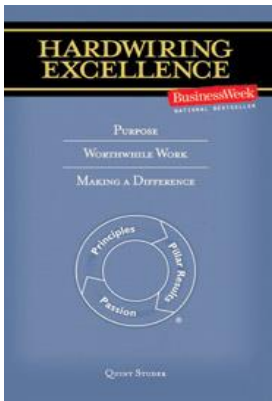


These books will inspire and motivate you to make positive changes in your organisation

For all book orders, please complete the book order form and return via email to peta@studergroup.com.au
For further information, please call +61 7 5539 8801

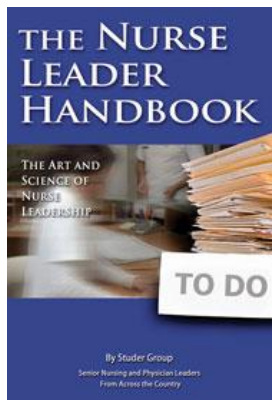


Hardwiring Excellence

This Little Book that Could –

By: Quint Studer

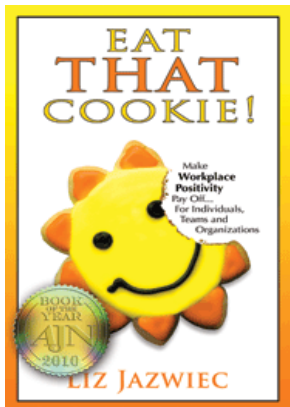
Fire Starter Publishing released Quint Studer’s Hardwiring Excellence in 2003. This book quickly struck a chord with healthcare professionals. It went on to become a Business Week bestseller and also reach #6 on Amazon’s top-selling paperback business books list. To date, more than 400,000 copies have been sold. In Hardwiring Excellence Quint Studer helps health care professionals to rekindle the flame and offers a road map to creating and sustaining a Culture of Service and Operational Excellence that drives bottom-line results.



Nurse Leader Handbook

The Art and Science of Nurse Leadership

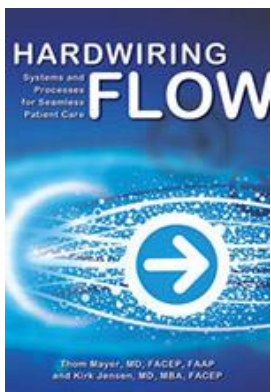
Imagine what it's like to be a nurse leader. (Actually, many of you reading this don't have to imagine!) You're caring for patients - a tough job in and of itself - and you're expected to keep doing that and manage a staff of others like you. In many organisations, nurse leaders get only a classroom course and a one or two-week training period to help them make the transition. *The Nurse Leader Handbook: The Art and Science of Nurse Leadership* helps "fill in the knowledge gaps" for the courageous and dedicated men and women who take on one of the most complex jobs in healthcare.



Eat That Cookie

By: Liz Jazwiec, RN

Is it possible to create a positive workforce in negative times? Yes, it is, says speaker, strategist and consultant Liz Jazwiec, RN. But first you have to get real about how tough a job in healthcare really is. About the negative things you and your staff members do to make it even tougher. In her new book, *Eat THAT Cookie! How Workplace Positivity Pays Off... For Individuals, Teams and Organizations*, Liz gets real about all that and more. In her darkly humorous, ever-so-slightly sarcastic style -after all she was an ER nurse - she builds a case for the powerful benefits of a positive workplace. (Hint: better patient service, improved efficiencies and lower employee turnover all make the list.)

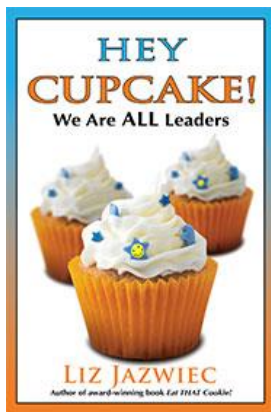


Hardwiring Flow

Systems and Processes for Seamless Patient Care

By: Kirk Jensen, MD, MBA, FACEP; Thom Mayer, MD, FACEP, FAAP

You know you have great healthcare providers. But are your systems and processes letting them maximize the time they spend with patients? It's a deeply important question. Even the best, most talented, most compassionate healthcare providers are only as good as the context in which they practice. Organisations must set them up to do their best possible work. Only when patients flow smoothly through the care process can doctors, nurses, and other care providers execute their tasks efficiently and effectively.



