Brings together expertise from military and civilian intelligence operations into your business life. It lays out hard-hitting interpersonal skills to raise your level of professional effectiveness and vanquish your competition.

In his bestselling business management classic *The Toyota Way*, Jeffrey Liker introduced the world to the foundational principles that have made Toyota the envy of companies around the world. In this new volume he teams up with former Toyota production engineer James Franz to explain the underlying thinking behind continuous improvement and why any company needs a disciplined approach to process improvement in every part of the organization.

The most dangerous business book you'll ever read.

by Gregory Hartley & Mariann Karinch

Wiley, 2011

650.1 H332m

The Toyota way to continuous improvement: linking strategy and operational excellence to achieve superior performance.

by Jeffery K. Liker and James K. Franz

McGraw-Hill, 2011

658.401 L727t

Questions?

Contact the library at liblex@sullivan.edu or (859) 514-3359.

The silent language of leaders: how body language can help—or hurt—how you lead.

by Carol Kinsey Goman

Josey-Bass, 2011

650.13 G631s

Leadership and communications expert Carol Kinsey Goman explains that in today's fast-paced business environment, where global interactions are increasing, mastering the art of body language is more important than ever. She explains that personal space, physical gestures, posture, facial expressions, and eye contact communicate louder than words and, thus, can be used strategically to help leaders manage, motivate, lead global teams, and communicate clearly in the digital age.

Framing a Great Paper

For the next few weeks the library will have a display featuring hints and suggestions to help with Framing a Great Paper. Will include ideas on topic selection; utilizing library resources from books to e-journals; APA citation format and plagiarism. Stop by and check it out!

Library hours for Summer Quarter:

Monday–Friday 7:30am to 9:45pm

Saturday 7:30am to 4:30pm

Sunday CLOSED

Financial origami: how the Wall Street model broke.

by Brenden Moynihan

Wiley, 2011

332.601 M938f

The Wall Street business model effectively broke. But there are many lessons to be learned from what has transpired, and this book will show you what they are—helping you avoid getting caught up in financial origami and the extreme of taking good ideas and running them into the ground.

The ultimate online customer service guide: how to connect with your customers to sell more.

by Marsha Collier

Wiley, 2011

658.812 C699u

Using a blend of case studies, a primer on classic online customer service, and instructions on how to execute quality customer service, this book enables you to access the opportunities that social media presents as a means of serving customers.