BUSINESS MANAGEMENT

Library Resources

January 2015
BUSINESS MANAGEMENT
LIBRARY RESOURCES

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10 Steps to Successful Customer Service / M. Kamin.  
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10 Steps to Successful Meetings / American Society of Training & Development.  
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10 Steps to Successful Presentations / American Society of Training & Development.  
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Accounting for Non-Accountants / W. Label.  
HF 5636 .L33 2010

Accounting Made Simple : Accounting Explained in 100 Pages or Less / M. Piper.  
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The Achievement Challenge : How to Be a 10 in Business / D. Beveridge.  
HF 5386 .B433 1988

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The Attitude of Leadership : Taking the Lead and Keeping It / K. Harrell.
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Becoming a Manager : How New Managers Master the Challenges of Leadership / Hill.
HF 5384 .H55 2003

Becoming a New Manager : Expert Solutions to Everyday Challenges / HBP.
HD 31 .B3564 2008

Becoming an Extraordinary Manager : The 5 Essentials for Success / L. Sandler.
HF 5549 .S144 2008

The Big Book of Conflict Resolution Games / M. Scannell.
HD 42 .S27 2010

The Big Book of People Skills Games / E. Scannell.
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Breakthrough Thinking in Total Quality Management / G. Hoffherr.
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BF 637 .N66 V65 2000

HF 5548.4.M523 C254 2010

HD 30.3 .B42 2010

Business Class : Etiquette Essentials for Success at Work / J. Whitmore.
HF 5389 .W48 2005

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Business Communication Essentials / C. Bovee.
HF 5718 .B659 2004

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Business Ethics and Common Sense / R. McGee.
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Business Etiquette for Dummies, 2nd ed. / S. Fox.
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Business Letters for Busy People : Time Saving, Ready-to-Use Letters for any Occasion
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Business Mathematics / N. Rouche.
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Business Plan Example / K. Solie-Johnson.
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Business Principles and Management / J. Burrow.
HF 5351 .E89 2008 Available

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Can Do Writing : The Proven Ten-Step System for Fast and Effective Business Writing /
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The Changing World of the Executive / P. Drucker.
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Close to the Customer : 25 Management Tips From the Other Side of the Counter /  
HF 5415.5 .D65 1992

Coaching Basics: A Complete Guide to Help You Increase Organizational Effectiveness  
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Coaching for Leadership : How the World's Greatest Coaches Help Leaders Learn /  
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Communication : Skills to Inspire Confidence / B. Hopson.  
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Complete Idiot's Guide to Starting and Running a Retail Store / J. Dion.  
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Contemporary Management / D. Van Fleet.  
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Creating Excellence : Managing Corporate Culture, Strategy, & Change in the New Age  
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Creating the Ergonomically Sound Workplace / L. Ostrom.  
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Customer Relationship Management : Organizational and Technological Perspectives /  
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Cutthroat Teammates : Achieving Effective Teamwork Among Professionals / D. Heany.  
HD 66 .H43 1989

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Developing Great Managers: 20 "Power Hour" Conversations that Build Skills Fast /  
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Dictionary of Business Terms / D. Scott.  
Ref HF 1001 .S348 2009

Discipline Without Punishment: The Proven Strategy that Turns Problem Employees into Superior Performers / R. Grote.  
HF 5549.5 .L3 G76 2006

Doing Research Projects in Marketing, Management and Consumer Research /  
HD 30.4 .H28 2003

Driving Rear Out of the Workplace: How to Overcome the Invisible Barriers to Quality, Productivity, and Innovation / K. Ryan.  
HD 58.9 .R93 1991

The Effective Executive / P. Drucker.  
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Effective Human Relations in Organizations / B. Reece.  
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Effective Management Control: Theory and Practice / E. Flamholtz.  
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Effective Management: Readings, Cases, and Experiences / M. Albert.  
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Effective Project Management / R. Wysocki.  
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E-Mail: A Write it Well Guide: How to Write and Manage E-Mail in the Workplace /  
HE 7551 .C43 2008

