

## SUCCESS AT WORK; TIPS FOR NEW EMPLOYEES

(a selection of books available at the CENTRAL PERSONNEL LIBRARY)

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**Achieving success with super service** / Emsie Schoeman. - 1st ed. – Pretoria : Van Schaik, 1997.

**658.812 SCHOE**

BUSINESS ETIQUETTE : CUSTOMER SERVICES

A guide to business protocol for employers and employees at any level, providing advice that would enable them to render optimal professional service. It discusses topics such as dealing with customers or clients, handling correspondence, telephone calls, job applications and interviews, office hospitality and interaction between colleagues. A practical, step-by-step approach.

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**The art of achievement : mastering the 7 Cs of success in business and life** / Tom Morris. - 1st ed. - Kansas City : Andrews McMeel Pub., c2002. - xxiii, 180 p. : ill.

**158.1 MORRI**

SUCCESS : PSYCHOLOGICAL ASPECTS

This book is about making good things happen in business and in life. It lays out practical and powerful guidance for living articulated by the world's great thinkers. It is about growth, excellence, and a sense of satisfaction in everything we do - about making our mark in this world by mastering effective tools for creative and fulfilling achievement. These 7Cs are: conception of what we want; a strong confidence that we can attain our goal; a focused concentration on what it takes to reach that goal; a stubborn consistency in pursuing our vision; an emotional commitment to the importance of what we are doing; a good character to guide us; and a capacity to enjoy the process along the way. These qualities could not be attained once and for all, but are creative, progressive, skill based and directional matters of attitude and behaviour. The book helps readers map out new paths to a better health, greater efficiency, and deeper satisfaction.

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**Brain fitness at work** / Judith Jewell. - 1st ed. - London : Hamlyn, 2003.

**650.13 JEWEL**

SUCCESS IN BUSINESS

Though the emphasis of this book is (as the title suggests) on making your brain fitter for your employment, the volume ranges widely beyond this. It scans the areas of communication, memory, mental agility, stress and types of thinking, encouraging readers to assess their mental strengths and weaknesses and to develop a plan a plan to "work out" their brains. The author does not delve deeply on the theories and background of her subject. It gets you interested in one area, but after a mere two pages including a questionnaire and a brief conclusion the book moves on to a completely new topic. It will fascinate those seeking a series of questionnaires and tests to exercise their minds. It is fun packed with activities and every page has an interactive exercise of some kind. It points towards ways of thinking about thinking, and highlights tendencies of particular type of mental function as well as some ways of improving mental performance.

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**Dealing with difficult people** / Roy Lilley. - [New ed.] - London : Kogan Page, 2006.

**658.3145 LILLE**

INTERPERSONAL RELATIONS : CONFLICT MANAGEMENT

"This book looks at individual behaviour, what drives it and how to cope with it. It explains how to recognize and understand difficult people and their actions as a means to resolve problematic situations and awkward issues. A practical, accessible book, it is essential reading for managers looking to improve performance, sales people looking to win more business and for anyone who has to deal with difficult colleagues or the public". – Kalahari.net

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**Developing relationships at work : a manager's guide to creating effective interpersonal relationships in the workplace** / Eric Charoux. - 1st ed. - Randburg : Knowledge Resources, 2000.  
**658.3145 CHARO**

INTERPERSONAL RELATIONS : PERSONNEL MANAGEMENT

"Based on Charoux's more than 12 years of in-depth research and experience, this 'hands on' workbook provides you with scores of techniques and people-handling skills you require in day-to-day life: how to handle conflict, listen to others, empathise with their difficulties, build a successful team. The book contains dozens of case-studies, self-administered questionnaires, tips, step-by-step procedures and check lists. This book proves that interpersonal effectiveness is a skill that you can develop systematically."

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**Do's and don'ts - for the young office worker!** / Marie van Staden. - 1st ed. - Pretoria : Do's and Don'ts, 2000.

**395.52 VAN S**

OFFICE ETIQUETTE

Provides very important and practical information on what office workers should know. Topics covered include self-esteem, communication, sexual harrasment, conflict resolution, etc. This well organised publication will appeal to new office workers, particularly secretaries and/ receptionists.

