



## Recommended Reading:

### Employer of Choice Strategies and Practices:

Leigh Branham, ***Keeping the People Who Keep You in Business: 24 Ways to Hang Onto Your Most Valuable Talent*** (New York: AMACOM Books, 2001).

***Retention Management***, a study released by The Saratoga Institute, Santa Clara, California, authored by Barbara Davidson and Jac Fitz-enz (New York: American Management Association, 1997).

Beverly Kaye and Sharon Jordan-Evans, ***Love 'Em or Lose 'Em: Getting Good People to Stay***, (San Francisco: Berrett-Koehler Publishers, 1999)

Nancy S. Ahlrichs, ***Competing for Talent, Key Recruitment and Retention Strategies for Becoming and Employer of Choice***, (Palo Alto: Davies-Black Publishing, 2000)

Jim Harris and Joan Brannick, ***Finding and Keeping Great Employees***, (New York: AMACOM Books, 1999)

Ken Dychtwald, Tamara Erickson, and Robert Morison, ***Workforce Crisis: How to Beat the Coming Shortage of Skills and Talent***, Harvard Business School Press, 2006.

John Putzier, ***Get Weird! 101 Innovative Ways to Make Your Company a Great Place to Work*** (New York: AMACOM Books, 2001)

### Talent Management and Business Strategy:

Ed Michaels, Helen Handfield-Jones, and Beth Axelrod, ***The War for Talent*** (Boston: Harvard Business School Press)

Haig R. Nalbantian, Richard A. Guzzo, Dave Kieffer, and Jay Doherty, ***Play to Your Strengths: Managing Internal Labor Markets for Lasting Competitive Advantage***, (New York: McGraw-Hill, 2004)

Libby Sartain with Martha Finney, ***HR from the Heart: Inspiring Stories and Strategies for Building the People Side of Great Business***, (New York: AMACOM Books, 2003)

Robert Levin and Joseph Rosse, ***Talent Flow: A Strategic Approach to Keeping Good Employees, Helping Them Grow, and Letting Them Go***, (San Francisco: Jossey-Bass, 2001)

Edward L. Gubman, ***The Talent Solution: Aligning Strategy and People to Achieve Extraordinary Results*** (New York: McGraw-Hill, 1998)

### **People Management Best Practices:**

Marcus Buckingham and Curt Coffman, ***First, Break All the Rules: What the World's Great Managers Do Differently*** (New York: Simon & Schuster, 1999)

Marcus Buckingham and Donald O. Clifton, ***Now, Discover Your Strengths*** (New York: The Free Press, 2001)

Robert I. Sutton, ***The No-Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't***, Warner Business Books, 2007.

Rodd Wagner and James K. Harter, ***12: The Elements of Great Managing***, Gallup Press, 2006.

Erika Andersen, ***Growing Great Employees: Turning Ordinary People into Extraordinary Performers***, Portfolio, 2006.

Susan Scott, ***Fierce Conversations: Achieving Success at Work & in Life One Conversation at a Time***, (New York: Viking), 2002.

Nancy S. Ahlrichs, ***Manager of Choice: 5 Competencies for Cultivating Top Talent***, (Palo Alto: Davies-Black Publishing, 2003)

Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler, ***Crucial Conversations: Tools for Talking When Stakes Are High***, (New York: McGraw-Hill), 2002.

***Harvard Business Review on Managing People*** (Boston: Harvard Business School Press, 1999)

***Harvard Business Review on Finding and Keeping the Best People***, (Boston: Harvard Business School Press, 2001)

Lynne C. Lancaster and David Stillman. ***When Generations Collide***, (New York: HarperBusiness, 2001)

Ron Zemke, Claire Raines, and Bob Filipzak, ***Generations at Work: Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace***, (New York: AMACOM Books, 2000)

Rick Maurer, ***The Feedback Toolkit: 16 Tools for Better Communication in the Workplace***, Productivity Press, 1994.

Bruce Tulgan, ***Winning the Talent Wars*** (New York: W.W. Norton, 2001).

### **Employee Commitment, Engagement & Retention:**

Leigh Branham, ***The 7 Hidden Reasons Employees Leave: How to Recognize the Subtle Signs and Act Before It's Too Late***, (New York: AMACOM Books, 2004)

David Sirota, Louis Mischkind, and Michael Meltzer, ***The Enthusiastic Employee: How Companies Profit by Giving Workers What They Want***, Wharton School Publishing, 2005.

