



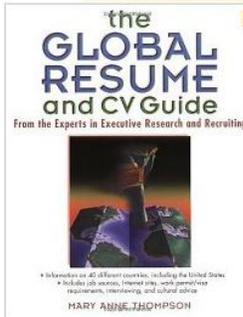
New Arrivals at the American Center



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FEBRUARY 2011

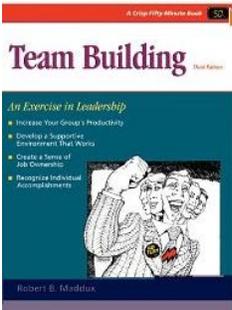
BOOKS ON MANAGEMENT



The Global Resume and CV Guide

Mary Anne Thompson (Author)

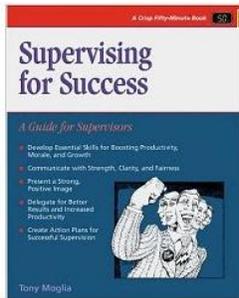
- Information on 40 different countries, including the United States
- Includes job sources, Internet sites, work permit/visa requirements, interviewing, and cultural advice



Team Building, Fourth Edition: An Exercise in Leadership

Robert B. Maddux (Author)

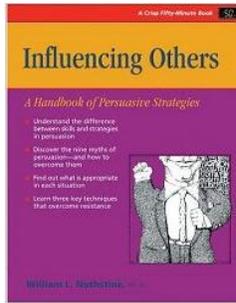
Building a team is similar to building a house--you have to start from the ground up. A team is made up of individuals with different talents, skills, and personal working styles. Learning to work together as a group can be as challenging as it is rewarding. Team Building, one of Crisp's most popular Fifty-Minute Books, is a primer on how to formulate strong teams through a climate of open communication, trust, and accountability. Like building a house, the fourth edition takes readers step by step through the process from creative ways to encourage teamwork to tips for handling conflicts effectively.



Supervising for Success: A Guide for Supervisors

Tony Moglia (Author)

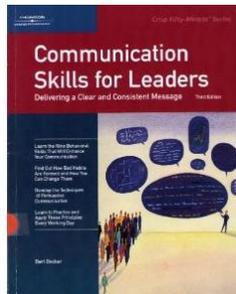
Managers and supervisors who want to enhance their professional skills will find a valuable resource in this new guide. Learn what it means to be a great supervisor to your subordinates—and how that will enhance your career. Discover how your attitude can make or break your team’s spirit. This book is a must for all new supervisors and a beneficial refresher for even the most experienced supervisor.



Influencing Others: A Handbook of Persuasive Strategies

William L. Nothstine (Author)

Influence others more effectively through written and verbal communication. Exercises and examples help you understand your audience and influence them accordingly. Learn how to determine the responsiveness or resistance to ideas and how to change resistance into receptiveness.

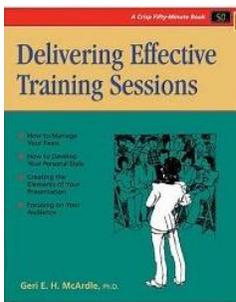


Communication Skills for Leaders: Delivering a Clear and Consistent Message

Bert Decker (Author)

Communication is a basic skill that affects all aspects of business life. Our words, gestures, appearance, and body language all "speak" volumes as to our intent, state of mind, and attitude. Learning to recognize these conscious and unconscious cues, as well as paying attention to others' signals, make us better communicators and leaders. Communication skills can be learned, and

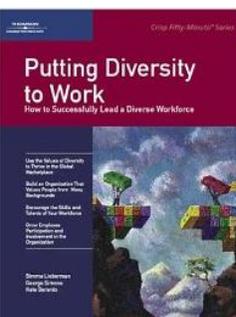
COMMUNICATION SKILLS FOR LEADERS (formerly THE ART OF COMMUNICATING) gives you the tools to get started. You will learn about the nine behavioral skills for effective communication, and ways you can improve in each area. You will also find several worksheets throughout to help you develop an action plan for further improvement. All the guidance you need to develop into a skilled communicator can be found in the pages of this book. With practice, you can raise your communication skill into an art form.



Crisp: Delivering Effective Training Sessions: Becoming a Confident and Competent Presenter

Geri McArdle (Author)

Discusses the best training techniques, including icebreakers, audio and visual aids, group interaction, and much more.



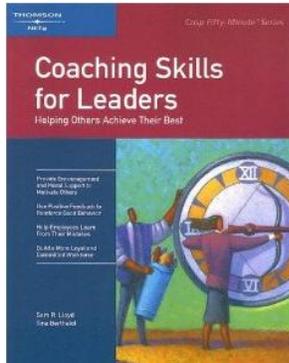
Putting Diversity to Work: How to Successfully Lead a Diverse Workforce

Kate Berardo (Author)

Employing people from different backgrounds can give your organization an edge, both internally and in the international arena. Putting Diversity to Work will help you integrate diversity into your search for highly skilled and multi-talented employees. This book will show what you can do to recruit the best people and build a creative, flexible, inclusive workplace. You will also learn ways to communicate effectively, create rapport, and manage conflict, as well as how to

work together as a team. Doing business in the global marketplace means that you have a consumer

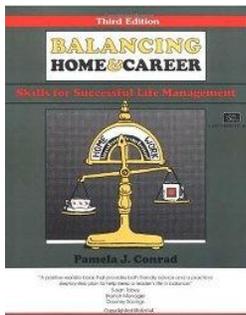
base that is expanding as well as your employee base. Reach out to every area of your business to improve your diversity practices from your stakeholders to your supply chain to better serve all of your markets.



Coaching Skills for Leaders: Helping Others Reach Their Potential

Sam R. Lloyd (Author)

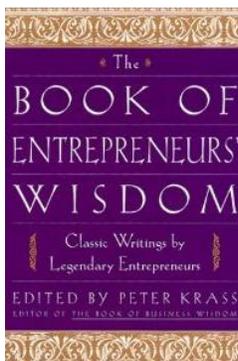
Organizations today are recognizing the need to retain managers who are also coaches-leaders and teachers who can motivate people to do their best, provide encouragement and moral support, and give positive feedback to help others improve. This book will help you build your coaching skills by showing you how to help others learn from their mistakes, how to use feedback to reinforce desirable behaviors, how to motivate different types of people, and how to caringly confront problem behaviors. Inspire others to learn, grow, and develop, and build a more loyal and committed workforce.



Balancing Home and Career, Third Edition: Skills for Successful Life Management

Pamela Conrad (Author)

Offers strategies for balancing home, career, and leisure activities.



The Book of Entrepreneurs' Wisdom: Classic Writings by Legendary Entrepreneurs

Peter Krass (Editor)

Praise for The Book of Entrepreneurs' Wisdom "A great tool, not just for entrepreneurs, but for anyone trying to improve their business skills. It sure would have been nice to have had this book twenty-three years ago.