



Recommended Resources Leadership, Performance Improvement and Change

Data Sanity by Davis Balestracci

Fourth Generation Management by Brian Joiner

Hardwiring Excellence by Quint Studer

Managerial Breakthrough, The Classic Book on Improving Management Performance by J. M. Juran

Firing on All Cylinders by Jim Clemmer

The Improvement Guide by Moen, Nolan, Nolan, Provost

Neave, H. (n.d.). **Understanding variation: The springboard for process improvement.** Download *free* from: http://www.routledge.com/economics/articles/understanding_variation1/

Nolan, T and Provost, L (1990, May). **Understanding variation.** *Quality Progress*. Retrieved from <http://www.apweb.org/UnderstandingVariation.pdf> [Direct link to a *free* .pdf copy of the article]

Absolute Honesty by Larry Johnson and Bob Phillips

QBQ! The Question Behind the Question by John Miller

If Disney Ran Your Hospital, 9 ½ Things You Would Do Differently by Fred Lee

Positive Discipline, How To Resolve Tough Performance Problems Quickly...and Permanently by Eric Harvey and Paul Sims

Switch, How To Change Things When Change Is Hard by Chip Heath and Dan Heath

The Checklist Manifesto, How To Get Things Right by Atul Gawande

From Chaos to Coherence [the power to change performance] by Doc Childre and Bruce Cryer

The Five Dysfunctions of a Team by Patrick Lencioni

Executive Power by David Lieberman