

References & Recommended Reading List

Berstein, J. (2011) The Manager's Guide to Crisis Management

Lucas, R. W. (2011) Coaching Skills: A Guide for Supervisors

Manning, M. J. (2001) Office Management: A Productivity and Effectiveness Guide

Straker, P. D. (2011) Let Me Stop You Right here: And 28 Other Lines Every CEO, Manager, and Supervisor Should Know

Tynan, K. (2010) Survive Your Promotion! The 90 Day Success Plan for New Managers