Michael N. O'Malley, ***Creating Commitment: How to Attract Employees By Building Relationships that Last***, (New York: John Wiley & Sons, 2000)

Jim Loehr and Tony Schwartz, ***The Power of Full Engagement: Managing Energy, Not Time, is the Key to High Performance and Personal Renewal***, (New York: Free Press, 2003)

Judith Bardwick, ***One Foot Out the Door: How to Combat the Psychological Recession That's Alienating Employees and Hurting American Business*** (New York: AMACOM Books), 2007.

### Human Capital ROI:

Marc Gunther, ***Faith and Fortune: The Quiet Revolution to Reform American Business***, Crown Business, 2004.

Jeffrey Pfeffer, ***The Human Equation: Building Profits By Putting People First***, (Boston: Harvard Business School Press, 1998)

Jac Fitz-enz, ***The ROI of Human Capital: Measuring***, (New York: AMACOM Books, 2000)

Jim Collins, ***Good to Great: Why Some Companies Make the Leap and Others Don't*** (New York: Harper Business, 2001)

Edward E. Lawler III, ***Treat People Right! How Organizations and Individuals Can Propel Each Other into a Virtual Spiral of Success*** (San Francisco: Jossey-Bass, 2003)

Brian E. Becker, Mark A. Huselid, Dave Ulrich, ***The HR Scorecard: Linking People, Strategy, and Performance***, (Boston: Harvard Business School Press, 2001)

Curt Coffman and Gabriel Gonzalez-Molina, ***Follow This Path: How the World's Greatest Organizations Drive Growth by Unleashing Human Potential*** (New York: Warner Business Books, 2002)

Frederick F. Reichheld, ***The Loyalty Effect: The Hidden Force Behind Growth, Profits, and Lasting Value***, (Boston: Harvard Business School Press, 1996)

Hal F. Rosenbluth and Diane McFerrin Peters, ***The Customer Comes Second: And Other Secrets of Exceptional Service*** (New York: Quill Morrow, 1992)

Frederick F. Reichheld, ***Loyalty Rules: How Today's Leaders Build Lasting Relationships*** (Boston: Harvard Business School Press, 2001)

Dave Ulrich and Norm Smallwood, ***When the Bottom-Line Isn't: How to Build Value Through People and Organization***, (Hoboken, NJ: John Wiley & Sons, 2003)

James L. Heskett, W. Earl Sasser, Jr., and Leonard A. Schlesinger, ***The Service-Profit Chain: How Leading Companies Link Profit and Growth to Loyalty, Satisfaction, and Value*** (New York: Free Press, 1997)

### Leadership:

Bill George, ***Authentic Leadership: Rediscovering the Secrets to Creating Lasting Value***, Jossey-Bass, 2003).

Rob Goffee and Gareth Jones, ***Why Should Anyone Be Led by You? What it Takes to Be an Authentic Leader***, Harvard Business School Press, 2006.

Larry Bossidy and Ram Charan, ***Execution: The Discipline of Getting Things Done***, (New York: Random House, 2002)

Margaret J. Wheatley, ***Finding Our Way: Leadership for an Uncertain Time***, Berrett-Koehler, 2007.

Jack Welch and John A. Byrne, ***Jack: Straight from the Gut*** (New York: Warner Books, 2001)

Michael Abrashoff, former commander, USS Benfold, ***It's Your Ship: Management Techniques from the Best Damn Ship in the Navy*** (New York: Warner Books), 2002

Marshall Goldsmith, ***What Got You Here Won't Get You There***, (New York:Hyperion), 2007.

John P. Kotter, ***Leading Change***, Harvard Business School Press, 1996.

Mihalyi Csikszentmihalyi, ***Good Business: Leadership, Flow, and the Making of Meaning***, Viking, 2003.

Noel M. Tichy, with Eli Cohen, ***The Leadership Engine: How Winning Companies Build Leaders at Every Level***, Harper Business, 1997.