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**Etiket : als wat jy wil weet** / Helena van Schalkwyk. - 1ste uitg. - Kaapstad : Pearson Education SA, 2003. - vii, 88 p. : ill. - (Kernbesigheid)

**395.52 VANSC**

BUSINESS ETIQUETTE

Hierdie inleidende, toeganklike boekie oor sake-etiket bespreek kortliks aspekte soos die kern van sake-etiket; hoe 'n aangename persoonlikheid, 'n positiewe selfbeeld en 'n goeie houding die fundamente is van gepaste persoonlike gedrag; professionele voorkoms, goeie persoonlike versorging en sakekleredrag; basiese sake-etiket op kantoor; hoe verskillende kulture, in Suid-Afrika sowel as in die buiteland, die belangrike sosiale gedrag van die ontmoet, die groet, bekendstelling en afskeid neem van mense hanteer; begrip van kulturele verskille aangaande tyd, aanraking en persoonlike ruimte; goeie mondelinge en geskrewe kommunikasie; effektiewe sake-aanbiedings; telefoontegnieke en -etiket; elektroniese kommunikasie; sakevergadering; sake-onthale; en sakereise. Die boekie bevat ook 'n woordelys en 'n byvoegsel oor hoe om jou kinders sake-etiket te help verstaan.

[Note: an **English** version is also available, under the title "**Etiquette : all you want to know without the jargon**"]

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**Get the balance right** / Belinda Henwood ; illustrations by Tanja Joubert. - 1st ed. - Welgemoed : Metz Press, 2005.

**646.700852 LINDE**

WORKING MOTHERS : LIFE SKILLS GUIDES

"Are you desperate for more time to do everything you have to do? Do you feel out of control and overwhelmed? Are you experiencing emotional extremes and don't know how you got through the day? Are you frantically juggling career, husband, children, friends, social and other responsibilities, bravely trying not to drop any balls or at least not too many at the same time? Then this title is for you. You need fast, effective tips on juggling these different responsibilities without losing sight of yourself and your personal needs. This balance is essential - if you are in a state of imbalance, you will not juggle well for long and may begin dropping balls. This title gives you an framework for understanding balance and imbalance, easy ways to identify where you need to create more balance, and practical techniques for achieving balance. Discover your unique way of experiencing stress; learn how to manage stress to maintain balance; develop good coping mechanisms to buffer the effects of stress and imbalance; learn how to make the most of your time and effort; apply easy to use, practical ideas for multitasking. Balance not only helps you to survive the tightrope of life, it also improves your quality of life and allows you to fully experience its many facets – career, family, partner, children, friends, social activities and self-fulfillment."

– Kalahari.net

[Note: an **Afrikaans** version is also available, under the title "**Kry balans in jou lewe**"]

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**God is my success : transforming adversity into your destiny** / Larry S Julian.

1st ed. - Cape Town : Struik Christian Books, 2006.

248.4

SUCCESS : RELIGIOUS ASPECTS : CHRISTIANITY

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**The heart of a winner : developing your emotional intelligence** / Pieter van Jaarsveld.

1st ed. - Wellington : Lux Verbi.BM, 2003.

248.4 VANJA

EMOTIONAL INTELLIGENCE

This life changing South African book blends psychology and theology to put destructive thoughts, habits, behaviour and emotions into the right perspective. "Since Daniel Goleman published the first on Emotional Intelligence in 1995, the emphasis has moved away from IQ assessment being the yardstick for success, to that of achievable emotional competency. This paradigm shift in the thinking of psychologists and educationalist has brought new hope to the everyday man, woman and child. No longer does our desire for future accomplishment and success in life appear to rest on the cognitive abilities". Life becomes open ended when people learn to master their emotional responses to situations. Some of the topics discussed in the book include: Upbringing and the impact of parents, teachers & peers; the subconscious mind and its impact on thought process & emotions; the power of self talk (negative & positive), stress management.

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**High flying** / by Debra Allcock. - 1st ed. - London : Industrial Soc., 1999 (2001 printing).

**658 ALLCO**

MANAGEMENT

This guide is aimed at those finding themselves in their first management job. The aspects she covers are : what do managers do, starting your new job as a manager, your role as leader, building relationships, networking and managing relationships when there is conflict, motivation, communication, managing time, problems and stress, your responsibility for health and safety, performance management, financial aspects, and recruitment and selection. Also contains a quick do's and don'ts guide, a jargon glossary and bibliographical references.

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**How to become CEO : the rules for rising to the top of any organization** / Jeffrey J. Fox.

1st ed. - London : Vermilion, 2000

**650.1 FOX**

PROMOTION : SUCCESS : BUSINESS

This little book of advice for those who are aiming to become CEOs (Chief Executive Officers) is for ambitious people - those who want to better themselves, contribute, make a difference, grow professionally, be more successful – even to the extent of becoming the CEO of an organisation. Many factors influence the path to becoming CEO, including work habits, luck, timing, competitors, personality, supporters, talent, and circumstances. This book will help readers better their work habits, influence the odds, impact timing, surpass competitors, and deftly use their talent. The ideas are based on the realities of business and organisations. The "common sense" ideas are "crisp, blunt, frank, generally non-judgemental, and easy to read, digest, and do". Among them are "avoid staff jobs, seek line jobs"; "don't expect the personnel department to plan your career"; "get and keep customers"; "don't smoke"; and "don't get buddy-buddy with your superiors".

