



Workforce Development Professional Competencies

Suggested Reading List

Books

Managing Your Business Unit

The One-Minute Manager, Kenneth Blanchard and Spencer Johnson, Berkley Books, (1981).

Managing Teams, Lawrence Holpp, McGraw-Hill, NY (1999).

Workforce Crisis: How to Beat the Coming Shortage of Skills and Talent, Terri Morrison, Ken Dychtwald, Tamara J. Erickson, Harvard Business Press (2006).

The New American Workplace, James O'Toole and Edward E. Lawler III, Palgrave Macmillan, Ltd. (2006).

Fast Company's Greatest Hits: Ten Years of the Most Innovative Ideas in Business, Mark N. Vamos and David Lidsky, Penguin Group (2006).

The Five Dysfunctions of a Team, Patrick Lencioni, Jossey-Bass, 1st edition, (2002).

First, Break All the Rules: What the World's Greatest Managers Do Differently, Marcus Buckingham & Curt Coffman, Simon & Schuster (1999).

Analyzing Performance Problems: Or You Really Oughta Wanna, 3rd Ed., Robert F. Mager and Peter Pipe (1999).

The Memory Jogger Plus Featuring the Seven Management and Planning Tools, Michael Brassard, GOAL/QPC (1994).

Love Em or Lose Em: Getting Good People to Stay, Beverly Kaye & Sharon Jordan-Evans, Berrett-Koehler Publishers (2002).

Masterful Coaching, Robert Hargrove, Jossey-Bass/Pfeiffer, (2002).

The Consultant's Quick Start Guide: An Action Plan for Your First Year in Business, Elaine Biech, Jossey-Bass/Pfeiffer (2001).

The Fifth Discipline, Peter M. Senge, Currency/Doubleday, (1994).

7 Habits of Highly Effective People, Stephen Covey, Simon & Schuster, 1st edition, (1990).

The Business of Consulting: The Basics and Beyond, Elaine Biech, Jossey-Bass/Pfeiffer (1998).

When generations collide: Who they are, why they clash, how to solve the generational puzzle at work, L. Lancaster and D. Stillman, Harper Collins (2002).

Connecting generations: The source book for a new workplace, C. Raines, Crisp (2003).

Harvard Business Essentials – Your Mentor and Guide to Doing Business Effectively, Manager's Toolkit: The 13 Skills Managers need to Succeed, Harvard Business School Press, Boston, MA ISBN 1-59139-289-6

The Wisdom of Teams by Jon Katzenbach and Douglas Smith.

The Goal: A Process of Ongoing Improvements by Eliyahu Goldratt and Jeff Cox, North River Press, Second Revised Edition, 1992.

Business Process Management is a Team Sport: Play it to Win by Andrew Spanyi.

Customer Focus

Marketing for Nonprofit Organizations, Philip Kotler, Prentice Hall (1975).

Bottom-Up Marketing, Al Ries and Jack Trout, McGraw-Hill (1989).

Be Our Guest: Perfecting the Art of Customer Service, Disney Institute, (2001).

Managing Knock Your Socks Off Service, Chip Bell, Ron Zemke and John Bush, Amacom, (1992).

Fish! A Remarkable Way to Boost Morale and Improve Results, Stephen C. Lundin, Ph.D., Harry Paul and John Christensen, Hyperion (2000).

Leatherman's Training Trilogy by Dick Leatherman, International Training Consultants, Inc., Richmond, VA (1988).

Education and Training Resource Guide, WEDnetPA, www.wednetpa.com

Creating Training Miracles by Alastair Rylatt and Kevin Lohan, Jossey-Bass Inc., San Francisco.

Make Your Web Site Work: Research and Guidance for Effective Recruiting by Pam Cox-Otto, Ph.D.

Linking Training to Performance: A Guide for Workforce Development Professionals, edited by William J. Rothwell, Patrick E. Gerity, Elaine A. Gaertner, Community College Press

Catch! A Fishmonger's Guide to Greatness, Cyndi Crother and the crew of World Famous Pike Place Fish, Berrett Koehler Publishers, Inc. (2004).

