
Members of the Harvard Negotiation Project -- the organization that brought you the megabestseller GETTING TO YES -- show you how to handle your most difficult conversations with confidence and skill. Whether we're dealing with an underperforming employee, disagreeing with our spouse about money or child-rearing, negotiating with a difficult client, or simply saying "no", or "I'm sorry", or "I love you", we attempt to avoid difficult conversations every day. No matter how competent we are, we all have conversations that cause anxiety and frustration. This book can help. Based on fifteen years of research at the Harvard Negotiation Project, Difficult Conversations walks you through a proven step-by-step approach for how to have your toughest conversations with less stress and more success. It shows you how to prepare yourself; how to start the conversation without defensiveness; and how to keep it constructive and focused regardless of how the other person responds. You'll learn how to: -- Decipher the underlying structure of every difficult conversation -- Interpret the significance of what is said -- and what is not-- Identify the erroneous but deeply ingrained assumptions that keep you stuck -- Manage strong emotions -- yours and theirs -- Spot ways your self-image affects the conversation -- and ways the conversation affects your self-image

Filled with examples from everyday life, Difficult Conversations will help you at home, on the job, or out in the world. It is a book you'll turn to again and again for advice, practical skills, and reassurance.


How to Talk About Hot Topics on Campus fills a gap in the literature by providing a resource that shows how to construct and carry out difficult conversations from various vantage points in the academy. It offers a theory-to-practice model of conversation for the entire college campus that will enable all constituencies to engage in productive and civil dialogue on the most difficult and controversial social, religious, political, and cultural topics. How to Talk About Hot Topics on Campus covers teaching highly controversial, potentially provocative subject matter as well as creating an institutional culture that welcomes and nourishes difficult conversations throughout campus life. The book speaks to faculty, student affairs staff, administrators, and students in all campus venues. Based on their experiences both in and out of classroom settings, Robert J. Nash, DeMethra LaSha Bradley, and Arthur W. Chickering outline a proven process they call moral conversation. Using concrete frameworks, ground rules, and examples, the authors clearly demonstrate how to put moral conversation into action. They map out how to justify, compose, launch, and facilitate respectful and engaging conversations about even the most controversial topics.

Today’s leaders in higher education are focused on creating multicultural campuses. However, most higher education and student affairs professionals receive limited training for understanding the complexity of multicultural issues. If multiculturalism is to flourish on college campuses, education professionals must develop the sensitivity and awareness in affirming relevant multicultural issues and develop the skills needed to offer meaningful services to all their students. Multicultural Competence in Student Affairs is a unique resource that offers student affairs practitioners and faculty a guide that features a model of core competencies that embraces the broad scope of multicultural issues including race, class, religion, gender, sexual orientation, age, and abilities. Written by Raechele Pope, Amy Reynolds, and John Mueller—experts in the fields of student affairs and multiculturalism—this important book is based on the authors’ years of practice, teaching, research, and consulting. Comprehensive in scope, Multicultural Competence in Student Affairs contains the most current theory, useful models, and research-based findings. Multicultural Competence in Student Affair offers student affairs professionals the information they need and: Explores the seven core competencies needed for effective and ethical practice Contains scenarios that illustrate the ways multicultural issues affect the core competencies Describes the awareness, knowledge, and skills needed for effective student services work with multicultural issues Explains the administration, management, and leadership skills professionals need to manage effectively in a multicultural environment Outlines the helping relationships and interpersonal skills needed to work effectively with students and other professionals Explains how diversity can influence teaching and training In addition, this much-needed resource is filled with illustrative examples of best practices and useful case studies that will help professionals work effectively with a culturally diverse student population.
Discrimination and racism has existed in America since the very early days of colonization. In the Declaration of Independence, our founding fathers declared "We hold these truths to be self-evident, that all men are created equal." and yet, it would be another 189 years before Americans would be equal by law. It has been suggested that with the passage of the Voting Rights Act of 1965, America had finally overcame its ugly past of racism and discrimination. As we entered into the new millennium, the author wondered if America had really set aside its biases and discriminatory practices. The author interviewed eight people as he developed the foundations for this book. One of the people he was honored to interview was Brian Swann, the brother of famous footballer Lynn Swann. Brian shared his story of a racially motivated encounter that he and his brother's had experienced in the 1970's in San Francisco, California, at the hands of the San Francisco Police Department. Each of the eight people interviewed for this book brought with them a different experience and viewpoint as it relates to discrimination and racism in America, and more specifically, white male privilege in America. The author brought these eight individual viewpoints together, and told their story as they relate to American history, from the early days of colonization through the present day. From the Publisher Has America really overcome its ugly past of racism and discrimination? You decide, as you read Mark Rosenkranz's interviews with eight different people, including Brian Swann (brother of the former Pittsburgh Steelers star Lynn Swann who was also the 2006 gubernatorial candidate for the state of Pennsylvania.) Is it racism, or simply white male privilege? Either way, it is an issue that remains to be grappled with.


