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| Annotated Bibliography Sample |

Bell, Chip R. and Zemke, Ron. *Managing Knock Your Socks Off Service*. New York: AMACOM, 1992.

The authors provide detailed information and strategies for managing the kind of customer service that helps companies to keep customers longer, lower sales and marketing costs, experience higher returns on sales, and have better net profits. They present practical suggestions for satisfying customer needs and maintaining good employee relations. The authors make the connection between hiring quality people, keeping them satisfied, and customer retention.

Bittel, Lester R. *What Every Supervisor Should Know*. New York: Gregg Division/McGraw-Hill, Inc., 1985.

This college textbook explores the role of supervisors in management today. Topics included are: supervisory management and human relations; planning and control; organizing, staffing, and training; activating the workforce; coping with problem performers; managing work productively; legal concerns of supervision; and special areas of operation.

Block, Judy R. *Performance Appraisal on the Job. Making It Work*. New Jersey: Prentice-Hall, Inc., 1981.

Ms. Block wrote this book as a guide to practical performance appraisal. She describes the process step-by-step and offers managers suggestions on how to solve problems. Her objective is to provide information to make the performance appraisal process work, for the manager, the employee, and the organization. The book includes information on choosing an appraiser, using an appraisal scale, complying with EEO requirements, conducting an effective appraisal interview, coaching employees, developing a learning plan, and dealing with appraisal pitfalls.

Kahn, Steven C., Brown, Barbara Berish, Zepke, Brent E., and Lanzarone, Michael. *Legal Guide to Human Resources.* Boston: Warren, Gorham & Lamont, 1994.

This guide is an easy-to-read reference for human resource professionals on federal and state laws affecting employment. It provides in-depth explanations in layman's terms on the Employee Retirement Income Security Act, the Civil Rights Act of 1991, the Drug Free Workplace Act, the Immigration Reform and Control Act, Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment act, the Labor Management Relations Act, the Occupational Safety and Health Act, and the Family and Medical Leave Act.

Leathers, Dale G.*Successful Nonverbal Communication, Principles, and Application*. New York: Macmillan Publishing Company, 1986.

This book was written for instructors who teach an introduction to nonverbal communication. Students and instructors helped develop the book to assist others to become more effective communicators. The author presents current research, theory, and terms of nonverbal communication in a style that is easily read. Stories, quips, and quotes are used to assist in digesting the technical material and translating it into simple language. He gives an in-depth presentation on eye behaviors with the acknowledgment that eye behaviors are gaining recognition as one of the most complex and important nonverbal message systems. Other topics include impression formation and management. The author contends that impression management is the most important function served by a study of nonverbal communication.

Munter, Mary. *Guide to Managerial Communication.* New Jersey: Prentice Hall, 1992.

Munter designed this book to assist management personnel in the development of their communication strategies. She explores written, verbal, and nonverbal delivery skills in detail. The author presents sections on visual aids, writing style, computers for writing and visual aids, and unbiased, cross-cultural communication.

Murphy, Kevin R. and Cleveland, Jeanette N. *Performance Appraisal: An Organizational Perspective.* Massachusetts: Simon & Schuster, Inc., 1991.

The authors present a four-component model of the performance appraisal process for use in organizations. The model emphasizes context as the most important issue in appraisal and treats appraisal as a goal-directed process in which goals are shaped primarily by the organizational context in which rating occurs. Two chapters examine the criteria used to evaluate appraisal systems. The authors suggest frameworks for choosing criteria that are relevant and that provide clear indications of whether or not ratings are useful to the rater, the ratee, and the organization.

Pfeiffer, William S. *Technical Writing: A Practical Approach.* New York: Macmillan Publishing Company, 1991.

This college textbook stresses the need for business writers, also called technical writers, to learn how to write by physically writing rather than talking about writing. It provides a detailed analysis of writing techniques and strategies. Topics include analyzing the reader, organizing technical information, patterns of organization, and general and specific rules for letters and memos. This text presents an in-depth study of reports, proposals, graphics, and oral presentations.

Pritchett, Price. *The Ethics of Excellence.* Dallas: Pritchett & Associates, Inc., 1992.

Dr. Pritchett is the Chairman and CEO of Pritchett & Associates, Inc., a consulting firm located in Dallas, Texas. His firm specializes in mergers organizational change. Dr. Pritchett wrote this booklet as a quick, easy to read reference guide to business ethics. Each page contains a brief theory followed by an explanation of the practical applications of these theories. It is an insightful, thought-provoking book written in a manner that encourages the reader to strive for excellence in ethics.

Rogers, Beth. "Serious About Its Code of Ethics." *HR Magazine on Human Resource Management.* (September 1994), 46-48.

This article describes the ethics policies and programs of one company, NYNEX, in an effort to encourage companies to develop similar programs. Ms. Rogers interviewed the company's vice president of ethics and business conduct, Graydon Wood. He advocates NYNEX's code of business conduct based upon core values of quality, ethics, and caring for the individual. The code evolved from an initiative established in 1990 by the company's 80,000 employees. It took a year to develop and four months to write the first draft; a fact that establishes NYNEX's serious commitment to ethical standards. Once the code was developed, all employees received training. Michael Hoffman, executive director of the Center for Business Ethics at Bentley College in Waltham, Massachusetts is also interviewed. NYNEX received the first Business Ethics Award given by the Center in 1993.

Simmons, William T. "Job Applications and Interviews." *Texas Business Today* (4th Quarter 1994), 1-5.

Mr. Simmons, legal counsel to Commissioner James Kaster of the Texas Employment Commission, outlines the legal implications of job applications and interviews. He urges employers to design hiring processes free of potentially discriminatory activities.

Stewart, Jeffrey R., Greene, Judith S., and Hickey, Judith A. *Records and Database Management*. New York: Gregg Division/McGraw-Hill Publishing Company, 1989.

This book is designed to teach individuals to solve records and database management problems faced by employees in office occupations including administrative support, entry-level management, accounting, word and data processing, and records management. Its topics include how to manage records using hard copy and electronic database systems, and basic filing skills essential to effective records management in work as well as personal life. An entire chapter is devoted to analyzing and designing records management systems.

Thomas, Philip R. *Time Warrior: Using the Total Cycle Time System to Boost Personal Competitiveness*. New York: McGraw-Hill, Inc., 1992.

The author demonstrates how the Total Cycle Time methodology, typically applied to manufacturing businesses, can be applied on a personal basis. Thomas guides individuals toward the achievement of personal goals using time as the driver. He teaches the reader to examine every step of their actions, seeking out and eliminating poor work habits, unnecessary procedures, and barriers that prevent performance at full potential. Thomas contends that in the time war, swiftness and skill prevail. The key to job satisfaction, security, and promotability is to improve personal competitiveness.

Wainwright, Gordon R. *Teach Yourself Body Language.* Chicago: NTC Publishing Group, 1993.

Mr. Wainwright presents an in-depth study of body language evidenced in eye contact, facial expression, head movements, gestures and body movements, posture, proximity, and bodily contact. Wainwright also provides information on different cultures including Germans, Italians, Latins, Arabs, and the Japanese people.