E-Mail in an Instant: 60 Ways to Communicate with Style and Impact / K. Leland.  
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The Employee Rights Handbook / S. Sack.  
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The Employer's Legal Handbook / F. Steingold.  
Ref KF 3455 .Z9 S74 2002
Employment Law: A Guide to Hiring, Managing, and Firing for Employers & Employees
KF 3319.85 .R37 2011

The Empowered Manager: Positive Political Skills at Work / P. Block.
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The Essential Drucker: The Best of Sixty Years of Peter Drucker's Essential Writings on Management / P. Drucker.
HD 31 .D7672 2008

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Essentials of Contemporary Management / G. Jones.
HD 31 .J5974 2013

Essentials of Entrepreneurship and Small Business Management / N. Scarborough.
HD 62.7 .Z55 2011

Essentials of Organizational Behavior / S. Robbins.
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The Ethical Manager: A New Method for Business Ethics / R. Green.
HF 5387 .G72 1994

Ethics and the Conduct of Business / J. Boatright.
HF 5387 .B6 2012

The Etiquette Advantage in Business: Personal Skills for Professional Success / Post.
HF 5389 .P675 2005

The Etiquette Edge: The Unspoken Rules for Business Success / B. Langford.
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Excellence in Business Communication / J. Thill.
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Executive Guide to E-Mail Correspondence / D. Baude.
HE 7551 .B38 2007

Finance and Accounting for Nonfinancial Managers : All the Basics You Need to Know /
HF 5657.4 .D76 2010

Finance for Managers / R. Luecke.
HG 4026 .L68 2002

Financial Intelligence : A Manager's Guide to Knowing What the Numbers Really Mean /

HF 5681 .B2 I74 2009

Financial Times Essential Guide to Business Writing /
HF 5718.3 .A75 2012

First Among Equals : How to Manage a Group of Professionals / P. McKenna.
HD 66 .M3946 2002

First, Break All the Rules : What the World's Greatest Managers Do Differently /
HD 38.2 .B83 1999

The First-Time Manager / L. Belker.

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From Downsizing to Recovery : Strategic Transition Options for Organizations /
HF 5549.5 .D55 K58 1996

HD 62.15 .C563 2003

The Functions of the Executive / C. Barnard.
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The Future of Management / G. Hamel.
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Getting it to the Bottom Line : Management by Incremental Gains / R. Sloma.
HD 58.9 .S56 1987
Global Business Today / C. Hill. 
HD 62.4 .H548 2006

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Good to Great : Why Some Companies Make the Leap--And Others Don't / J. Collins. 
HD 57.7 .C645 2001

Great Answers to Tough Marketing Questions / P. Smith. 
HF 5415.13 .S598 2003

Gung Ho! / K. Blanchard. 
HF 5549.5 .M63 B557 1998

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The Heart of a Leader / K. Blanchard. 
HD 57.7 .B558 1999

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High-Impact Management : Solutions for Today's Busy Public-Sector Managers / 
JF 1351 .H2793 2010

High-Impact Middle Manager : Powerful Strategies to Thrive in the Middle / Haneberg. 
HD 38.24 .H36 2010

Hiring 3.0 : New Rules for the New Economy / B. Shamis. 
HF 5549.5.R44 S45 2010

How to Be Good at Performance Appraisals : Simple, Effective, Done Right / D. Grote. 
HF 5549.5.R3 G6416 2011

How to Create a Successful Business Plan / D. Gumpert. 
HG 4027.6 .G86 2003

HF 5681 .B2 T733 2009

How to Run a Small Business / J.K. Lasser Institute. 
HD 62.7 .H68 1993
How to Start a Business in Georgia / C. Robertson.  
KFG 205 .Z9 R63 2008

How to Start a Business in Georgia / by Entrepreneur Press.  
KFG 205 .Z9 H68 2007