Sexual Orientation/Gender Identity

Gender Identity and Sexual Orientation: Research, Policy, and Personal Perspectives: New Directions for Student Services (J-B SS Single Issue Student Services) [Paperback]  
Ronni L. Sanlo (Editor)

Multicultural Student Services on Campus: Building Bridges, Re-visioning Community  
Edited by Dafina Lazarus Stewart

For new professionals in multicultural student services (MSS), this book constitutes a thorough introduction to the structure, organization, and scope of the services and educational mission of these units. For senior practitioners it offers insights for re-evaluating their strategies, and inspiration to explore new possibilities.

The book discusses the history and philosophy of MSS units; describes their operation; asserts the need for integration and coherence across the multiple facets of their work and how their role is influenced by the character and type of their institutions; and considers the challenges and opportunities ahead.

Shifting Paradigms in Student Affairs: Culture, Context, Teaching and Learning  
By Jane Fried

Shifting Paradigms is addressed to all student affairs professionals whose primary focus is student learning. Faculty members in preparation programs, senior administrators and student development educators in residence halls, student unions or career counseling offices will use the ideas presented in different ways. Nevertheless, the book has a common purpose for all readers which is to assert the educational functions of student affairs and services, and to situate student development education solidly within the mission of colleges and universities in the United States.
Enough Is Enough: A Student Affairs Perspective on Preparedness and Response to a Campus Shooting
Edited by Brian O. Hemphill & Brandi Hephner LaBanc

*Enough is Enough* presents first-hand accounts and experienced counsel from professionals who have lived through a violent incident, and continue to deal with its aftermath. They cover violence, suicide prevention, and mental health promotion in an integrated way, and offer a comprehensive plan to create a campus-wide system for collecting information about students at-risk for self-harm or violence toward others.

Empowering Women in Higher Education and Student Affairs: Theory, Research, Narratives, and Practice from Feminist Perspectives
Edited by Penny A. Pasque, Shelley Errington Nicholson

This book addresses the experiences and position of women students, from application to college through graduate school, and the barriers they encounter; the continuing inequalities in the rates of promotion and progression of women and other marginalized groups to positions of authority, and the gap in earnings between men and women; and pays particular attention to how race and other social markers impact such disparities, contextualizing them across all institutional types.

The First Generation Student Experience: Implications for Campus Practice, and Strategies for Improving Persistence and Success
By Jeff Davis

At the heart of the book are 14 first-person narratives – by first-generation students spanning freshman to graduate years – that help the reader get to grips with the variety of ethnic and economic categories to which they belong. The book concludes by defining 14 key issues that institutions need to address, and offers a course of action for addressing them.
College Student Death: Guidance for a Caring Campus
Rosa Cintrón, Erin Taylor Weathers, Katherine Garlough

College Student Death: Guidance for a Caring Campus is the result of many years of collaboration with more than thirty contributors. It applies the knowledge of university personnel called upon to respond to student death on and off campus and to provide solace to family and the campus community. This book provides support to university staff in the immedacy of student death, guides the design of policy before a crisis occurs, and provide instructional considerations for faculty.

Where You Work Matters
Joan B. Hirt

Where You Work Matters offers current and future administrators a greater appreciation for the vibrancy and complexity of the student affairs profession. This volume challenges the widely held assumption that the professional practice of student affairs administration transcends the influence of organizational culture. Based on data and commentaries from more than 1,100 practitioners, this book describes how the experience of student affairs administrators varies by institutional type. The findings paint a multifaceted and integrated portrait of the profession.