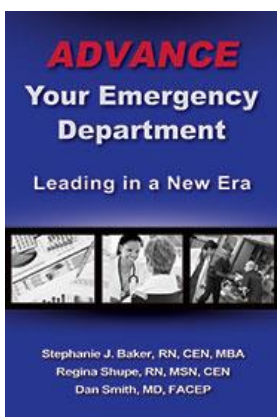
Hey Cupcake!
We Are All Leaders
By: Liz Jazwiec, RN

A lot of books have been written on leadership, but few have told the brutal—and funny—truth quite like this one. In her trademark sarcastic style Liz Jazwiec continues her mission to eradicate victim thinking. She shares her amusing approach to managing change (it involves the acronym BARF) and delivers solid advice on topics from dealing with problem employees to owning the tough decisions to telling others what you really need.



Oh No... Not More of the Fluffy Stuff!
The Power of Engagement
By: Rich Bluni

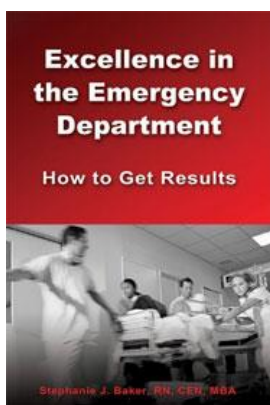
Oh No...Not More of That Fluffy Stuff!: The Power of Engagement is a funny, heartfelt, and inspiring look at what it takes to overcome huge obstacles and tap into the passion that fuels our best work. A follow-up to Bluni's wildly popular *Inspired Nurse*, it's filled with aha moments and practical exercises that help readers become happier, more excited, and more connected to the meaning in their daily lives.



Advance Your Emergency Department
Leading in the New Era

By: Stephanie Baker, RN, MBA, CEN; Dan Smith; Regina Shupe, RN, MSN, CEN

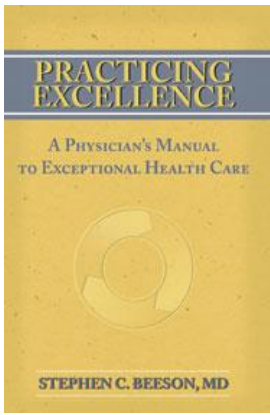
Crowded emergency departments and long patient wait times were accepted as the status quo. Our mindset was that much of what happens in the ED is out of our control. Today, we know that's not true. And with quality and perception of care increasingly linked to reimbursement, it's time to take control. Learn some high impact tactics to improve the ED experience and set your entire organisation up for success.



Excellence in the Emergency Department
How to Get Results

By: Stephanie Baker, RN, MBA, CEN

For years healthcare professionals believed creating greater emergency departments was next to impossible. And it's true that too many patients, too few resources and too few hours in the day add up to big challenges. Yet where there's a will—and a team of passionate, caring staff members—there's most definitely a way. *Excellence in the Emergency Department* explains how.

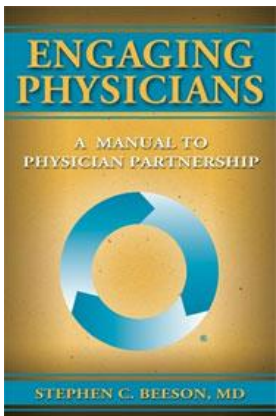


Practicing Excellence

A Physician's Manual to Exceptional Health Care

By: *Stephen Beeson, MD*

So much of a medical organisation's success rides on the leadership, conduct and performance of its physicians. How does a healthcare organisation engage its physicians to lead by example? And how does a physician—in the midst of 25 appointments, 30 phone messages, hospital rounds, and the details of "managing" a clinical practice—do what needs to be done to foster satisfaction and loyalty among patients? Practicing Excellence eloquently answers these questions.



Engaging Physicians

A Manual to Physician Partnership

By: *Stephen Beeson, MD*

From the author of bestselling and highly acclaimed Practicing Excellence, comes a tactical and passionate roadmap for physician collaboration to generate organisational high performance.

The book is designed for healthcare leaders and physicians to answer every question regarding getting physicians "on board" and creating partners for organisational change.

Engaging Physicians is a tested, staged approach to create physician loyalty, improve physician partnerships and generate superior organisational *performance*.

