

## SOME SUGGESTED READINGS FOR CON RUNNERS

by Patty Wells

### *Leadership When the Heat's On*

Danny Cox with John Hoover, McGraw-Hill Inc., New York 1992, \$19.95

This is the one general management book that deals with the pressured conditions under which we work. It is designed to cover management in the scaled back, recession ridden 90's, when you're asking for too much work with too little compensation. It sounds a lot like convention management.

### *301 Great Management Ideas from America's Most Innovative Small Businesses*

Sara P. Noble, ed., Goldhirsh Group, 1991, \$13.95

This book includes some nice tips on motivating people and on running effective meetings.

### *The Complete Guide to Special Event Management*

Dwight Catherwood, Richard L. Von Kirk, John Wiley & Sons, 1992

### *Making Things Happen; How to be an Effective Volunteer*

Joan Wolfe, Island Press, Washington DC, 1991

This book covers volunteer recruitment and management.

### *Service, Service, Service, The Key to Winning Lifetime Customers*

Career Press, Rockhurst, 1992

This training manual talks about handling complaints, training for a pleasant attitude when working with the public.

### *Customer Satisfaction; The Other Half of Your Job*

Dru Scott, Ph.D., Crisp Publications, Los Altos, CA 1991, \$8.95

Covers burnout, complaints, gaining cooperation, working with difficult people

### *Working with Difficult People*

Muriel Solomon, Prentice Hall, New Jersey, 1990

100 types of difficult people that sound very much like con committee, and methods of conflict resolution.

### *Get the Results You Want*

Kim Kosters and Linda Malatesta, Metamorphous Press, Los Altos, CA, 1989, \$13.95

The most accessible of the NLP communication books.

### *The Gentle Art of Verbal Self Defense*

Suzette Haden Elgin, 1982