

The Competent Leader: A Powerful Practical Tool Kit for Managers and Supervisors (Jane S. Flaherty and Peter B. Stark, HRD Press, 1999) is designed to help new managers gain leadership and interpersonal skills and to strengthen the skills of experienced managers in areas such as communicating, delegating, coaching, motivating and hiring. Its 318 pages cover topics such as understanding the changing role of supervision, facilitating productive meetings, managing conflict, cultivating an empowered workforce, coaching to improve performance and setting goals and planning actions.

Learn how to deal with irate or dissatisfied customers with *Upset Citizens and Customers: How to Deal with the Angry, Difficult and Demanding Public*, from The Evergreen Press (Dominion Plaza, 600 17th St., 950-S, Denver CO 80202). The title, available as a book or multimedia program, focuses on managing anger and confrontation, understanding verbal and nonverbal behavior, and using successful communication strategies and stress-management techniques. Along with the basics of customer service, users learn how to understand and control volatile situations, hone listening skills and recognize when to seek help. The multimedia version includes the 220-page book, a three-tape audio cassette series and an interactive CD-ROM training program.

Looking for a training course for yourself or your staffers? Check out one-stop shopping for training courses, systems and providers at www.trainingnet.com from TrainingNet Inc. of Bedford, Mass. Courses, CD-ROMs, books, audio and video tapes, and online events are listed by category. Or check out America's Learning eXchange (ALX) at www.alx.org. Yahoo! recently rated this web-based clearinghouse for job training programs as the "coolest site in education and distance learning." The clearinghouse now has more than 4,500 providers offering approximately 200,000 courses or programs. ALX focuses on connecting users with technology-based learning resources, often the most difficult to find.

In Action Management: Practical Strategies for Making Your Corporate Transformation a Success (John Wiley & Sons, 1999), authors Stephen Redwood, Charles Goldwasser and Simon Street use case studies from a survey conducted by PricewaterhouseCoopers of problems supervisors face when managing action. Case studies are used to explore the 10 major challenges most managers face when taking action: planning, allocating, leading, strengthening, mobilizing, clarifying, cultivating, integrating, wiring and re-energizing. The 247-page book describes each of these challenges in detail and provides solutions for overcoming them. Sections focus on how managing action affects people emotionally; how actions can be categorized into four types: sprints, high jumps, decathlons and marathons; and how to manage each type.

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