

# RESOURCES

Books, podcasts, and TED Talks to support and enlighten



## Leadership Books

### **Be Our Guest: Perfecting the Art of Customer Service**

*Walt Disney Company*

Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. During the last twenty-five years, thousands of professionals from more than thirty-five countries and forty industries have collaborated with Disney Institute and learned to adapt the Disney best practices within their organizations.

*Recommended by Brittany Rende, Intramural Program Manager/Assistant Sports Information Coordinator*

### **Difficult Conversations: How to Discuss What Matters Most**

*Douglas Stone & Sheila Heen & Bruce Paton*

Whether you're dealing with an under performing employee, disagreeing with your 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 or avoid difficult conversation every day. Based on fifteen years of research at the Harvard Negotiation Project, *Difficult Conversations* walks you through a step-by-step proven approach to having your toughest conversations with less stress and more success.

*Recommended by Dr Linda Larrivee, Dean of the School of Education, Health, and Natural Sciences*

### **Emotionally Intelligent Leadership: A Guide for Students**

*Marcy Levy Shankman*

*Emotionally Intelligent Leadership* is a groundbreaking book that combines the concepts of emotional intelligence and leadership in one model--emotionally intelligent leadership (EIL). This important resource offers students a practical guide for developing their EIL capacities and emphasizes that leadership is a learn-able skill that is based on developing healthy and effective relationships.

*Recommended by Drew Melendez, Residence Hall Director, Clark University*

### **Encouraging the Heart: A Leader's Guide to Rewarding and Recognizing Others**

*James M Kouzes & Barry Posner*

Encouraging the Heart shows us how true leaders encourage and motivate those they work with by helping them find their voice and making them feel like heroes. Recognized experts in the field of leadership, authors James Kouzes and Barry Posner show us that, through love, leaders can encourage, and indeed allow those around them to be their very best.

*Recommended by Sarah Potrikus, Assistant Director of Student Involvement & Leadership Development*

### **FISH! A remarkable Way to Boost Morale and Improve Results**

*Stephen Lundin*

Addressing today's work issues (including employee retention and burnout) with an engaging metaphor and an appealing message that applies to any sector of any organization, *FISH!* offers wisdom that is easy to grasp, instantly applicable, and profound--the hallmarks of a true business classic. Imagine a workplace where everyone chooses to bring energy, passion, and a positive attitude to the job every day. Imagine an environment in which people are truly connected to their work, to their colleagues, and to their customers.

*Recommended by Kristie McNamara, Director, Student Involvement & Leadership Development*

### **The Now Factors of College Success**

*Jermaine Davis, Nancy Hunter Denney & Michael Miller*

If you are headed to college, or already are a college student, *The Now Factors of College Success* offers a collection of fun-to-read observations about college life followed by to-the-point tips and advice on making the right decisions at the right time.

*Recommended by Michael Miller, Keynote Speaker*

### **Strengths Quest: Discover and Develop Your Strengths in Academics, Career, and Beyond**

*Donald Clifton*

Students and learners of all ages continually face the challenges of gaining direction, making decisions, and building self-confidence. Fortunately, the keys to successfully meeting these challenges -- your own natural talents -- already exist within you. Through these talents, you will produce your greatest achievements. Students who use their natural talents achieve the most --- but they need to know what those talents are.

*Recommended by Sarah Potrikus, Assistant Director of Student Involvement & Leadership Development*

### **The Student Leadership Challenge: Five Practices for Exemplary Leaders**

*James Kouzes & Barry Posner*

Kouzes and Posner prompt students to address challenges and cynicisms and empower them to accomplish the extraordinary things of which they are capable. With engaging stories and keen insights the authors delve into the fundamental aspects of leadership to help students keep pace with our ever-changing world.

*Recommended by Sarah Potrikus, Assistant Director of Student Involvement & Leadership Development*

### **Thanks for the Feedback: The Science and Art of Receiving Feedback Well**

*Douglas Stone & Sheila Heen*

The bestselling authors of the classic *Difficult Conversations* teach us how to turn evaluations, advice, criticisms, and coaching into productive listening and learning. We swim in an ocean of feedback. Bosses, colleagues, customers—but also family, friends, and in-laws—they all have “suggestions” for our performance, parenting, or appearance. We know that feedback is essential for healthy relationships and professional development—but we dread it and often dismiss it.

*Recommended by Dr Linda Larrivee, Dean of the School of Education, Health, and Natural Sciences*

### **Zing! 21 Insights on Maximizing Your Influence**

*Nancy Hunter Denney*

Behind every successful and happy individual is a clearly defined sense of purpose. 'How to Zing! Your Life and Leadership' is based on the belief you exist to serve a greater good. Inspirational strategies, laws, principles, lessons, habits, and a few "fish tales" are merged into 21 insights on how to maximize your charismatic potential and enhance your ability to influence others. This book will help you become a more effective leader and live a more productive life.

*Recommended by Kristie McNamara, Director, Student Involvement & Leadership Development*

## Podcasts

### **Dose of Leadership with Richard Rierson**

The Dose of Leadership Podcast is the ultimate leadership resource of inspiring and educational interviews with relevant and motivating leaders; real-life leadership & influence experts who dedicate their lives to the pursuit of the truth, common sense, and courageous leadership. The podcast interviews leaders from all aspects of life; business leaders, entrepreneurs, authors, speakers, military heroes, faith based leaders—all are highlighted on the Dose of Leadership Podcast.

### **Girlboss Radio with Sophia Amoruso**

Each week on Girlboss Radio, you'll hear honest conversations with trailblazing women. These women go deep on what it takes to build a successful career or grow a business with staying power—while living life on their own terms and navigating personal and professional curveballs. Expect hilarious, vulnerable, ~useful~ conversations that humanize the known, champion the unknown, and laugh a little at the absurdity of life. Hosted by Sophia Amoruso, CEO and founder of Girlboss and Neha Gandhi, editor in chief and COO of Girlboss.