Job One: Experiences of New Professionals in Student Affairs
Edited by Peter Magolda and Jill Carnaghi

Job One focuses on nine narratives written by new professionals about their introduction and transitions into student affairs. It also includes four chapters co-written by senior student affairs professionals and preparation program faculty who synthesize, integrate, and theoretically interpret the new professionals’ narratives. Recommendations included in the final chapter focus on re-conceptualizing graduate preparation programs and professional development events.
Systemic Leadership

Kathleen E. Allen and Cynthia Cherrey

*Systemic Leadership* examines how technology has fostered an era of collaboration, connectedness, and networked knowledge that demands a new systemic approach of leadership and change in organizations.

Enhancing Student Learning: Setting the Campus Context

Frances K. Stage, Lemuel W. Watson, Melvin C. Terrell

Beginning with the premise that academic learning is a critical part of the overall personal development of each student, the authors show how student affairs professionals can work in harmony with their academic colleagues to create a campus milieu that is truly conducive to that development.

Giving Voice to Critical Campus Issues: Qualitative Research in Student Affairs

Kathleen Manning

This volume of case studies, based on original qualitative research, has been written expressly for student affairs educators and administrators at the college and university level. The book addresses the complex issues of classism, student suicide, alcohol-related death, acquaintance rape, multiracial identity, and the self-development of young adults with alcoholic parents.
Toward Acceptance: Sexual Orientation Issues on Campus
Edited by Vernon A. Wall and Nancy J. Evans

*Toward Acceptance* is a systematic study of the complex issues facing gay, lesbian, bisexual, and transgendered persons on college campuses. It is organized into five distinct sections. *Toward Acceptance* builds on the content included in Evans and Wall's previous book, *BEYOND TOLERANCE: GAYS, LESBIANS, AND BISEXUALS ON CAMPUS*.

State of the Art of Preparation and Practice in Student Affairs: Another Look
Edited by Nancy Evans and Christine Phelps Tobin

This book is a revised and updated version of the original STATE OF THE ART monograph that was edited by Robert B. Young and Leila V. Moore in 1988. The revised edition presents a visionary reexamination of the status of student affairs preparation and practice by some of the field's leading thinkers. In the years since the original monograph was prepared, higher education has been bombarded with issues resulting from the rapid changes in society. This book is to assist practitioners and educators with these challenges.

Student Affairs: A Profession's Heritage
Second Edition
Edited by Audrey Rentz

This second and expanded edition of STUDENT AFFAIRS was undertaken to make the previously published collection of materials spanning 57 years from 1919 to 1976, inclusive through 1990. Included are articles perceived to represent the basic elements that influenced the growth of the profession in the context of American higher education and that describe the core values and ideas that have guided the development of student personnel to student affairs.

Making Good on the Promise
Edited by Jeanne L. Higbee and Alice A. Mitchell

*Making Good on the Promise* gets to the heart of the experience of student affairs professionals with disabilities, to the curricular changes needed in preparation programs for that profession, to the role and appropriate action needed by allies, and to resources that all can use in the education of self and others.
Maybe I Should
Edited by Florence A. Hamrick and Mimi Benjamin

*Maybe I Should* is designed to help graduate students and near-midlevel student affairs professionals heighten their knowledge of sensitivities to professional ethics in practice. Resources and suggestions are offered to instructors and facilitators who seek to incorporate professional ethics and case study analysis into formal educational or staff development activities.

General Student Affairs

*Putting Students First*

In *Putting Students First*, the authors argue that colleges can and should invest in holistic student development by recognizing and building on the students’ search for purpose in life, intellectually, spiritually, and morally. Based on a study conducted at ten religiously-affiliated schools, the book urges all colleges to rethink their approach to teaching and advising the increasingly diverse students of today; their critical mission should be to prepare students to become ethically responsible and active contributors to society, as well as critical thinkers and skilled professionals. *Putting Students First* offers perspectives and recommendations in areas of holistic student development such as understanding millennial college students, the role of faculty in defining culture, the design and implementation of curriculum, the impact of cocurricular involvement, fostering relationships with on-campus and off-campus communities. By organizing the campus environment into “4Cs”—culture, curriculum, cocurriculum, and community—the authors create a conceptual framework for faculty, student affairs staff, and administrators to discuss, plan, and create college environments that effectively support the learning and development of students. Each chapter includes an introduction, evidence and analysis, a summary, and questions to help readers consider how to develop students holistically on their own campuses.

