Books and other resources that some of today’s financial aid directors have found helpful:

**Financial Aid Administration**
- **You’re the Director: A Guide to Leadership in Student Financial Aid**, NASFAA

**Management and Leadership**
- **One Minute Manager**, Kenneth Blanchard & Spencer Johnson
  - “Self Reliance”, essay by Ralph Waldo Emerson, [http://www.emersoncentral.com/selfreliance.htm](http://www.emersoncentral.com/selfreliance.htm)
- **First, Break All the Rules**, Marcus Buckingham and Donald O Clifton, Simon and Shuster, 1999.
- **5 Levels of Leadership**, John C. Maxwell, Center Street, 2011
- **Strength Finders 2.0, Strengths Based Leadership**, Tom Rath and Barry Conchie, Gallup Press, 2008
- **Fierce Conversations: Achieving Success at Work and Life, One Conversation at a Time.**

**Serving the Public**
- **Be Our Guest**, Theodore Kinni and the Disney Institute, 2011

**Supervision**
- **Crucial Conversations – Tools for Talking When Stakes are High** by Karry Patterson, Joseph Grenny, Ron McMillan & Al Switzler, McGraw-Hill Companies, 2012
- **Three Signs of a Miserable Job: A Fable for Managers (and Their Employees)**, Patrick Lencioni, Jossey-Bass, 2007
- **The Heart of Coaching**, Thomas G. Crane, FTA Press, 2002
- The school’s HR Policy manual