How to Start Your Own Business- and Succeed / A. Kuriloff.  
HD 62.5 .K86 1993

How to Succeed in Middle Management / G. Lumsden.  
HF 5500.2 .L849 1982

Human Relations for Career and Personal Success / A. DuBrin.  
HF 5386 .D768 2002

Human Relations : Leadership in Organizations / G. Frunzi.  
HF 5549 .F756 1991

The Human Side of Management : Management by Integration and Self-Control /  
HD 30.65 .O35 1987

Implementing Total Quality / J. Cullen.  
TS156 .C85 1987

Improving Employee Performance Through Appraisal and Coaching / D. Kirkpatrick.  
HF 5549.5 .R3 K54 2006

Introduction to Business / J. Madura.  
HD 31 .M2815 2010

Introduction to Management Practice / R. Burke.  

Introduction to Marketing / R. Lynch.  
HF 5415 .L936 1984

It's Not Business, It's Personal : The 9 Relationship Principles that Power your Career /  
HM 1106 .L53 2001

The Law (in Plain English) for Small Businesses / L. DuBoff.  
KF 1659 .Z9 D83 1991

Lead by Example : 50 Ways Great Leaders Inspire Results / J. Baldoni.  
HD 57.7 .B3489 2009
HD 57.7 .O87 1999

Leadership Development / G. Shinn.  
HD 38.2 .S493 1986

Leadership Development Basics / K. Lawson.  
HD 57.7 .L39 2008

Leadership for Turbulent Times / L. Sayles.  
HD 57.7 .S288 1995

Leadership Lessons : 10 Keys to Success in Life and Business / G. Swartz.  
HD 57.7 .S93 2008

HD 57.7 .B332 2002

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KF 1659 .S745 2011

Management / J. Patrick.  
HD 31 .M618 2000

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HD31 .K693 2009

Management / J. Schermerhorn.  
HD 31 .S3325 2011

The Management 500 : A High-Octane Formula for Business Success / D. Coughlin.  
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Management Challenges for the 21st Century / P. Drucker.  
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Management for Productivity / J. Schermerhorn, Jr.  
HD 31 .S3326 1993

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Manager Skills Training / C. Atwood.  
HD 30.4 .A89 2008

The Manager's Desk Reference / C. Berryman-Fink.  
HD 38.15 .B47 1996

Manager's Toolkit : The 13 Skills Managers Need to Succeed /  
HD 31 .M537 2004

Managing Business Relationships / D. Ford.  
HD 69 .S8 M327 2003

Managing Difficult Employees / J. Koob.  
HF 5549.5 .E42 K66 2008

Managing Difficult Interactions : Expert Solutions to Everyday Challenges /  
HD 42 .M364 2008

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Managing for Dummies / B. Nelson.  
HD 31 .N42 2003

Managing in the Legal Environment / Al. Ringleb.  
KF 1600 .R55 1996

Managing Knock Your Socks Off Service / C. Bell.  
HF 5415.5 .B436 2007

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Managing Quality in America's Most Admired Companies / J. Spechler.  
HD 62.15 .S646 1993

Managing Salespeople / C. Patty.  
HF 5439.5 .P37

Managing the Training Process : Putting the Basics into Practice / M. Wills.  
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Marketing (Essential Techniques and Strategies Geared Toward Results) / A. Hiam.  
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Marketing: Basic Concepts and Decisions / W. Pride. 
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Marketing by America's Leading Corporations / A. Bennett. 
HF 5415 .M36 2002 

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Marketing Principles / W. Nickels. 
HF 5415 .N47 1982 

Marketing Research / A. Parasuraman. 
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Motivational Management: Inspiring Your People for Maximum Performance / A. Hiam. 
HF 5549.5 .M63 H52 2003 

The New Rules of Retail: Competing in the World's Toughest Marketplace / R. Lewis. 
HF 5429 .L4854 2010 

The One Minute Manager / K. Blanchard. 
HD 31 .B527 1982 

The Oppressed Middle: Politics of Middle Management: Scenes from Corporate Life / 
HF 5500.3 .U54 S55 1981 