Little Red Book of Sales Answers, Jeffrey Gitomer

How to Win Friends and Influence People, Dale Carnegie

How to Stop Worrying and Start Living, Dale Carnegie

The Adult Learner, M. Knowles, E. Holton and R. Swanson, Elsevier (2005).

Leadership and Influence

The Great Man by Al Morgan (1955).

The CEO by Owen Burke and Duff McDonald (2005)

Shakelton's Way: Leadership Lessons from the Great Antarctic Explorer, Margot Merrell and Stephanie Capparell, Penguin Books (2001)

Credibility: How Leaders Gain and Lose It, Why People Demand It, James M. Kouzes and Barry Posner. Jossey-Bass Publishers, San Francisco, (1993).

Reframing Organizations: Artistry, Choice, and Leadership, Lee Bolman and Terrence Deal, Jossey-Bass, (1997).

Leadership Without Easy Answers, Ronald A. Heifetz, Harvard University Press, (1994).

Leading Change, John P. Kotter, Harvard Business School Press, (1996).

Winning, Jack Welch.

Walk the Talk and Get the Results You Want, Eric Harvey and Al Lucia, Performance Systems Corporation (?).

Carolyn 101 by Carolyn Kepcher of The Trump Organization.

Working with Emotional Intelligence, Daniel Goleman

Five Tips for Multigenerational Inclusion, Lahiri, I., The GilDeane Group, (June 2001), Diversity Central Communications.

The Speed of Trust by Stephen M.R. Covey with Rebecca Merrill, Free Press (2006)

The One Thing You Need to Know by Marcus Buckingham, Free Press (2005)

The Magic of Thinking Big, David Schwartz

Career Success: A Lifetime of Investment, Jerry Ryan & Roberta Ryan, Southwestern (a division of Thomson Learning)

Leading Organizational Learning: Harnessing the Power of Knowledge edited by Marshall Goldsmith, Howard Morgan and Alexander J. Ogg, Jossey-Bass/A Wiley Imprint (March 2004) Workforce Management Online, March 2004.

Community, Business and Economic Development

The Rise of the Creative Class: How It's Transforming Work, Leisure, Community and Everyday Life, Richard Florida, Basic Books (2002).

The Flight of the Creative Class, Richard Florida.

Building a Workforce System through Partnering, edited by Norm Nielsen et al., League for Innovation.

Good to Great: Why Some Companies Make the Leap...and Others Don't, Jim Collins, HarperCollins (2001).

Downsize This! Random Threats from an Unarmed American, Michael Moore, Perennial Press, (1997).

Flesh and Machines, Rodney A. Brooks, Vintage Books, (2003).

The Disposable American Worker: Living in a Job-Loss Economy, K.A. Dixon and Carl E. Van Horn, John J. Heldrich Center for Workforce Development, Vol. 6, No. 2, (2003).

Getting to Yes: Negotiating Agreement without Giving In, Roger Fisher, William L. Ury, Bruce M. Patton, Houghton Mifflin Company, (1992).

Impending Crisis: Too Many Jobs, Too Few People, Roger Herman, Tom Olivo and Joyce Gioia, Oakhill Press (2002)

The Great American Jobs Scam: Corporate Tax Dodging and the Myth of Job Creation by Greg LeRoy.

The World is Flat, Thomas Friedman,

The Lexus and the Olive Tree: Understanding Globalization, Thomas Friedman

Bridges Out of Poverty

Boomtown USA

Freakonomics: A Rogue Economist Explores the Hidden Side of Everything, Steven D. Levitt and Stephen J. Dabner

Values shifts: The new work ethic and what it means for business, J. Izzo and P. Withers, Fairwinds Press (2001).

Anticipating the Future-A Discussion of Trends in Fairfax County, Virginia. 2006

Tools for Success: Soft Skills for the Construction Industry by Steven A. Rigolosi.

Ripples from Zambezi by Ernesto Sirolli.

