie, Ph.D, and Ruth Namie, Ph.D.  
SourceBooks, Inc.  
Naperville, Illinois, 2003

---

- Call To Write, The  
John Trimbur  
Longman  
Addison-Wesley Educational Publishers Inc., 1999

---

- Carrot Principle, The  
(How the Best Managers Use Recognition to Engage Their People, Retain Talent and Accelerate Performance)  
Adrian Gostick and Chester Elton  
Free Press  
New York, London, Toronto, Sydney, 2007

---



## LIBRARY LISTING

- Chicago Manual of Style, The  
(For Authors, Editors, and Copywriters)  
The University of Chicago Press  
Chicago and London, 1982

---

- Choice Theory  
(A New Psychology of Personal Freedom)  
William Glasser, M.D.  
Harper Perennial, 1998

---

- Coaching  
(Evoking Excellence in Others)  
James Flaherty  
Elsevier Butterworth-Heinemann  
USA, UK, 2001

---

- College and University Reference Guide to Work-Family Programs  
(Report on a Collaborative Study)  
Dana E. Friedman, Cathy Rimsky, and Arlene A. Johnson  
Families and Work Institute  
New York, New York, 1996

---

- Communicating Effectively for Dummies  
(A Reference for the Rest of Us)  
Marty Brounstein  
Hungry Minds  
New York, Ohio, Indiana, 2001

---

- Consensus Building Handbook, The  
(A Comprehensive Guide to Reaching Agreement)  
Editors: Lawrence Susskind, Sarah McKernan and Jennifer Thomas-Larmer  
SAGE Publications Inc.  
Thousand Oaks, CA, 1999

---

- Controlling the Costs of Conflict  
(How to Design a System for Your Organization)  
Karl A. Slaikeu and Ralph H. Hasson  
Jossey-Bass Publisher, San Francisco, 1998

---



## LIBRARY LISTING

- Cool Tips for Hot Topics  
(Group Tools to Facilitate Meetings When Things Are Hot)  
Ron Kraybill & Evelyn Wright  
Good Books  
Intercourse, PA, 2006

---

  - Designing Conflict Management Systems  
(A Guide to Creating Productive and Healthy Organizations)  
Cathy A. Costantino and Christina Sickles Merchant  
Jossey-Bass Inc., Publishers  
San Francisco, California, 1996

---

  - Difficult Conversations  
(How to Discuss What Matters Most)  
Douglas Stone, Bruce Patton and Sheila Heen  
Penguin Putnam, Inc.  
New York, 1999

---

  - Dilemmas of a Double Life  
(Women Balancing Careers and Relationships)  
Nancy B. Kaltreider, M.D. Editor  
Jason Aronson Inc.  
Northvale, New Jersey, 1997

---

  - Don't Be So Defensive  
(Taking the War Out of Our Words with Powerful Non-Defensive Communication)  
Sharon Ellison  
Andrews McMeel Publishing  
Kansas City, 1998

---

  - 8<sup>th</sup> Habit, The  
(From Effectiveness to Greatness)  
Stephen R. Covey  
Free Press, New York, London, Toronto, Sydney, 2004

---

  - Establishing the Family-Friendly Campus  
(Models for Effective Practice)  
Edited by Jaime Lester and Margaret Sallee  
Stylus Publishing, LLC  
Sterling, Virginia, 2009
-



# Office of the Ombuds

---

## LIBRARY LISTING

- Fat Free Meetings  
(How to Make Them Fast, Focused, and Fun!)  
Burt Albert  
Peterson's  
Princeton, New Jersey, 1996

---

- Feeling Good  
(The New Mood Therapy)  
David D. Burns, M.D.  
Avon Books Inc.  
New York, 1980

---

- Fish Sticks Work/Play Book, The  
(A Playful Book for Serious Participants)  
Stephen C. Lundin, Ph.D  
A Charthouse Learning Publication  
Burnsville, MN

---

- Fish Work/PlayBook, The  
Katie Parke  
A Charthouse Learning Publication  
Burnsville, MN

---

- Five Temptations of a CEO, The  
(A Leadership Fable)  
Patrick Lencioni  
Jossey-Bass  
San Francisco, 1998

---

- Gender Babble  
(The Dumbest Things Men Ever Said About Women)  
David Olive  
The Putnam Publishing Group , 1993