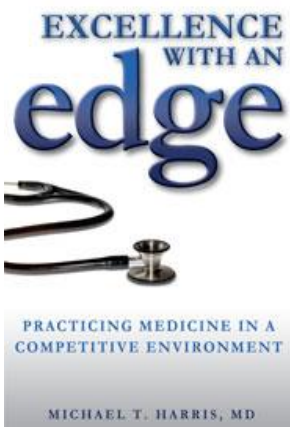


Results That Last

Hardwiring Behaviours that will take your Company to the Top

By: *Quint Studer*

Healthcare leaders typically read "general business" books and figure out how to apply them to a healthcare setting. Results That Last, represents a unique opportunity to share the tremendous progress our industry is making with leaders in other business arenas. Results That Last, teaches leaders in every industry how to apply his tactics and strategies to their own organisations to build a corporate culture that consistently reaches and exceeds its goals. He has a gift for helping struggling companies implement and hardwire brilliantly simple fixes that solve larger problems in a self-perpetuating, almost organic way. Written in a conversational, easy-to-read format, each chapter includes compelling real-world stories that bring Studer's prescriptions to vibrant life. Results That Last offers sound, proven tactics for turning troubled businesses into consistent moneymakers.



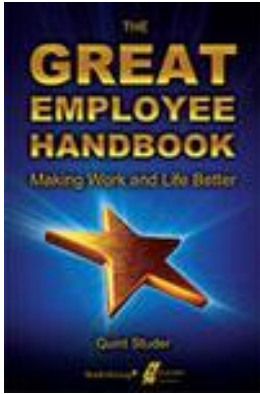
Excellence with an Edge

Practicing Medicine in a Competitive Environment

By: *Michael Harris, MD*

21st century doctors work in a field that seems to grow more complicated every day. At the same time, the competition gets fiercer and fiercer. The implication is clear: yes, you must consistently provide the highest quality care and great service - they're the tickets to entry in this profession - but in order to do that doctors must also be able to run a great business.

Excellence with an Edge, by Dr. Michael T. Harris, Vice Chairman of Surgery at The Mount Sinai School of Medicine, provides physicians with practical tools and techniques for running a financially sound practice. This is an excellent book for hospitals to provide to referring physicians.

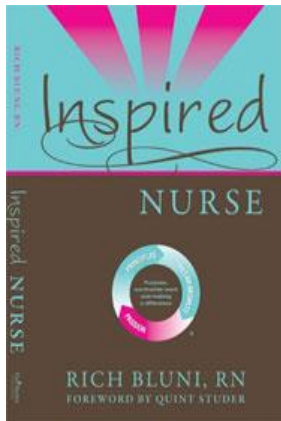


The Great Employee Handbook

Making Work and Life Better

By: *Quint Studer*

The Most Valuable On-the-Job Skills Come from Experience—But You Don't Have to Work a Lifetime to Master Them. Often, it's the day-to-day issues, those not found in any training manual, that keep us from being our best at work. We've all looked back on challenges we've faced—whether they involved a boss, a coworker, or a customer—and thought, if I knew then what I know now, I would have handled that in a completely different way!



Inspired Nurse

By: *Rich Bluni, RN*

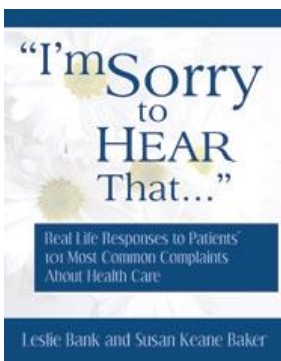
Few other professions afford the opportunity to impact lives on such a profound level, not only physically but emotionally and spiritually as well. Yet the same qualities that make nursing so deeply rewarding can also make it a challenge, over time, to sustain your energy and passion. *Inspired Nurse* helps us maintain and recapture those elusive qualities.



Inspired Journal

By: *Rich Bluni, RN*

Write Your Way To Inspiration. Your work as a nurse brings many inspiring moments. By setting aside time to explore and reflect on these events in writing, you can more fully integrate their gifts into your daily life. *Inspired Journal* was created to help you do just that.

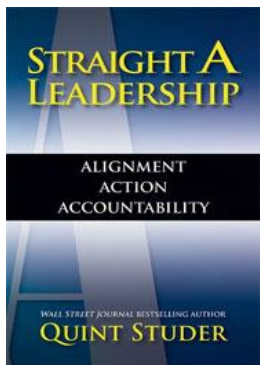


"I'm Sorry to Hear That ..."

Real Life Responses to Patient

By: *Leslie Bank; Susan Baker*

From the patient's perspective, a complaint about healthcare or service is an urgent statement of fact. "I am here where I don't want to be," "I am frightened and unsure what will happen next," "I put my trust in you, and now something is wrong," or "How can I be sure I will be okay?" When you respond to a patient's complaint, you are responding to the patient's sense of helplessness and anxiety. The service recovery scripts offered in this book can help you recover a patient's confidence in you and your organisation.