Organization Development Basics / L. Haneberg. 
HD 58.8 .H3626 2005
Organizational Behavior / R. Kreitner.
HD 58.7 .K766 2010

Organizational Behavior : Improving Performance and Commitment in the Workplace / HD 58.7 .C6255 2011

Organizational Coaching : Building Relationships and Programs that Drive Results / HF 5549.5 .C53 B53 2008

The Perfect Business Plan Made Simple / W. Lasher.
HD 62.5 .L37 1994

Performance Appraisals and Phrases for Dummies / K. Lloyd.
HF 5549.5 .R3 L555 2009

Performance Management : Measure and Improve the Effectiveness of Your Employees / R. Lueck.
HF 5549 .P4175 2006

HF 5549 .C295 1989

Personnel Management : Functions and Issues / W. Holley.
HF 5549 .H65 1983

The Practice of Management / P. Drucker.
HD 70 .U5 D7 1986

Practice What you Preach! : What Managers Must do to Create a High Achievement Culture / D. Maister.
HD 31 .M2835 2001

Praeger Handbook on Understanding and Preventing Workplace Discrimination / HD 4903.5 .U58 P72 2011

Preparing a Budget : Expert Solutions to Everyday Challenges / HG 4028 .B8 P727 2009 A

HD 31 .P737 2007

Principles of Management / C. Hill.
HD 31 .H4885 2008

Principles of Marketing / P. Kotler.
HF 5415 .K636 2012
Professional Writing Skills : A Write it Well Guide / N. Terk.
HF 5718.3 .T475 2010

Purchasing and Supply Chain Management / R. Monczka.
HF 5437 .M648 2002

HF 5415.5 M77 2009

The Quality Imperative / The Editors of Business Week.
HF 5415.157 .B87 1994

Quest for Quality : Managing the Total System / M. Sepehri.
TS 156 .Q37 1987

Reframing Organizations : Artistry, Choice, and Leadership / L. Bolman.
HD 31 .B6135 2008

Resolving Personal and Organizational Conflict / K. Cloke.
HM 1126 .C56 2000

Retail Business Kit for Dummies / R. Segel.
HF 5429 .S43 2008

Retail Management : A Strategic Approach / B. Berman.
HF 5429 .B45 2010

HF 5429.3 .W43 2009

The Savvy Manager : 5 Skills That Drive Optimal Performance / J. Flagello.
HD 38.2 .F58 2009

HF 5691 .D69 2009

Service Management for Dummies / J. Hurwitz.
HD 9980.5 .S42517 2009

Sexual Harassment Handbook / L. Howard.
HF 5549.5 .S45 H68 2007

Sexual Harassment in the Workplace / M. Boland.
HF 5549.5 .S45 B65 2005
Small Business Management: Maunching & Growing Entrepreneurial Ventures / HD 62.7 .L66 2010

Specialty Shop Retailing: Everything you Need to Know to Run your Own Store / HF 5429 .S35565 2007

Start Your Own Business / Entrepreneur Press. HD 62.5 .E559 2010

Starting an Online Business All-in-One for Dummies / S. Belew. HF 5548.32 .B44 2009


Strategic Marketing / J. Cady. HF 5415 .C233 1986


Successful Communication for Business and the Professions / M. Treece. HF 5718 .T73 1994


Technical Training Basics / S. Wakefield. HF 5549.5 .T7 W34 2011

Time Management: Increase Your Personal Productivity and Effectiveness / HD 69 .T54 T484 2005
Total Quality Management in Human Service Organizations / J. Gunther.  
HV 41 .T64 1996

The Trainer's Tool Kit / C. Charney.  
HF 5549.5 .T7 C5412 2005

Training the Technical Work Force / A. Carnevale.  
T 65 .C38 1990

True Professionalism : The Courage to Care About Your People, Clients, and Career /  

The Truth About Middle Managers : Who They Are, How They Work, Why They Matter /  

Two Faces of Management: An American Approach to Leadership in Business & Politics  
HD 3616 .U46 B68 1983

