



Suggested Reading List

Collins, Jim Good to Great. New York: Harper Business, 2001.

Collins, James C., and Jerry I. Porras. Built to Last. New York: Harper Business, 1994.

Peters, Tom. Liberation Management: Necessary Disorganization for the Nanosecond Nineties. New York: Alfred A. Knopf, Inc, 1992.

Peters, Tom. Thriving on Chaos: Handbook for a Management Revolution. 1987. New York: Perennial Library/Harper & Row, 1988.

Peters, Tom and Nancy Austin, A Passion for Excellence: The Leadership Difference. 1985. New York: Warner Books, 1986.

Buckingham, Marcus and Curt Coffman. First Break all the Rules: What the World's Greatest Managers Do Differently. New York: Simon & Schuster, 1999.

Buckingham, Marcus and Donald O. Clifton, Ph.D. Now Discover Your Strengths. New York: The Free Press, 2001.

Grote, Dick. Discipline without Punishment. New York: AMACOM, 1995

Kouzes, James M. and Barry Z. Posner. The Leadership Challenge. 1995. San Francisco: Jossey-Bass Publishers, 1997.

Gladwell, Malcolm The Tipping Point: How Little Things Can Make a Big Difference. 2000. Boston Massachusetts: Little Brown & Co., 2002.

Ury, William. Getting Past No: Negotiating Your Way From Confrontation to Cooperation. 1991. New York: Bantam Books, 1993.

Nelson, Bob. 1001 Ways to Reward Employees. New York: Workman Publishing, 1994.

Cialdini, Robert B. Ph.D. Influence: The Psychology of Persuasion. 1984. New York: Quill/William Morrow, 1993.

Ford, Lisa and David McNair and Bill Perry. Exceptional Customer Service: Going Beyond Your Good Service to Exceed the Customer's Expectations. Holbrook Massachusetts: Adams Media Corporation, 2001.

Be Our Guest: Perfecting the Art of Customer Service. Disney Institute. New York: Disney Editions, 2001.

Block, Peter. Stewardship: Choosing Service Over Self-Interest. 1993. San Francisco: Berrett-Koehler Publishers, 1996.

Kroc, Ray with Robert Anderson. Grinding it Out: The Making of McDonald's. 1977. Chicago Illinois: St. Martin's Paperbacks/Contemporary Books, 1987.

Thomas, Bob. Walt Disney: An American Original. 1976. New York: Pocket Books, 1980.

Welch, Jack with John A. Byrne. Jack: Straight from the Gut. New York: Warner Books, 2001.