*The Handbook of Student Affairs Administration*
By George McClellan, Jeremy Stringer and Associates


What issues and trends affect higher education and student affairs today? In this fully updated handbook, leading experts discuss the answer to this and other essential questions. They provide a definitive reference for student affairs professionals at all levels of administration and management. The handbook offers specific, practical advice as well as broad approaches to planning and problem solving. It contains modernized discussions on such critical topics as institutional mission, institutional governance, understanding campus environments, finance and budgeting, assessment, program planning, staff selection, training and evaluation, and much more.

By Arthur Sandeen ISBN 0-931654-29-7
Student Employment


Teambuilding

Shows how to use foam noodles in games and problem-solving activities for groups of two to thirty people.

This sequel includes games, problem-solving activities, and water-based games for kids and adults. Features instructions, scenarios, pictures and diagrams. Perfect for team building, energizers, social events and more
Building Community

A foundational perspective of adventure and experiential education is basic to this curriculum that offers accessible activities, reflection opportunities, life skills and academic applications for a variety of age levels. Also included are suggestions and ideas about how to facilitate the process.
Career Development


How do you get a job without experience and get experience without a job? It’s the question virtually every college student or recent graduate faces. In Getting from College to Career, Lindsey Pollak offers the first definitive guide to building the experience, skills, and confidence you need before starting your first major job search. Her 90 action-oriented tips include strategies ranging from the simple to the expert, including: Avoid the biggest mistake in career prep and job hunting Subscribe to a daily newspaper E-mail like a professional Make every event a networking success Practice the eight essentials of internship achievement Perform five minutes of stand-up Overprepare for interviews Persist Getting from College to Career gives you the essential information and guidance you need to get your foot in the door of the real world. Don't start your first job search without it!

Accountability

By Roger Connors, Tom Smith and Craig Hickman
Publication Date: May 4, 2010

The definitive book on workplace accountability by the New York Times bestselling authors of How Did That Happen?

Since it was originally published in 1994, The Oz Principle has sold nearly 600,000 copies and become the worldwide bible on accountability. Through its practical and invaluable advice, thousands of companies have learned just how vital personal and organizational accountability is for a company to achieve and maintain its best results.

At the core of the authors’ message is the idea that when people take personal ownership of their organization's goals and accept responsibility for their own performance, they become more invested and work at a higher level to ensure not only their own success, but everyone’s. Now more than ever, The Oz Principle is vital to anyone charged with obtaining results. It is a must have, must read, and must apply classic business book.
Advising/Student Organizations

LOCATED IN STUDENT ORGANIZATION CENTER, SLB 16

The authors have successfully combined a thorough analysis of the essential elements of student organization advising with practical tools to apply the concepts. This book is essential reading for those who aspire to be effective organizational advisors. --Sara A. Boatman, vice president for student affairs, Nebraska Wesleyan University

Student organization advisors play an increasingly important role on campus. Advising Student Groups and Organizations provides the knowledge base and skills advisers need to improve their effectiveness. From the rewards and challenges of advising student groups to the specific knowledge, skills and qualities advisers need on a daily basis, this comprehensive overview offers advisers both theoretical and practical guidelines. Readers will learn to motivate leaders, provide academic and career assistance, tackle budget and accounting issues and more.

Reflection


Combining more than 30 years of facilitating, training and teaching experience, the authors use field-tested approaches to create a group reflection experience that maximizes engagement, participation and, most importantly, learning. The 5 Question Model takes the essential elements of classic learning cycles debriefing and presents them in such a way that they can be quickly understood, used and taught to a wide variety of skill levels.