Ultimate Basic Business Skills : Training an Effective Workforce / C. Atwood.  
HF 5549.5.T7 A835 2009

Understanding Business, 9th ed. / W. Nickels.  
HD 31 .N4897 2010

Understanding Your Management Style : Beyond the Myers-Briggs Type Indicators /  
HD 38.2 .B46 1991

What Every Successful Woman Knows : 12 Breakthrough Strategies to Get the Power  
and Ignite Your Career / J. Ellig.  
HD 6054.3 .E43 2001

HD 31 .M28165 2002

What to Say to Get What You Want : Strong Words for 44 Challenging Types of  
Bosses, Employees, Coworkers, and Customers / S. Deep.  
HF 5381 .D423 1992

When America Does it Right : Case Studies in Service Quality / J. Spechler.  
HF 5415.5 .S625 1991

Organizational World / J. Cannie.  
HD 38 .C335
Print Magazine Subscriptions:

Business Week
ISSN 0007-7135

Entrepreneur
ISSN 0163-3341

Fortune
ISSN 0015-8259

Georgia Trend
ISSN 0882-5971

Industry Week
ISSN 0039-0895

T & D (Training and Development)
ISSN 1062-9351

Training Magazine
ISSN 0095-5892
Video/DVD Resources:

**12 Danger Zones for Supervisors Series**: (DVD, 12 discs)

Disc 1: Hiring
Disc 2: Documentation and Evaluations
Disc 3: Discipline
Disc 4: Firing
Disc 5: Sexual Harassment
Disc 6: Other Harassment
Disc 7: Discrimination
Disc 8: FMLA
Disc 9: Safety and Workers’ Comp
Disc 10: Wage & Hour and Labor Law
Disc 11: Privacy
Disc 12: Workplace Violence

**General:**

The Corporation (Zeigeist Films)
Environment: Business and Labor
Hidden Assets: Empowering America’s Workers
Labor and Employment Practices
Law and the Business Person
Power Talking Skills
Sexual Harassment: Crossing the Line
## Online Magazine Subscriptions via GALILEO:

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<td>Academy of Management Learning</td>
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Journal of Managerial Psychology  ProQuest ABI/Inform Complete
ISSN 0268-3946

Journal of Small Business Management  EBSCOhost Business Source Complete
ISSN 0047-27

Leadership Excellence  ProQuest ABI/Inform Complete
ISSN 8756-2308

Management Learning  ProQuest ABI/Inform Complete
ISSN 1350-5076

Management Research  ProQuest ABI/Inform Complete
ISSN 1536-5433

Management Today  ProQuest ABI/Inform Complete
ISSN 0025-1925

Managerial Finance  ProQuest ABI/Inform Complete
ISSN 0307-4358

Perspectives for Managers  ProQuest ABI/Inform Complete
ISSN 1027-7404

Public Manager  ProQuest ABI/Inform Complete
ISSN 1061-7639

Research Journal of Business Management  EBSCOhost Business Source Complete
ISSN 1819-1932

Total Quality Management & Business Excellence  EBSCOhost Business Source Complete
ISSN 1478-3363

Training & Development  EBSCOhost Academic Search Complete
ISSN 1055-9760

Training & Management Development Methods  ProQuest ABI/Inform Complete
ISSN 0951-3507
Electronic Books (eBooks) via eBooks on EBSCOhost:

2600 Phrases for Effective Performance Reviews : Ready-to-Use Words and Phrases

50 Top Tools for Coaching : A Complete Toolkit for Developing and Empowering People

78 Important Questions Every Leader Should Ask and Answer / C. Clarke-Epstein

Absolute Honesty : Building a Corporate Culture That Values Straight Talk and Rewards
Integrity / L. Johnson.


Accounting for Managers / W. Webster.

Activist Business Ethics / J. Cory.

The Agile Manager's Guide to Motivating People / J. Straub

Alternative Risk Strategies / M. Lane.

Anxiety in a Risk Society / I. Wilkinson.