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**Life skills : my journey, my destiny** / Elmarie van Heerden, editor. - 1st ed. - Pretoria : Van Schaik, 2005.

**158.10842 LIFE**

YOUNG ADULTS : LIFE SKILLS GUIDES

"Life skills - my journey, my destiny is directed primarily at learners within the higher education environment preparing to enter the work environment, and who are forming new types of relationships, redefining themselves and beginning to establish their identities as adults and workers. The complex social environment in which we live requires attention to skills enhancement and development. This title is a guide for students and facilitators of life skills modules or programmes. The practical and applied approach makes the title compatible with outcomes-based curricula. It is also a systematic and user-friendly guide to obtaining or enhancing critical skills." – Kalahari.net

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**Managing your boss and colleagues : manage your working relationships and achieve your business goals** / Steve Gravett. - 1st ed. - Oxford : How To Books, 2000. - (How to series)  
**658.3145 GRAVE**

INTERPERSONAL RELATIONS : PERSONNEL MANAGEMENT

This user-friendly book is a practical guide with a down to earth approach to relationship issues at the workplace. It offers refreshing insights and helpful advice designed to enable one to keep the appropriate level of control over his/ her workplace colleagues. The book has good examples, illustrations, case studies and an index. This is a useful book, both for employers and employees.

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**New employee orientation training** / Karen Lawson. - 1st ed. - Alexandria : ASTD, c2002 (2005 printing). (ASTD trainer's workshop series) Includes CD-ROM with ready-to-use Microsoft PowerPoint presentations  
**658.31242 LAWSO**

EMPLOYEE ORIENTATION

If you ever have to design new employee orientation programs at the organizational or departmental levels, then here is a guide that will help make the process easier and solve the most common challenges you are likely to face. This book offers a flexible, icon-driven format and dozens of worksheets, exercises, structured experiences, handouts, and assessments that allow you to develop customized new employee training lasting from one hour to a full day. Plus, you will find the companion CD provided with its ready-to-use PowerPoint presentations and electronic copies of all supporting material featured in the book an invaluable resource. This is a book that makes implementing a new employee training program a just in time reality. This book is part of the ASTD Trainer's WorkShop Series. [amazon.com]

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**The rules of life: a personal code for living a better, happier, more successful kind of life** / Richard Templar. 1st ed. - Harlow : Pearson Prentice Hall, 2006

**158 TEMPL**

SELF-ACTUALIZATION (PSYCHOLOGY)

"Some people seem naturally good at it. Life that is. They seem to sail through, being successful and happy and everything always seems to fall into place. We all know a few of them - those rare people who are happy and positive and make things happen; they have a loving family, great relationships, a supportive network and work they enjoy; they generate goodwill wherever they go and always seem to know the right thing to do - and then do it. They balance their lives without us ever seeing them frantically juggling, much less let it all drop in a mess on the floor. They are happy and successful, with diverse interests and a zest for life. How on earth do they do it? For most of us, some of the time life can be a bit of a struggle. People are difficult, things don't go our way, there's too much to deal with and we don't know how to make it all alright again. What is it that they know, that we don't? They know the Rules of Life. A simple set of principles that if followed, will hugely increase your chances of more things going your way, and that will guide you smoothly out of the tricky times when they happen." – kalahari.net

A follow-up to the bestselling "Rules of work".

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**The speed of trust : the one thing that changes everything** / Stephen M. R. Covey with Rebecca R. Merrill. - 1st ed. - New York : Simon & Schuster, 2006.

**650.1 COVEY**

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SUCCESS IN BUSINESS

"From Stephen R. Covey's eldest son come a revolutionary book that will guide business leaders, public figures and their organizations towards unprecedented productivity and satisfaction. Trust, says Stephen M. R. Covey, is the very basis of the 21st century's global economy, but its power is generally overlooked and misunderstood. Covey shows you how to inspire immediate trust in everyone you encounter - colleagues, constituents, the marketplace - allowing you to forego the time-killing and energy-draining check and balance bureaucracies that are so often relied upon in lieu of actual trust". – Kalahari.net

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**The rules of work: a definitive code for personal success** / Richard Templar.