---

- Getting to Resolution  
(Turning Conflict Into Collaboration)  
Stewart Levine  
Berrett-Koehler Publishers, Inc.  
San Francisco, 1998

---



## LIBRARY LISTING

- Ghandi's Way  
(A Handbook of Conflict Resolution)  
Mark Juergensmeyer  
University of California Press  
Berkeley, Los Angeles, London, 1984

---

- Hardwiring Excellence  
(Purpose, Worthwhile Work, Making a Difference)  
Quinn Studer  
Fire Starter Publishing  
Florida, 2003

---

- How to Make Meetings Work  
(The New Interaction Method)  
Michael Doyle and David Straus  
JOVE Books  
New York, 1976

---

- HTML for Dummies  
(Quick Reference)  
Deborah S. Ray and Eric J. Ray  
IDG Books Worldwide, Inc., CA, IL, IN, MA, TX, 1996

---

- Imagin-i-zation  
(New Mindsets for Seeing, Organizing and Managing)  
Gareth Morgan  
Barrett-Koehler Publishers, Inc., San Francisco  
Sage Publications, Thousand Oaks, London, New Delhi  
1993

---

- Influencing and Collaborating for Results  
Duke Corporation Education  
Leading from the Center  
Dearborn Trade Publishing, 2005

---

- Investing in Higher Education  
(A Handbook of Leadership Developments)  
Madeline F. Green and Sharon A. McDade  
American Council on Education, 1991

---



## LIBRARY LISTING

- Juggling  
(The Unexpected Advantages of Balancing Career and Home for Women and Their Families)  
Faye J. Crosby  
The Free Press  
New York, 1991

---

- Language of Choice Theory, The  
William Glasser, M.D. and Carleen Glasser, M.ED.  
Harper Perennial, 1999

---

- Living in the State of Stuck  
(How Technology Impacts the Lives of People with Disabilities)  
Marcia J. Scherer  
Brookline Books  
Cambridge, MA, 1993

---

- Living Organization, The  
Spirituality in the Workplace  
(A Guide for Adapting to the Chaotically Changing Workplace)  
William A. Guillory, Ph.D.  
Innovations International, Inc., 2001

---

- Managing Difficult Interactions  
(Expert Solutions to Everyday Challenges)  
Harvard Business Press  
Boston, Massachusetts, 2008

---

- Mediating Dangerously  
(The Frontiers of Conflict Resolution)  
Kenneth Cole  
Jossey-Bass Publisher, 2001

---

- Naming Elephants  
(How to Surface Undiscussables for Greater Organizational Success)  
Sue Annis Hammond and Andrea B. Mayfield  
Thin Book Publishing Co.  
OR, 2004

---



## LIBRARY LISTING

- New Work Habits For A Radically Changing World (Handbook)  
(13 Ground Rules for Job Success in the Information Age)  
Price Pritchett  
Pritchett and Associates, Inc.  
Dallas, Texas, 1994

---

- Organization Theory  
(The Structure and Design of Organization)  
Stephen P. Robbins  
Prentice-Hall, Englewood Cliffs, New Jersey, 1983

---

- Perfect Phrases for Dealing with Difficult People  
(Hundreds of Ready-to-Use Phrases for Handling Conflict,  
Confrontations, and Challenging Personalities)  
Susan F. Benjamin  
McGraw Hill  
New York, 2008

---

- Promise of Mediation, The  
(Responding to Conflict Through Empowerment and Recognition)  
Robert A. Baruch Bush and Joseph P. Folger  
Jossey-Bass Publishers  
San Francisco, CA

---

- Quality is Free  
(The Art of Making Quality Certain)  
Philip B. Crosby  
New American Library  
New York, Scarsborough, Ontario, 1979

---

- Renegotiating Health Care  
(Resolving Conflict to Building Collaboration)  
Leonard J. Marcus  
Jossey-Bass Inc., Publishers  
San Francisco, CA, 1995

---

- Resolving Personal and Organizational Conflict  
(Stories of Transformation and Forgiveness)  
Kenneth Cloke and Joan Goldsmith  
Jossey-Bass, A Wiley Company San Francisco, 2000

---



## LIBRARY LISTING

- Running a Meeting That Works  
(The Skills You Need to Succeed in the Business World)  
Robert F. Miller and Marilyn Pincus  
Barrons Educational Services, Inc., 1997

---

  - Six Keys for Dissolving Disputes  
(When “Off With Their Heads!” Won’t Work)  
Loretta Love Huff  
A Bamboo Books Publication  
Phoenix, AZ, 2006

