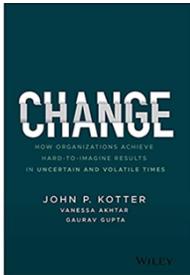


Claudia's Reading Corner – January 2023 Edition:

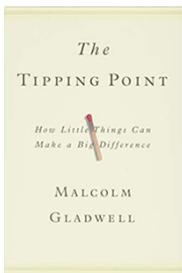
Change: How Organizations Achieve Hard-to-Imagine Results in Uncertain and Volatile Times (John P. Kotter, Vanessa Akhtar, and Gaurav Gupta) 2021



Incremental improvement is no longer sufficient in helping organizations navigate the complexity, uncertainty and volatility of today's world. The authors explore how to create non-linear, dramatic change in your organization. You'll discover the emerging science of change that teaches us about how to build organizations – from businesses to governments – that change and adapt rapidly. In *Change* you'll discover:

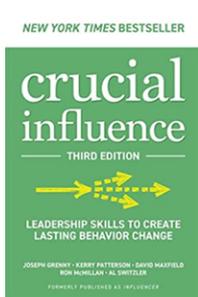
- Why the ability of organizations to deal with threats and take advantage of opportunities in the face of ever greater complexity and uncertainty is being severely challenged
- In-depth, evidence-based, actionable solutions for dealing with institutional resistance to change
- Case studies and success stories that describe organizations who have successfully built the ability to change quickly into their DNA
- A universal approach for how to dramatically improve outcomes from various change efforts, including: strategy execution, digital transformation, restructuring, and more

The Tipping Point: How Little Things Can Make a Big Difference (Malcom Gladwell) 2000



The tipping point is that magic moment when an idea, trend, or social behavior crosses a threshold, tips, and spreads like wildfire. Just as a single sick person can start an epidemic of the flu, so too can a small but precisely targeted push cause a fashion trend, the popularity of a new product, or a drop in the crime rate. This widely acclaimed bestseller, in which Malcolm Gladwell explores and brilliantly illuminates the tipping point phenomenon, is already changing the way people throughout the world think about selling products and disseminating ideas.

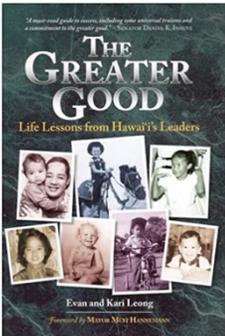
Crucial Influence: Leadership Skills to Create Lasting Behavior Change 3rd Edition. (Joseph Grenny, Kerry Patterson, David Maxfield, Ron McMillan, Al Switzler) 2023



Drawing on cases studies of remarkable leaders and the research of renowned behavioral scientists, this popular guide explains why people do what they do and how leaders can influence behavior to drive results. It all comes down to a powerful yet simple model—the Six Sources of Influence®. Learn how to identify the personal, social, and structural levers that influence both motivation and ability, and how to work these levers for directed behavior change. This new edition incorporates feedback from readers and learners over the past 10 years.

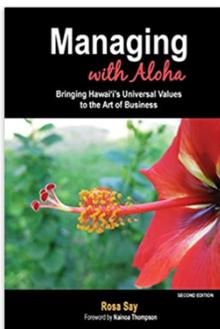


The Greater Good – Life Lessons from Hawai'i's Leaders
(Evan and Kari Leong) 2007



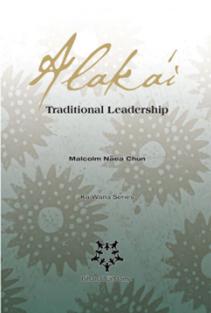
Each of us has asked the question, How do I create a successful life? After hundreds of interviews and thousands of hours of research, Evan and Kari Leong discovered that the foundation for success is built upon seven core values, revealed here in the Greater Good: Life Lessons from Hawaii's Leaders. These values were gleaned from in-depth conversations with corporate presidents and CEO's, four-star admirals, U.S. senators, successful entrepreneurs and other community leaders, each of whom has revealed his or her secrets for a successful life. None of these core values are new. Many of them you may already possess. This book is designed to help you make them work in your own life through insights of others who use them consistently and effectively. Just imagine intimate conversations with some of the world's most successful people, each helping you learn how to become more successful-in your family, in your business, in your life. Are you worthy of living a greater good life?

