

Revised 10/23/08

**Required Reading List
Administrative Support Certification Program
Level III**

- *BEYOND HELLO: A Practical Guide for Excellent Telephone Communication and Quality Customer Service – Jeannie Davis and Pat Landaker**
- *BUILDING A PARTNERSHIP WITH YOUR BOSS: A Take Charge Assistant Book - Jerry Wisinski**
- *COMMUNICATION MIRACLES AT WORK: Effective Tools for Getting the Most from Your Work Relationship – Matthew Gilbert**
- *DEALING WITH CHANGE – Bonnie J. Messer**
- *DEALING WITH DIFFICULT PEOPLE: 24 Lessons for Bringing out the Best in Everyone – Rick Brinkman and Rick Kirschner**
- *EFFECTIVE COMMUNICATION SKILLS – Marsha Ludden**
- *EIGHT ESSENTIAL STEPS TO CONFLICT RESOLUTION – Dudley Weeks**
- “GREAT CUSTOMER SERVICE ON THE TELEPHONE” – Kristin Anderson**
- *HOW TO GET CONTROL OF YOUR TIME AND YOUR LIFE – Alan Lakein**
- *MANAGING MULTIPLE BOSSES: How to Juggle Priorities, Personalities & Projects – and make it look easy – Pat Nickerson**
- “LIFE MATTERS – CREATING A DYNAMIC BALANCE OF WORK, FAMILY, TIME AND MONEY” – A. ROGER MERRILL AND REBECCA R. MERRILL**
- “THE ANATOMY OF PEACE – RESOLVING THE HEART OF CONFLICT” Arbinger Institute**
- *THE NEW EXECUTIVE ASSISTANT: Advice for Succeeding in your Career – Melba J. Duncan**
- “THE VALUABLE OFFICE PROFESSIONAL” – Michelle Burke**
- * OFFICE FENG SHUI: Creating Harmony in Your Workspace – Darrin Zeer**

***ORGANIZE YOUR OFFICE!: Simple Routines for Managing your Workspace
- Ronni Eisenberg and Kate Kelly**

***THE POWER OF POSITIVE THINKING – Norman Vincent Peale**

***THE VALUABLE OFFICE PROFESSIONAL – Michelle Marie Burke and
Mary Glenn**