1st ed. - Harlow : Prentice Hall Business, 2003

**650.1 TEMPL**

SUCCESS IN BUSINESS

"Some people seem to be just great at their job. They glide effortlessly onwards and upwards through all the politics, the back stabbing, the system, the nonsense that goes on. They always seem to say and do the

right thing. Everybody likes them. They get pay rises and promotion. They get on with the boss. And somehow, they do all these without breaking much of a sweat or seeming to put in excess effort. Is there something they do that we don't? Is it a natural ability or something we could all learn? The answer is a most definite and resounding yes. They know the 'Rules of Work'. These rules are about how you are seen to be doing your job - brilliantly and efficiently. They are about how you appear to others - successful and confident. This guide takes simple information about how people relate to each other in a completely artificial environment - the workplace - and uses it to promote your rise up the ladder of success. This is the book for you if you want to get on and up without becoming ruthless or unpleasant. This is the book for you if you want to be successful and still be able to live with yourself, and be regarded as a thoroughly decent person by your colleagues and bosses." – Kalahari.net  
""This is a definitive code for personal business success...Key points, concisely made, that can steer anyone through the minefield of office life." - Management Today

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**Tackle office nightmares : how to cope with tricky situations and people. -**  
1st ed. - London : Bloomsbury, 2004. - (Steps to success) (Business : the ultimate resource)

**650.1 TACKL**

WORK ENVIRONMENT : OFFICE POLITICS : SUCCESS IN BUSINESS

"This text offers solutions and advice on a wide range of contemporary issues, from how to defuse tense situations, to where to turn if you think you are being discriminated against, to stepping in to help others." – Kalahari.net

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**Think strategically : plan the future and make it happen /** Andy Bruce, Ken Langdon.  
1st ed. - London : Dorling Kindersley, 2007.

658.4012

"Develop your skills, realise your full potential and make your life work. From analysing your environment to implementing plans, equip yourself to become a master strategist. This pocket-sized book includes practical techniques, effective tips, 5-minute fixes and case studies to equip you to succeed in the real world, plus set your goals and check progress with simple self-assessment exercises. You can follow it as a complete course, or dip in and out of topics of particular interest." - kalahari.net

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**True professionalism : the courage to care about your people, your clients, and your career /** David H. Maister. - 1st ed. - New York : Free Press, c1997.

**650.1 MAIST**

SUCCESS : BUSINESS

This text argues that the primary road to commercial success is the pursuit of the highest standards. It presents a view of professionalism that encompasses dedication to self-improvement, a personal commitment to excellence and true service to clients. It challenges professionals to closely examine the meaning of their work and to reach beyond their grasp, and advises professional institutions that they should invest in skills building.

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**Winning at work /** Eleanor Lemmer. - 1st ed. - Pretoria : Van Schaik, 1996.

**650.1082 LEMME**

BUSINESS : SUCCESS : WOMEN

This book provides advice and guidelines for career fulfillment, success and professional conduct in the workplace. Also includes practical exercises.

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**Women at work : strategies for survival and success /** Anne Dickson. - 1st ed  
. - London : Kogan Page, 2000 (2001 printing). - vi, 166 p. - Index

**658.4094082 DICKS**

ASSERTIVENESS (PSYCHOLOGY) : EXECUTIVES : WOMEN : EXECUTIVE MANAGEMENT

Explores and explains the situation of working women - looking at the experience of individual women in the workplace, the problems they encounter and why. It then addresses the situation with practical skills and suggestions as to how to develop a genuine belief in one's own ability to communicate, to be

effective, to manage one's authority and weather the storms of working life with more confidence. The book is based on the content of the courses the author has taught for many years.

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**Your first thirty days : building a professional image in a new job** / Elwood N. Chapman. - 1st ed. - Menlo Park (Calif.) : Crisp Publications, 1990. - 64 p. : ill. - (A fifty-minute series book)

**658.31242 CHAPM**

ORIENTATION : EMPLOYEES : PERSONNEL MANAGEMENT

This book assists new employees to make a successful transition into a new work environment. Includes advice on getting ready for the first day on the job. Handles the first four weeks separately with checklists, questions and a case study included for each week. Can be used for individual study or by HR divisions as part of orientation programmes.

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**Your professional image : your guide to social and professional success** / by Shirley Robbins. - Rev. ed. - Milnerton : Capsal Publishers, 2005. - v, 161 p. : ill. - (Spruce up educational series)

**650.13 ROBB**

SUCCESS IN BUSINESS

"We influence people - and are in turn judged by them - through the total image that we present; that is, through our appearance, gestures, voice and surroundings more than by what we actually say. This book looks at all aspects of presentation so that you may put yourself across more effectively. Why do some people project an image of self-confidence while others do not? This book will show you why. Through self-examination you can identify those areas that need improvement. If you don't love yourself, no-one else will! The image you present to the world is often seen by others as the level of your self-esteem. If you believe that you are of value and have potential to grow, then this book will be a valuable guide to your success - both personal and professional." – [www.capsal.co.za](http://www.capsal.co.za)

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