---

  - Six Pillars of Self-Esteem, The  
(The Definitive Work on Self-Esteem by the Leading Pioneer in the Field)  
Nathaniel Braden  
BANTAM  
New York, Toronto, London, Sydney, Auckland, 1994

---

  - Small Decencies  
(Reflections and Meditations on Being Human at Work)  
John Cowan  
Harper Business, 1992

---

  - Striking a Balance  
(Work, Family, Life)  
Robert W. Drago  
Dollars & Sense  
Boston, Massachusetts, 2007

---

  - Taking the War Out of Our Words  
(The Art of Powerful Non-Defensive Communication)  
Sharon Ellison  
Bay Tree  
Berkeley, California, 1998

---

  - Thin Book of Appreciative Inquiry, The  
Sue Annis Hammond  
2<sup>nd</sup> Edition  
Thin Books Publishing Co.  
OR, 1998
-





## LIBRARY LISTING

- Thoughts on Leadership  
(Thoughts and Reflections from History's Great Thinkers)  
TRIUMPH BOOKS  
Chicago, 1995

---

- 1001 Ways to Energize Employees  
(Empowerment, Self-Directed Teams, Continuous Improvement, Inspiring Personal Initiative & Risk)  
Bob Nelson  
Workman Publishing  
New York, 1997

---

- 1001 Ways to Reward Employees  
(Money Isn't Everything, Low-cost Ideas, Proven Strategies, Achievement Awards, Contests, Time off, Case Studies, Praise)  
Bob Nelson  
Workman Publishing  
New York, 1994

---

- Total Leadership  
(Be a Better Leader, Have a Richer Life)  
Stewart D. Friedman  
Harvard Business Press  
Boston, Massachusetts, 2008

---

- 301 Ways to Have Fun At Work  
Dave Hemsath and Leslie Yerkes  
Berrett-Koehler Publishers, Inc.  
San Francisco, 1997

---

- Total Leadership  
(Be a Better Leader, Have a Richer Life)  
Stewart D. Friedman  
Harvard Business Press  
Boston, Massachusetts, 2008

---

- Transforming Stress  
(The HeartMath Solution for Relieving Worry, Fatigue, and Tension)  
Doc Childre and Deborah Rozman, Ph.D.  
New Harbinger Publications, Inc., 2005

---



## LIBRARY LISTING

- Unfinished Work  
(Building Equality and Democracy in an Era of Working Families)  
Jody Heymann and Christopher Beem, Editors  
The New Press  
New York, London, 2005
- 

- Uprooting Racism  
(How White People Can Work for Racial Justice)  
Paul Kivel  
New Society Publishers  
Gabriola Island, B.C., 1996
- 

- Value-Centered Ethics  
(A Proactive System to Shape Ethical Behavior)  
Charles D. Kerns, Ph.D., MBA  
HRD Press, Inc.  
Amherst, Massachusetts, 2005
- 

- Walking the Talk Together  
(Sharing the Responsibility for Bringing Values to Life)  
Eric Harvey and Alexander Lucia  
Performance Publishing Company  
Dallas, Texas, 1998
- 

- Whole New World, A  
(Why Right-Brainers Will Rule the Future)  
Daniel H. Pink  
Riverhead Books, 2005
- 

- Wisdom of Teams, The  
(Creating the High-Performance Organization)  
Jon R. Katzenbach and Douglas K. Smith  
Harper Collins Publishers, Inc.  
New York, 1994
- 

- Wisdom of Teams, The (Audio)  
(Creating the High-Performance Organization)  
Jon R. Katzenbach and Douglas K. Smith  
Harper Collins Publishers, Inc.  
New York, 1994
-



## LIBRARY LISTING

- Work and Life Integration  
(Organizational, Cultural and Individual Perspectives)  
Edited by Ellen Ernst Kossek and Susan J. Lambert  
Lawrence Erlbaum Associates, Publishers Manwah, New Jersey, London, 2005

---

  - Workforce Scoreboard, The  
(Managing Human Capital to Execute Strategy)  
Mark A. Huselid, Brian E. Becker, and Richard W. Beatty  
Harvard Business School Press, 2005

---

  - Year in the Life of a Million American Workers, A  
Ronald S. Leopold, MD, MBA, MPH  
Metlife Group Disability  
USA, 2003
-