

## Recommended Resource List: Performance Management

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- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook, book and video/DVD requests.
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## Books

Chapman, Gary D. **The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People.** Chicago: Northfield Pub., 2011. Call number: [658.314 Chap](#)

DeIpo, Amy. **Dealing with Problem Employees: a Legal Guide.** 6<sup>th</sup> ed. Berkeley, CA: Nolo, 2011. Call number: [658.3045 DeIP](#)

Evenson, Renée. **Powerful Phrases for Dealing with Difficult People Over 325 Ready-To-Use Words and Phrases For Working With Challenging Personalities.** New York: AMACOM, American Management Association, [2014]. Call number: [Download from Kentucky Libraries Unbound](#)

Hill, Darren. **Dealing with the Tough Stuff: How to Achieve Results from Key Conversations.** Milton, Qld.: Jossey-Bass, 2012. Call number: [Download from Kentucky Libraries Unlimited](#)

Kelleher, Bob. **Louder Than Words: Ten Employee Engagement Steps That Drive Results.** Portland, OR: BLKB Pub., 2010. Call number: [658.314 Kell](#)

Lavigna, Bob. **Engaging Government Employees: Motivate and Inspire Your People to Achieve Superior Performance.** New York: American Management Association, [2013]. Call number: [352.66 Lavi](#)

Liff, Stewart. **Improving the Performance of Government Employees: A Manager's Guide (ebook).** New York: AMACOM, 2011. [Download from Kentucky Libraries Unbound](#)

Loehr, Anne. **Managing the Unmanageable: How to Motivate Even the Most Unruly Employee.** Pompton Plains, NJ: Career Press, 2011. Call number: [658.3045 Loeh](#)

Vengel, Alan. **20 Minutes to a Top Performer: Three Fast and Effective Conversations to Motivate, Develop, and Engage Your Employees.** New York: McGraw-Hill; London : McGraw-Hill [distributor], 2010. Call number: [Download from Kentucky Libraries Unbound](#)

Wofford, Monica. **Make Difficult People Disappear: How to Deal with Stressful Behavior and Eliminate Conflict.** Hoboken, NJ: Wiley, 2012. Call number: [650.13 Woff](#)

## DVDs

**Attitude Virus: Curing Negativity in the Workplace** (Government version, 2<sup>nd</sup> ed.). 30 min. CRM Learning, 2003. DVD. Call number: [VC DV 658.314 Atti](#)

**Avoiding Litigation Landmines: a Survival Guide for Managers.** 30 min. Coastal AMI, 2005. DVD. Call number: [VC DV 658.313 Avoi](#)

**Care and Candor: Making Performance Appraisals Work.** 18 min. Coastal, 2006. DVD. Call number: [VC DV 658.3125 Care](#)

**Looking Forward: Your Performance Appraisal.** 12 min. Coastal, 2006. DVD. Call number: [VC DV 658.3125 Look](#)

**Positive Discipline: How to Resolve tough Performance Problems Quickly and Permanently.** 25 min. CRM Learning, 2006. Call number: [VC DV 658.314 Posi](#)

**The Practical Coach.** 24 min. Media Partners, 1997. DVD. Call number: [VC DV 658.3124 Prac](#)

## Websites

<http://managementhelp.org/employeeperformance/index.htm>

**How to Ensure Strong Employee Performance Management** of the Free Management Library offers information on the overall activities involved in employee performance management.