

Recommended Management Reading

Staff Leadership

- *First, Break All the Rules* by Marcus Buckingham and Curt Coffman, 1999
- *It's Your Ship* by D. Michael Abrashoff, 2002
- *The Human Side of Enterprise* by Douglas McGregor, 1960

Customer Service

- *If Disney Ran Your Hospital* by Fred Lee, 2004
- *Customer Loyalty* by Jill Griffin, 2002
- *Customer Satisfaction is Worthless* by Jeffrey Gitomer, 1998
- *How to Win Friends and Influence People* by Dale Carnegie, 1936
- *What's the Secret?* by John R. DiJulius III, 2008

Patient Communication

- *Love Your Patients* by Scott Lewis Dierning, M.D., 2004
- *Practicing Excellence — A Physician's Manual to Exceptional Health Care* by Stephen C. Benson, M.D., 2006

Interviewing

- *Acing the Interview* by Tony Beshara, 2008
- *301 Smart Answers to Tough Interview Questions* by Vicky Oliver, 2005