**Managers & Supervisors**

Acquired May 2012

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Grimme, Don and Sheryl. [The New Manager's Tool Kit](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\The%20New%20Manager's%20Tool%20Kit)

“Novice managers have their work cut out for them: all new skills to learn, different personalities to deal with, and greater responsibilities to fulfill. *The New Manager’s Tool Kit* provides a fresh, friendly approach for those charged with the task of supervision. The book encourages readers to take on the challenges of management and provides them with fast, powerful lessons to help them: increase productivity, unlock hidden talent, work with different types of people, communicate effectively, diagnose problems, coach good or problematic employees, turn on teamwork, avoid burnout, eliminate conflict, and nurture the next generation of managers. Ranging from basic skills to those more advanced, this book gives fledgling managers the help they need to succeed with flying colors, right from the start.”

-Taken from Amazon.com

Benjamin, Susan F. [Perfect Phrases for Dealing with Difficult Situations at Work](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\Perfect%20Phrases%20for%20Dealing%20with%20Difficult%20Situations%20at%20Work)

“The workplace carries its share of difficult situations and interpersonal conflicts. Finding the right words and thinking through the bigger picture of implications is something every manager struggles with as personalities, politics, and business demands make getting work done a challenge. This book contains many great examples of scenarios where precision in language is vital. While you can't predict every situation, the chapters are arranged in such a way that key categories help you pick and choose material that will help make your important and difficult conversations more effective.”

From Amazon.com

Runion, Meryl**.**  [Perfect Phrases for Managers and Supervisors](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\Perfect%20Phrases%20for%20Managers%20and%20Supervisors)

“This book goes far beyond just providing phrases for managers and supervisors for handling the delicate tasks of telling employees that they smell, or that they are not performing up to par. This book gives ground rules for communications, and helps make both supervisors and employees feel safe in having open, honest communications about everything from job expectations for new employees to helping managers guide employees in their careers so they can reach both company and personal goals. One of the most important sections of this book addresses the different management and communication styles the different generations (usually) prefer, which minimizes friction and enhances understanding on both parts. The "new dynamics" of communications are explained and illustrated, so managers and supervisors can move beyond the tired old cliches of the past and into genuine engagement and enthusiastic participation of both employees and managers in identifying, revising, updating and reaching company goals to keep the company competitive and successful.”

From Amazon.com

Falcone, Paul**.** [2600 Phrases for Effective Performance Reviews](http://web2.canr.msu.edu/leadnet/order/descStory.cfm?id=2282).

“No managerial or administrative task is as universally dreaded as the performance review. Supervisors may know the points they need to get across, but putting them on paper is another matter. This book puts the right words at their fingertips, with ready-to-use phrases and words, action items, and descriptions that managers, supervisors, and HR professionals can use to evaluate performance, prepare development plans, and address performance problems. 2600 Phrases for Effective Performance Appraisals covers the 25 most commonly rated factors, including productivity, time management, decision making, and teamwork, as well as specific roles such as customer service, finance, sales, and more. The book provides hundreds of phrases to use in performance improvement plans, plus an appendix of helpful individual words.”

-Taken from Amazon.com

Hathaway, Patti CSP. [Feedback Skills for Leaders](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\Feedback%20Skills%20for%20Leaders)

“People crave feedback. Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated, and make positive contributions to their organizations. FEEDBACK SKILLS FOR LEADERS shows new and even experienced managers the benefits of developing this critical skill, both in giving and receiving feedback. Readers will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages. This edition includes new information on how gender and generational differences can impact employees' expectations and how well feedback is received.

-Taken from Amazon.com

Conlow, Rick. [Excellence in Supervision](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\Excellence%20in%20Supervision)

“This book will show you how to gain the respect and support of your employees, use coaching skills to help others excel and accomplish goals, deal effectively with changing times and confusing situations, communicate confidently with your employees, peers, and manager, and establish expectations for high performance. As a supervisor you must lead employees to success and understand that their success is your success. Supervisors need to possess a multitude of skills in communication, performance management, coaching, and flexible decision-making. Learning and applying these skills quickly is essential for any supervisor’s success.”

-Taken from Amazon.com

Haynes, Elvin. [Time Management](file:///C:\Users\brooksa\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KP21W273\Time%20Management)

“It doesn't matter if you use a paper notebook or the fanciest smartphone, mastering your use of time will help you achieve more and worry less. Everyone has the power to take control of their time. Learn the basic principles of time management and discover the personal style that works best for you.”

-Taken from Amazon.com