



Required Reading Report Level III

Name: *(last, first, middle initial)*

Agency:

Address:

Telephone Number:

Email Address:

I. Title of Book *(Note: Book must be from approved ASCP Reading List)*

II. Author

III. Please summarize major points in the book. (This should be a minimum 2 paragraph OVERVIEW)



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IV. Please indicate how you can apply information/principles from this book to your work setting. (This should be a 2-paragraph answer)

Participant's Signature:	Date:
Director of ASCP Approval:	Date:

Mailing Address:



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REQUIRED READING LIST

ADMINISTRATIVE SERVICE CERTIFICATION PROGRAM - LEVEL III

Attitude is Everything— Keith Harrell

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 Difficult People: 24 Lessons for Bringing out the Best in Everyone – Rick Brinkman and Rick Kirschner

Eat That Frog: 21 Great Ways to Stop Procrastinating and Get More Done in Less Time— Brian Tracy

Effective Communication Skills – Marsha Ludden

Empowering Yourself: The Organizational Game Revealed- Harvey Coleman

4 Essential Keys to Effective Communication In Love, Work – Anywhere -Bento C. Leal, III

Getting Things Done—Brian Tracy, Patricia Ball, David Hayes and Patricia Fripp

Getting to Yes and The Art of Business Improv—Bob Kulhan with Chuck Crisafulli

Great Customer Service on the Telephone – Kristin Anderson

How to Win Friends and Influence People- Dale Carnegie

Less: Accomplishing More by Doing Less— Marc Lesser

Life Matters – Creating a Dynamic Balance of Work, Family, Time and Money – A. Roger Merrill and Rebecca R. Merrill

Managing Multiple Bosses: How to Juggle Priorities, Personalities & Projects and Make it look Easy – Pat Nickerson

Managing Stress: Keeping Calm Under Fire—Barbara J. Braham

The New Executive Assistant: Advice for Succeeding in your Career – Melba J. Duncan



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The “No” Complaining Rule: Positive Ways to Deal with Negativity at Work– Jon Gordon

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

Please Understand Me: Character & Temperament Types—David Keirseay and Marilyn Bates

The Power of Positive Thinking – Norman Vincent Peale

Wired for Conflict: The Role of Personality in Resolving Differences – Sondra S. VanSant

Work it Out: Clues for Solving Problems at Work – Sandra Krebs Hirsh