Service


One man's campaign to build schools in the most dangerous, remote, and anti-American reaches of Asia: in 1993 Greg Mortenson was an American mountain-climbing bum wandering emaciated and lost through Pakistan's Karakoram. After he was taken in and nursed back to health by the people of a Pakistani village, he promised to return one day and build them a school. From that rash, earnest promise grew one of the most incredible humanitarian campaigns of our time—Mortenson's one-man mission to counteract extremism by building schools, especially for girls, throughout the breeding ground of the Taliban. In a region where Americans are often feared and hated, he has survived kidnapping, death threats, and wrenching separations from his wife and children. But his success speaks for itself--at last count, his Central Asia Institute had built fifty-five schools.--From publisher description.
Leadership

By Tom Rath and Barry Conchie

For decades, Gallup scientists have researched the topic of leadership. They’ve surveyed a million work teams, conducted more than 50,000 in-depth interviews with leaders, and even interviewed 20,000 followers to ask what they admired in the most important leader in their life. The results of that research are unveiled in Strengths-Based Leadership. Using Gallup’s discoveries, authors Tom Rath and Barry Conchie identify three keys to being an effective leader and use firsthand accounts from highly successful leaders — including the founder of Teach for America and the president of The Ritz-Carlton — to show how each person’s unique talents can drive their success. A new version of Gallup’s popular StrengthsFinder assessment helps readers discover their own special gifts, and specific strategies show them how to lead with their top five talents. Loaded with novel research, inspiring stories, and actionable ideas, Strengths-Based Leadership offers a new roadmap for leading people toward a better future.


The #1 bestselling classic that has helped millions of people find success and happiness through embracing what is inevitable in life: change. From business leaders and organizations to individuals, families and communities, Who Moved My Cheese? has transformed lives and been hailed around the world. Through the deceptively simple parable about four characters searching for happiness under challenging conditions anyone can learn how to enjoy less stress and more success in work and in life. It’s fast. It’s simple. And it works.


Jim Collins Answers the Social Sector with a Monograph to Accompany Good to Great. 30-50% of those who bought Good to Great work in the Social Sector. This monograph is a response to questions raised by readers in the social sector. It is not a new book. Jim Collins wants to avoid any confusion about the monograph being a book by limiting its distribution to online retailers. Based on interviews and workshops with over 100 social sector leaders. The difference between successful organizations is not between the business and the social sector, the difference is between good organizations and great ones.
Twenty-five years ago Robert Greenleaf published these prophetic essays on what he coined servant leadership, a practical philosophy that replaces traditional autocratic leadership with a holistic, ethical approach. This highly influential book has been embraced by cutting edge management everywhere. Yet in these days of Enron and what VISA CEO Dee Hock calls our "era of massive institutional failure," Greenleaf's seminal work must reach the mainstream now more than ever. Servant Leadership helps leaders find their true power and moral authority to lead. It helps those served become healthier, wiser, freer, and more autonomous. This book encourages collaboration, trust, listening, and empowerment. It offers long-lasting change, not a temporary fix and extends beyond business for leaders of all types of groups.

By Martin Linsky and Ronald A. Heifetz (Apr 18, 2002)


To lead is to live dangerously. It's romantic and exciting to think of leadership as all inspiration, decisive action, and rich rewards, but leading requires taking risks that can jeopardize your career and your personal life. It requires putting yourself on the line, disturbing the status quo, and surfacing hidden conflict. And when people resist and push back, there's a strong temptation to play it safe. Those who choose to lead plunge in, take the risks, and sometimes get burned. But it doesn't have to be that way say renowned leadership authorities Ronald Heifetz and Marty Linsky. In Leadership on the Line, they show how it's possible to make a difference without getting "taken out" or pushed aside. They present everyday tools that give equal weight to the dangerous work of leading change and the critical importance of personal survival. Through vivid stories from all walks of life, the authors present straightforward strategies for navigating the perilous straits of leadership. Whether parent or politician, CEO or community activist, this practical book shows how you can exercise leadership and survive and thrive to enjoy the fruits of your labor.

By Dennis N.T. Perkins ISBN 0814405436

Publication Date: May 5, 2000

This title draws on the story of Ernest Shackleton's expedition of 1914 and reveals 10 lessons for managers and executives struggling to lead their people and organizations in the face of constant turbulence and stress.