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## The Happiness Lab

You might think more money, a better job, or Instagram-worthy vacations would make you happy. You're dead wrong. In "The Happiness Lab" podcast, Yale professor Dr Laurie Santos will take you through the latest scientific research and share some surprising and inspiring stories that will forever alter the way you think about happiness.

## How I Built This with Guy Raz

Guy Raz dives into the stories behind some of the world's best known companies. How I Built This weaves a narrative journey about innovators, entrepreneurs and idealists—and the movements they built.

## The Learning Leader Show with Ryan Hawk

Leaders are learners. The best leaders never stop working to make themselves better. The Learning Leader Show is series of conversations with the world's most thoughtful leaders. Entrepreneurs, CEO's, World-Class Athletes, Coaches, Best-Selling Authors, and much more.

## RISE Podcast

Tangible and tactical tools for your life and business. Hosted by New York Times Best-Selling Author Rachel Hollis, RISE is a series of bold conversations with fellow business powerhouses and personal development leaders that provides the listener with real-life valuable takeaways.

## Side Hustlers with Carla Marie

Carla Marie sits down with people who follow their passion while working their regular job. You'll be inspired by their drive to do what they love and it may even motivate you to start your own side hustle.

## Something You Should Know

Sometimes all it takes is one little fact or one little piece of wisdom to change your life forever. That's the purpose and the hope of "Something You Should Know." In each episode, host Mike Carruthers interviews top experts in their field to bring you fascinating information and advice to help you save time and money, advance in your career, become wealthy, improve your relationships and help you simply get more out of life. In addition, Mike uncovers and shares short, engaging pieces of "intel" you can use to make your life better - today. Right now.

## TED Talks Daily

Want TED Talks on the go? Every weekday, this feed brings you our latest talks in audio format. Hear thought-provoking ideas on every subject imaginable -- from Artificial Intelligence to Zoology, and everything in between -- given by the world's leading thinkers and doers.

## Ted Talks

### The Danger of a Single Story

*Chimamanda Ngozi Adichie, 2009*

Our lives, our cultures, are composed of many overlapping stories. Novelist Chimamanda Adichie tells the story of how she found her authentic cultural voice -- and warns that if we hear only a single story about another person or country, we risk a critical misunderstanding.

### Dare to Disagree

*Margaret Heffernan, 2012*

Most people instinctively avoid conflict, but as Margaret Heffernan shows us, good disagreement is central to progress. She illustrates (sometimes counterintuitively) how the best partners aren't echo chambers -- and how great research teams, relationships and businesses allow people to deeply disagree.

### The Difference Between Winning and Succeeding

*John Wooden, 2001*

With profound simplicity, Coach John Wooden redefines success and urges us all to pursue the best in ourselves. In this inspiring talk he shares the advice he gave his players at UCLA, quotes poetry and remembers his father's wisdom.

### Everyday Leadership

*Drew Dudley, 2010*

We have all changed someone's life -- usually without even realizing it. In this funny talk, Drew Dudley calls on all of us to celebrate leadership as the everyday act of improving each other's lives.

### Grit: The Power of Passion and Perseverance

*Angela Lee Duckworth, 2013*

Leaving a high-flying job in consulting, Angela Lee Duckworth took a job teaching math to seventh graders in a New York public school. She quickly realized that IQ wasn't the only thing separating the successful students from those who struggled. Here, she explains her theory of "grit" as a predictor of success.

### How Great Leaders Inspire Action

*Simon Sinek, 2009*

Simon Sinek has a simple but powerful model for inspirational leadership -- starting with a golden circle and the question: "Why?" His examples include Apple, Martin Luther King Jr. and the Wright brothers.

### How to Overcome our Biases? Walk Boldly Toward Them.

*Vernā Myers, 2014*

Our biases can be dangerous, even deadly -- as we've seen in the cases of Michael Brown in Ferguson, Missouri, and Eric Garner, in Staten Island, New York. Diversity advocate Vernā Myers looks closely at some of the

subconscious attitudes we hold toward out-groups. She makes a plea to all people: Acknowledge your biases. Then move toward, not away from, the groups that make you uncomfortable. In a funny, impassioned, important talk, she shows us how.

### The Power of Diversity Within Yourself

*Rebeca Hwang, 2018*

Rebeca Hwang has spent a lifetime juggling identities -- Korean heritage, Argentinian upbringing, education in the United States -- and for a long time she had difficulty finding a place in the world to call home. Yet along with these challenges came a pivotal realization: that a diverse background is a distinct advantage in today's globalized world. In this personal talk, Hwang reveals the endless benefits of embracing our complex identities -- and shares her hopes for creating a world where identities aren't used to alienate but to bring people together instead.

### Why We Have Too Few Women Leaders

*Sheryl Sandberg, 2010*

Facebook COO Sheryl Sandberg looks at why a smaller percentage of women than men reach the top of their professions -- and offers 3 powerful pieces of advice to women aiming for the C-suite.

## Websites & Blogs

### Campus Activities Magazine

[issuu.com/naca](http://issuu.com/naca)

### Growing Leaders

[growingleaders.com/blog](http://growingleaders.com/blog)

### Leadership Freak

[leadershipfreak.blog](http://leadershipfreak.blog)

### Leadership Insights

[skipprichard.com/blog](http://skipprichard.com/blog)

### Science of People

[scienceofpeople.com/blog](http://scienceofpeople.com/blog)

### StrengthsQuest

[strengthsquest.com](http://strengthsquest.com)

