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### **Books List**

#### **ANALYTIC TROUBLE SHOOTING**

**AUTHOR:** Kepner Tregoe

**CONTENTS:** About trouble shooting, Recognizing and describing problems, Testing possible causes, Ways to develop possible causes and prove the true cause, Fixing the trouble and thinking beyond the fix, When there is more than one problem to solve, When problems keep coming back or have always been present, Preventing problems before they happen.

#### **COMMUNICATING AT WORK**

**AUTHORS:** Tony Alessandra, Ph.D., & Phil Hunsaker, Ph.D.

This valuable handbook to better business communication can help you develop the skills you need to succeed. Using real-life examples, it offers practical, easy-to-use instruction in writing effective memos and reports, making memorable presentations, and leading productive meetings. It also introduces key telephone skills, shows you how to interpret body language and personal communication styles and teaches you the critical listening and questioning skills you need to get ahead.

Whether you're a top manager trying to lead a large organization or one of the millions of people who actually get the work done, Communicating at Work can help you be more effective, get more of what you want out of work, and improve your chances for success.

#### **DECISION MAKING FOR TROUBLE SHOOTERS**

**AUTHOR:** Kepner Tregoe

**CONTENTS:** Handling complex situations, Decision analysis, Potential problem analysis, The supervisor and people problems.

#### **EFFECTIVE PRESENTATION SKILLS, A PRACTICAL GUIDE FOR BETTER SPEAKING**

**AUTHOR:** Steve Mandel

**CONTENTS:** Assess your skills, Dealing with anxiety, Planning your presentation, Organizing your presentation, Developing and using visual aids, Preparing for the presentation, Delivering the presentation.

#### **GETTING TO YES, NEGOTIATING AN AGREEMENT WITHOUT GIVING IN**

**AUTHORS:** Roger Fisher & William Ury

Everyone negotiates something every day: conflict is a growth industry. Everyone wants to participate in decisions that affect them, and whether in business, government or the family, people reach most decisions through negotiation.

A few powerful, easily remembered principles will guide you to success no matter what the other side does or whatever tricks they resort to.

#### **GETTING PAST NO, NEGOTIATING WITH DIFFICULT PEOPLE**

**AUTHOR:** William Ury

How can you get to 'yes' when the other person says 'no'? How can you negotiate successfully with a difficult client, an irate customer, a stubborn relative or a deceitful colleague? What approach works best with people who use stonewalling, threats and tricks to get their way?

When all the techniques you know for fast, reasonable, co-operative negotiation fail, turn to Getting Past No to discover how to: Stay cool under pressure, Disarm angry adversaries and break through resistance, Stand up for yourself without provoking opposition, Deal with underhand tactics and dirty tricks, Find mutually agreeable solutions, Use power constructively to reach agreement and get what you want.

#### **GREAT QUOTES FROM GREAT LEADERS**

**COMPILED BY:** Peggy Anderson

Throughout time, the words of great leaders have affected the lives of many. Those who shape our destiny, the giants who teach us and inspire us, are those who use words with clarity, grandeur and passion. We hope that you will enjoy this wonderful collection of quotations from some of the great men and women of all time.

#### GUIDE FOR MEETINGS AND ORGANISATIONS (7th Edition) 2x Copies

AUTHOR: N.E. Renton

This book covers all practical aspects of meeting procedure. Designed to meet the needs of those who wish meetings to proceed in the minimum of time with maximum efficiency, it explains fundamental concepts and contains advice on correct techniques. Now in its seventh edition, the text has been substantially revised and contains a chapter on the shareholder's meetings of listed companies, reflecting the greater community awareness of corporate governance issues and the increasing number of small investors owning shares.

Along with Volume 1: Guide for Voluntary Associations, this work remains the standard reference guide for meetings and organisations.

#### HOW TO CREATE AND DELIVER A DYNAMIC PRESENTATION 2ND EDITION

AUTHOR: Doug Malouf

In this completely updated and revised edition of his best-selling book, Doug Malouf shows you how to say goodbye to those presentation blues for good!

Doug explains that presentations are about actively involving your audience and securing their commitment to your message. Using practical examples, illustrations and humor he shows how icebreakers, visual media, handouts, stimulating activities and smart planning can lift your presentations from the mundane to the outstanding.

In this new edition, Doug not only updates his exciting approach to presenting brilliant presentations, he covers critical new ground. Learn what new technologies are available to presenters and how, and when, to use them successfully.

Whatever your communications role - you may be a trainer, a manager, a sales manager or a technical specialist - if you have to stand and deliver, Doug and his expert contributors to How to Create and Deliver a Dynamic Presentation will get you results.

#### IN SEARCH OF EXCELLENCE, LESSONS FROM AMERICA'S BEST-RUN COMPANIES

AUTHOR: Thomas J. Peters & Robert H. Waterman, Jr.

What is the secret of successful management? Why does one corporation's productivity seem to soar effortlessly while another, similar company struggles to keep from going under? R.H. Waterman, Jr., of McKinsey & Company, one of the largest consultant firms in the US and T.J. Peters, President of Palo Alto Consulting Centre and lecturer at Stanford Business School, provide answers to these questions in this fascinating book.