Awakening the Leader Within : A Story of Transformation / K. Cashman.


The Manager's Balancing Act / F. Stone.

The Manager's Desk Reference / C. Berryman-Fink.


Manager's Legal Handbook / L. Guerin.

Managing / H. Mintzberg.

Kogan Page, 2005.

Managing By Accountability: What Every Leader Needs to Know About Responsibility, Integrity--and Results / D. Dealy.


Market Discipline Across Countries and Industries / C. Borio.


Measures of Quality and High Performance: Simple Tools and Lessons Learned From America's Most Successful Corporations / R. Hodgetts.

MicroFranchising: Creating Wealth At the Bottom of the Pyramid / J. Fairbourne.

The Moral Corporation / P. Vagelos.


Spirituality and Ethics in Management / L. Zsolnai. 

Strategies for Managing IS/IT Personnel / M. Igbaria. 

Successful Team Building / T. Quick. 

Super Staying Power : What You Need to Become Valuable and Resilient at Work 

Teaching Business Ethics for Effective Learning / R. Sims. 
Greenwood Publishing Group, 2002.

Team Building Tool Kit : Tips and Tactics for Effective Workplace Teams / D. Mackin. 

The Team Building Tool Kit : Tips, Tactics, and Rules for Effective Workplace Teams / 

Team-based Project Management / J. Lewis. 


Time Mastery : How Temporal Intelligence Will Make You a Stronger, More Effective Leader / J. Clemens. 


Trading Pairs : Capturing Profits and Hedging Risk With Statistical Arbitrage Strategies / 

Trust or Consequences : Build Trust Today or Lose Your Market Tomorrow / A. Golin. 


Online Videos via Films on Demand:

To access FILMS ON DEMAND:

1. Go the CGTC Library Services website:  [www.centralgatech.edu/library](http://www.centralgatech.edu/library)

2. Select the FILMS ON DEMAND graphic

3a. Type a topic of interest in the “Search” box such as **business management** or **manager** or **organizational behavior**

   OR

3b. Click on the “Collections” button at top to display a drop-down menu. When you click on a specific subject, the screen will display narrower topics of interest

4. Recommended Subject Headings for MGMT videos:

   • Business & Economics > Management
   • Business & Economics > Ethics & Business Law

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3. In the body of the email type your CGTC Student ID# and name and send

*Alternate, direct access to FILMS ON DEMAND from Off-Campus:


2. Enter the following “User ID/Email” and “Password” info (in all lowercase letters) and then click the Login button:

   • **User ID/Email:**  cgtc
   • **Password:**  library
Business Management & Related Web Sites:

Academy of Management (AOM)  
www.aomonline.org

American Management Association (AMA)  
www.amanet.org

American Society for Training and Development (ASTD)  
www.astd.org

Business and Management Review (BMR)  
www.bmr.businessjournalz.org

Georgia Employer's Association (GEA)  
www.georgiaemployers.org

International Leadership Association (ILA)  
www ila-net.org

The Management Association  
www.mranet.org

National Management Association (NMA)  
www.nma1.org

National Staff Development and Training Association  
www.nsdta.aphsa.org

Society for Human Resource Management (SHRM)  
www.shrm.org

Strategic Leadership Review (SLR)  
https://scholasticahq.com/strategic-leadership-review/

Strategic Management Society  
www.strategicmanagement.net

Training  
www.trainingmag.com
Full Text Databases Online via GALILEO:

Credo Reference / Business: Business, Human Resources and Personnel Management Dictionaries

EBSCOhost full-text journal databases:
- Academic Search Complete
- Advanced Placement Source
- Business Source Complete
- Legal Collection
- MasterFILE Premier
- Professional Development Collection
- Vocational and Career Collection

ProQuest full-text journal databases:
- ABI/Inform Complete (American Business Index)
- Career & Technical Education
- Research Library

FOR ASSISTANCE accessing any online database, eBook, online journal, or other resource please contact the CGTC Library at: library@centralgatech.edu.