Morgan W. McCall, Jr., ***High Flyers: Developing the Next Generation of Leaders***, (Boston: Harvard Business School Press, 1998)

Lyman K. Steil and Richard K. Bommelje, ***Listening Leaders: The Ten Golden Rules to Listen, Lead, and Succeed***, Beaver's Pond Press, 2004.

Daniel Goleman, ***Primal Leadership: Realizing the Power of Emotional Intelligence*** (Boston: Harvard Business School Press, 2002)

Max DePree, ***Leadership is an Art***, (New York: Dell Publishing, 1989)

Richard Farson, ***Management of the Absurd: Paradoxes in Leadership***, (New York: Simon & Schuster, 1996)

Tom Morris, ***If Aristotle Ran General Motors: The New Soul of Business***, (New York: Henry Holt and Company, 1997).

Diane Downey, with Tom March and Adena Berkman, ***Assimilating New Leaders: The Key to Executive Retention***, (New York: AMACOM Books, 2001)

Peter Block, ***Stewardship: Choosing Service Over Self-Interest*** (San Francisco: Berrett-Koehler Publishers, 1996)

Tom Peters, ***Re-imagine! Business Excellence in a Disruptive Age***, Dorling Kindersley, Ltd, 2003.

Gary Hamel with Bill Breen, ***The Future of Management***, Harvard Business School Press, 2007.

### **Servant Leadership:**

Robert K. Greenleaf, ***Servant Leadership: A Journey into the Nature of Legitimate Power and Greatness***, (Mahwah, NJ: Paulist Press, 1977)

James C. Hunter, ***The World's Most Powerful Leadership Principal: How to Become a Servant Leader***, Waterbrook Press, 2004.

Lance H. Secretan, ***Reclaiming Higher Ground: Building Organizations That Inspire Excellence***, (New York: McGraw-Hill, 1997).

Ken Melrose, ***Making the Grass Greener on Your Side: A CEO's Journey to Leading by Serving***, Berrett-Koehler, 1995.

J.W. Marriott, Jr. and Kathi Ann Brown, ***The Spirit to Serve: Marriott's Way***, Harper Perrenial, 1998.

### **Performance Management:**

Bruce Tuglan, ***It's Okay to Be the Boss***, (New York: Harper Collins, 2007)

Ferdinand Fournies, ***Coaching for Improved Work Performance*** (New York:McGraw-Hill, 2000)

Tom Coens and Mary Jenkins, ***Abolishing Performance Appraisals: Why They Backfire and What to Do Instead*** (San Francisco: Berrett-Koehler Publishers, 2000)

### **Work Design and Job Enrichment:**

Richard Hackman and Greg R. Oldham, ***Work Redesign***, (Reading, Mass.: Addison-Wesley, 1980)

Mihaly Csikszentmihalyi, ***Flow: The Psychology of Optimal Experience***, (New York: Harper & Row Publishers, 1990)

### **Employee Rewards and Recognition:**

Patricia K. Zingheim and Jay R. Schuster, ***Pay People Right!: Breakthrough Reward Strategies to Create Great Companies*** (San Francisco: Jossey-Bass, 2000).

Sara Lawrence-Lightfoot, ***Respect: An Explanation*** (New York: Perseus Books, 1999)

Bob Nelson, ***1001 Ways to Reward Employees***, (New York: Workman Publishing, 1994)

Lance Secretan, ***Inspire! What Great Leaders Do***, Hoboken, NJ, John Wiley & Sons, 2004)

James M. Kouzes, Barry Z. Posner, ***Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Others***, (San Francisco: Jossey-Bass, 2003)

### **Open-Book Management:**

Jack Stack, with Bo Burlingham, ***The Great Game of Business: Unlocking the Power and Profitability of Open-Book Management***, (New York: Doubleday, 1992)

John Case, ***Open-Book Management***, (New York: HarperBusiness, 1995)

### **Organizational Career Management:**

Beverly Kaye, ***Up is Not the Only Way***, (Palo Alto: Davies-Black Publishing, 2<sup>nd</sup> Edition, 2002)

Peggy Simonson, ***Promoting a Developmental Culture in Your Organization***, (Palo Alto: Davies-Black Publishing, 1997)

Judith Bardwick, ***Danger in the Comfort Zone: From Boardroom to Mailroom—How to Break the Entitlement Habit That's Killing American Business***, (New York: AMACOM Books, 1995)



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