Planning and Continuous Improvement

Corporate Lifecycles, Ichak Adizes, Prentice Hall Trade (1990).

Workforce 2020: Work and Workers in the 21st Century, Richard W. Judy & Carol D'Amico, Hudson Institute (1997).

Nickel and Dimed: On (Not) Getting By in America, Barbara Ehrenreich, Owl Books, (2002).

Who Moved My Cheese? An Amazing Way to Deal with Change in Your Work and in Your Life, Spencer Johnson, Kenneth H. Blanchard, Penguin Putnam Inc. (1998).

Ten Steps to a Learning Organization, Peter Kline and Bernard Saunders, Great Ocean Pub, 2nd edition (1998).

Other Ways to Win: Creating Alternatives for High School Graduates, Kenneth Gray and Edwin Herr (2006)

In China's Shadow

The Tipping Point, Malcolm Gladwell

Blink, Malcolm Gladwell

A Whole New Mind, Daniel H. Pink

Business Process Management As a Team Sport; Play It To Win

Strapped by Tamara Draut.

Our Iceberg is Melting: Changing and Succeeding under any Conditions by John Kotter.

The Profession of Workforce Development

The Motorcycle Diaries by Ernesto 'Che' Guevara (1995).

Slick by Daniel Price (2004).

The Hucksters by Frederic Wakeman (1946).

The Log from the Sea of Cortez by John Steinbeck (1941).

Flawless Consulting: A Guide to Getting Your Expertise Used (2nd edition), Peter Block, Jossey-Bass Pfeiffer, (1981).

The Adult Learner: The Definitive Classic in Adult Education and Human Resource Development, Malcolm S. Knowles, Ph.D., Richard A. Swanson, Elsevier Science & Technology (1998).

Planning Responsibly for Adult Education, A Guide to Negotiating Power and Interest, Ronald M. Cevero and Arthur L. Wilson, Jossey-Bass Publisher, (1994).

The Present: The Gift That Makes You Happy and Successful at Work and in Life, Spencer Johnson, Doubleday (2003).

The Life 101 Series: DO IT! Let's get off our butts by John Roger and Peter McWilliams, Prelude Press, Inc. (1991).

A Whole New Mind by Daniel Pink.

Reports/Articles/Links

“Managing generation Y”, S. Kehrlri and T. Sopp, HR Magazine (2006).

“Scenes from the culture clash,” D. Sacks, Fast Company 102 (2006).

Industry Week Magazine www.industryweek.com

“Anticipating the Future-A Discussion of Trends in Fairfax County,” Fairfax, VA.

What is your philosophy of adult education?
www.cals.ncsu.edu/agexed/aee523/class2.html

What is your Kolb Learning Style Inventory?
www.haygroup.com/tl/Questionnaires_Workbooks/Kolb_Learning_Style_Inventory.aspx

JLARC Summary: (included in your program materials)
<http://jlarc.state.va.us/Meetings/November02-2/Workforce.pdf>

Governor’s Workforce Development Reform Fact Sheet
<http://www.governor.virginia.gov/Initiatives/Legis2003/FactSheets/WorkforceDevelopment.htm>

Governor Warner’s Economic Development Strategic Plan
<http://www.commerce.state.va.us/Initiatives/StratPlan/PlanOutline.htm>

The SBDC’s Business and Community Initiatives/Entrepreneurial Development Website:
<http://www.sba.gov/bi/>

Chapter 1 of "A Nation at Work: The Heldrich Guide to the American Workforce"
“ published by Rutgers University Press

“What Nurses Want: Different Generations Different Expectations” by Jan Greene.