#### LOOK WHO'S TALKING! A GUIDE TO THE ART OF PUBLIC SPEAKING

AUTHOR: Hap P. Hannan

In Look Who's Talking!, Hap P. Hannan reveals the secrets of some of the world's greatest communicators, and explains why some speakers are exciting to listen to, while others put their audience to sleep. What sets this book apart from other guides is its light-hearted and humorous approach to the one thing we fear more than death itself.

#### POWERFUL PRESENTATIONS 2 copies

AUTHOR: Robert Hince

Being able to successfully present ideas to a group is an essential skill for your personal and career success.

Helping yourself, or your employees, to present ideas effectively, has more impact on the overall success of your organisation than any other skill.

Great ideas poorly communicated are usually lost!

This easy-to-read book will set you, or your staff, on the road to Presentation Excellence.

You will learn about the three essential elements of a powerful presentation...Preparation, Practice, and Performance, and much, much more!

#### TEAM MISFITS? MARTIANS? SQUARE PEGS IN ROUND HOLES? OR JUST DIFFERENT STYLES?

AUTHOR: Bob Hince

This fun, but meaningful and practical seminar script will enable you to...

accept, respect and encourage individual differences of work-team members and family members use available knowledge about individual differences to promote effective teamwork and family harmony reduce your stress levels when the 'teaming' gets tense at work and at home.

#### THE SEVEN STRATEGIES OF MASTER PRESENTERS

AUTHORS: Dr Brad McRae & David Brooks

Many speakers make presentations that are poorly designed, poorly delivered, and poorly received.

There are those few, however, that are so masterful, they move an audience to see the world differently and inspire them to achieve more than they ever thought possible.

The Seven Strategies of Master Presenters will help anyone develop the presentation strategies and skills exemplified by the Master Presenters interviewed in this book, whether for a one-on-one presentation, a sales call, a talk to a small group, or a speech to an audience of a thousand or more.

Dr Brad McRae has lectured across the United States, Canada, Mexico, and Africa, and gives more than 100 presentations a year. He is recognized as a Platinum Level Presenter with Meeting Professionals International - one of only 50 in North America.

David Brooks was the 1990 World Champion of Public Speaking. He has since coached, advised, and mentored five subsequent World Champions and dozens of finalists. He has lectured in all 50 states, every Canadian province, and 12 countries.

#### YOU CAN MAKE THEM LAUGH!

AUTHOR: Robert Hince

Fun adventures and laughter can build a better you.

#### YOU CAN NEGOTIATE ANYTHING

AUTHOR: Herb Cohen

From mergers to marriages, from loans to love-making, the #1 bestseller, You Can Negotiate Anything, proves that "money, justice, prestige, love - it's all negotiable". Lawyer Cohen counsels, "Be patient, be personal, be informed - and you can bargain successfully for anything". In a world that's a giant negotiating table, this straight-talking guide will show you how to use the Win-Win approach in dealing with your mate, your boss, Master Charge, your children, your lawyer, your best friends and even yourself. "Power is based upon perception - if you think you've got it then you've got it!". affirms Herb Cohen, the world's expert. Every negotiation involves three crucial elements - and they're detailed in this book, the most important you may read this year!

#### **Audio & Visual Media List**

##### DVD WELCOME TO TOASTMASTERS 2007

Take 15 minutes and experience Eduardo's story. Watch as he evolves from nervous novice to dynamic presenter with the help of some friends in Toastmasters. Discover how the Toastmasters program builds confidence and skills in people of all backgrounds and experience levels and how you, too, can benefit from this proven program.

##### CD #TS18-0014 MOTIVATION AND LEADERSHIP: AVENUES FOR SUCCESS

Dr. Virgie Binford

Learn the importance of becoming a better leader at home, at work or in your club. Approx 60min

##### CD #TS11-0020 WORLD CHAMPIONSHIP OF PUBLIC SPEAKING 1996 CD 1 of 2

1.Opening 2.VJ Smith 'You've Come A Long Way Baby' 3.Greg Batson 'The Call' 4.David Nottage 'Get Up!' 5.Jana Barnhill 'Buried Treasures' 6.Kerry Shroy 'Born To Be Wild' 7.Wanda Scruggs-'It Takes An Entire Village, And A Nosey Neighbor, Too' 8. Frank Morris, Jr 'The Terrible Two's' 9.M.Kay Warheit 'Living In The Oh-Zone'

CD #TS11-0021 WORLD CHANPIONSHIP OF PUBLIC SPEAKING 1996 CD 2 of 2

1. Sporty King 'I Found Out I'm Dying' INTERVIEWS 2.VJ Smith 3Greg Batson 4David Nottage 5Jana Barnhill 6Kerry Shroy 7Wanda Scruggs 8Frank Morris, Jr. 9M Kay Warheit 10Sporty King 11Acknowledgements 12Accredited Speaker Awards 13Winner Announced