Managing with Aloha- Bringing Hawai'i's Universal Values to the Art of Business, 2nd Edition
(Rosa Say) 2016



This 2nd Edition, newly edited by the author herself after twelve years devoted to coaching and supporting Alaka'i Managers who have adopted the Managing with Aloha philosophy and made it their own. Managing with Aloha explores nineteen different Hawaiian values, and demonstrates how managers can bring these universal values into every kind of business practice today. With many examples drawn from her own successful career as a manager, Say eloquently shares her tested common-sense approaches to blending social and economic goals of business enterprise in ways that define a healthy sensibility for working and living

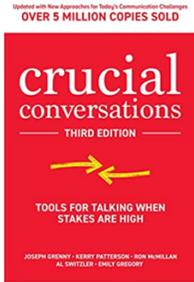
Alaka'i - Traditional Leadership
(Malcolm Nāea Chun) 2008



In Alaka'i Malcolm Nāea Chun combines traditions of the early chiefs with the well recorded legacy of Kamehameha to piece together a picture of traditional leadership. Then, bringing this idea forward to the present day, he asks which qualities have been retained, and which should be reintroduced.



Crucial Conversations: Tools for Talking When Stakes are High 3rd Edition.
(Joseph Grenny, Kerry Patterson, Ron McMillan, Al Switzler, Emily Gregory) 2021



Provides powerful skills to ensure every conversation—especially difficult ones—leads to the results you want. Written in an engaging and witty style, it teaches readers how to be persuasive rather than abrasive, how to get back to productive dialogue when others blow up or clam up, and it offers powerful skills for mastering high-stakes conversations, regardless of the topic or person.

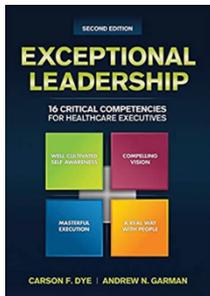
This new edition addresses issues that have arisen in recent years. You'll learn how to:

- Respond when someone initiates a crucial conversation with you
- Identify and address the lag time between identifying a problem and discussing it
- Communicate more effectively across digital mediums

When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a Crucial Conversation and suffer the consequences; handle the conversation poorly and suffer the consequences; or apply the lessons and strategies of Crucial Conversations and improve relationships and results. Whether they take place at work or at home, with your coworkers or your spouse, Crucial Conversations have a profound impact on your career, your happiness, and your future.

Healthcare-Specific:

Exceptional Leadership: 16 Critical Competencies for Healthcare Executives, Second Edition (ACHE Management) 2nd Ed
(Carson Dye, Andrew Garman)



There are good leaders, then there are exceptional leaders. Exceptional leaders use competencies—a set of professional and personal skills, knowledge, values, and traits that guide a leader's performance. In an era of change and uncertainty in healthcare, it is crucial that leaders learn not only how to be exceptional, but also what makes an exceptional leader. In this second edition of their best-selling book, the authors detail 16 competencies grouped in four cornerstone categories: Well-Cultivated Self-Awareness, Compelling Vision, A Real Way With People, and Masterful Execution. Each of the 16 competencies is explored in its own chapter to define the competency, provide examples and advice, and explain the common skill deficits that prevent its mastery.

Hardwiring Excellence: Purpose, Worthwhile Work, Making a Difference 1st Edition.
(Quint Studer) 2004



An oldie-but-goodie! Hardwiring Excellence offers a road map and practical how-to guide for creating and sustaining a culture of service and operational excellence. In this book, author Quint Studer, CEO of Studer Group, draws on his personal experience as a former hospital executive who led two organizations to the top 1% in patient satisfaction and his experience coaching hundreds of healthcare organizations since. Studer, a nationally acclaimed educator, coach, and thought leader in healthcare today, is a master storyteller, mixing "chicken soup style" stories with personal insight, simple tools, and in-depth recommendations on how good organizations can become great ones. At the core of the journey, he says, is a sense of purpose, worthwhile work and making a difference. When organizations learn how to harness this passion in their employees, they create a success spiral with ever increasing momentum.