Building A Next Generation Workforce Development System
<http://www.utexas.edu/lbi/profdev/candt/workforce/paper.html>

Technology-Intensive Manufacturers in Virginia: Performance and Prospects, August 2001, Regional Technology Strategies, Inc., Virginia Manufacturers Association and Virginia’s Center for Innovative Technology. (included in your program materials)

The New Global Job Shift, Business Week, February 3, 2003.
http://www.businessweek.com:/print/magazine/content/03_05/b3818001.htm?mz

A New-Economy Fish Story, Fast Company, Issue 39, October 2000, page 46

ITAA 2003 Workforce Survey
<http://www.ita.org/workforce/studies/03execsumm.pdf>

IT Certifications: Lessons from other Industries by Julie Rowe, Certification Magazine, April 2003

http://www.certmag.com/articles/templates/cmag_feature.asp?articleid+171&zoneid=8

The Need for Workforce Development: What Research Tells Us,

<http://www.ncwe.org/workplace/needworkforcedevelopment.htm>

“IT’S ABOUT THE BOTTOM LINE” by Brandon Hall in Training Magazine.

“Transforming State Workforce Development Systems”, FRONT AND CENTER Newsletter of the National Governors Association and NGA Center for Best Practices,

445 N. Capitol Street, Washington, DC, 20001-1512, (202)624-5300

webmaster@nga.org

You’re Never Too Old..., from the Community College Journal, Volume 71, Number 5, April/May 2001

Herman Trend Alert, www.hermangroup.com/trend_alert_signup.html

“Workforce Planning: Why Start Now?”, Dr. John Sullivan, Workforce, November 2002, Vol. 81, Issue 12, p. 46.

“More Than A Matter of Degree – Credentialing, Certification and Community Colleges,” National Council for Continuing Education and Training, August 15, 2003.

American Society for Training and Development’s 2003 State of the Industry Report, Brenda Sugrue (2003).

The Futurist, www.wfs.org

“Broken Promises: Lifelong Learning, Community Colleges, and the Sad State of Incumbent Worker Training” by John Lederer, The Catalyst, National Council for Continuing Education and Training, Fall 2003, Volume 32, No. 3.

“Leadership for the 21st Century” by Roger E. Herman, CSP, CMC, FIMC, The Herman Group.

“The Workforce Investment Act: Reauthorization to Address the “Skills Gap” by Harry J. Holzer and Mary Waller (December 2003).

Virginia Community College System’s Dateline 2009 (2004)

<http://www.vccs.edu/magazine/index>.

“Cynicism” by The Herman Trend Alert, October 20, 2004. www.hermangroup.com

“Bonuses for New Hires” by The Herman Trend Alert, October 13, 2004.

“Teens Shun Fastest Growing Careers” by The Herman Trend Alert, September 15, 2004.

“Predicting Perceived Effectiveness of Training in Local Government” by Alice M. Schumaker, Public Performance and Management Review, March 2004 Vol. 27 No. 3.

“Focus on Basics: Connecting Research & Practice” TRANSITIONS February 2004 Vol. 6, Issue D.

“Workforce and Economic Development Sync Up” Virginia Economic Trends by Chmura Economics & Analytics, 2004-2005.

“Learning the Art of Knowledge Work” by Keith A. Morneau, 2004.

“The Curse of the Creative Class” by Steven Malanga, City Journal, Winter 2004.

“Power, Perception and Promise: Staff Attitudes and the Success – or Failure – of Continuing Education Programs” The Catalyst, National Council for Continuing Education and Training, Vol. 33, No. 3, pp 3-7.

“Soft Skills in Workforce Development: Creating a Culture of Work in Workforce Development” by Ted Houghton and Tony Proscio, Working Ventures, October 2001.

Learning Resources Network, PO Box 9, River Falls, WI 54022, www.lern.org

Free Management Library, <http://managementhelp.org>

“IBM’s HR Takes A Risk,” Robert J. Grossman, HR Magazine, April 2007, Vol. 52, No. 4

“Cluster Based Strategies for Growing Economies,” NGA 2006, Dr. Stuart Rosenfeld, Regional Technology Strategies, Inc.

“The Competitive Edge: Creating a Human Capital Advantage for Kentucky,” Ms. Nancy Laprade, Pawleys Group.

<http://www.shrm.org/hrmagazine/articles/0607/0607grossman.asp>

“The Vermont Job Gap Study: Phase 9, Economic Development in Vermont: Funding, Priorities, and Performance” by the Peace & Justice Center, January 2006.