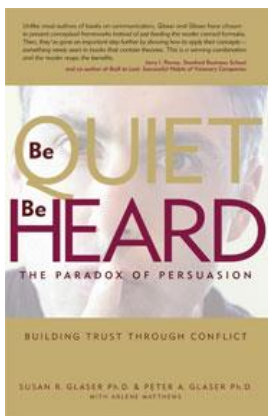


Straight A Leadership

Alignment, Action & Accountability

By: Quint Studer

Today more than ever, your senior leaders must produce "Straight A" work. Quint Studer's new book is the study guide they need. Straight A Leadership, a book by Wall Street Journal bestselling author Quint Studer, can help your organisation achieve the peak performance it needs to survive in the toughest environment.



Be Quiet Be Heard:

The Paradox of Persuasion

Our impact, our influence, and our legacy are decided by how we communicate through a universe in potentially deadlocked moments. Even with the best of intentions, many of us react automatically and emotionally, making communication blunders that take a toll on our professional and personal lives.

This refreshing, clear approach features flexible guidelines and progressive steps to develop and sustain strong positive relationships - and, when necessary, to repair damaged ones. The book features real world examples that offer glimpses of high-functioning organisations and people - all in one wise, funny, and accessible package.

LEADERSHIP
AND
MEDICINE

Floyd D. Loop, M.D.

Leadership and Medicine

By: Floyd D. Loop, MD

A great medical organisation is first and foremost its talent base. Leadership at every level protects and advances the mission and becomes a magnet for recruitment and retention of the best staff. The Cleveland Clinic is a model of integration, quality and value for patients worldwide. That's the message that shines through every page of Leadership and Medicine. Author Floyd D. Loop, M.D., an accomplished physician leader, provides a compelling inside look at what it takes to run a major medical system. Along the way, he teaches readers some valuable lessons about the art and science of leadership.

THRIVING IN
HEALTHCARE

A Positive Approach to
Reclaim Balance and Avoid
Burnout in Your Busy Life

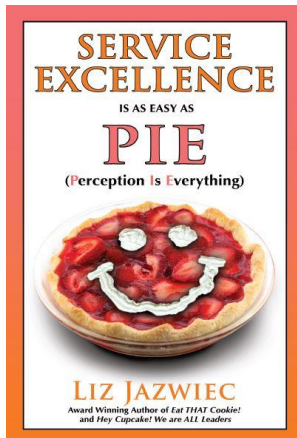
AUTHORS: GARY R. SIMONDS, M.D. | WAYNE M. SOTILE, PH.D.

Thriving in HealthCare

By: Gary R. Simonds M.D. & Wayne M. Sotile, PH.D

Drs. Simonds and Sotile provide a "survival guide for the psyche," packed with insights and strategies to help you develop the resilience needed to succeed and grow—both personally and professionally—in the modern healthcare industry. Based on their decades of experience coaching healthcare professionals, and building upon their findings from a five-year resilience development program at Virginia Tech Carilion School of Medicine, Simonds and Sotile bring solutions to the top barriers healthcare professionals face, including:

- Debunking the myth of work-life balance and, rather, finding the blend that works for you
- Hardwiring healthy coping mechanisms for dealing with on-the-job stressors
- Fostering a collaborative and joyful workplace culture that encourages teamwork

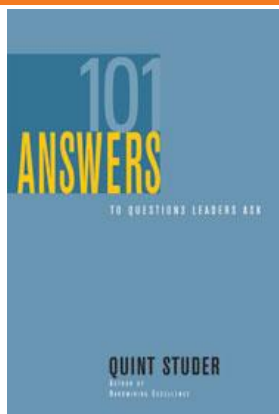


Service Excellence is as Easy as PIE

Perception Is Everything

By Liz Jazwiec

Most of us work ourselves silly focusing on quality, demonstrated outcomes, and proven results. Yet too often we stop short of the final step: zeroing in on how all our hard work comes across to the patient or customer. Why *do* we spend so much time making sure the ingredients are right.....and so little time thinking about *perception*?

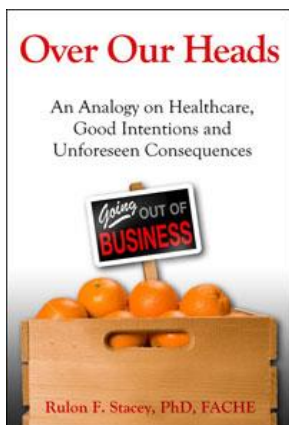


In 101 Answers to Questions Leaders Ask

By: Quint Studer

In 101 Answers to Questions Leaders Ask, Quint Studer offers practical, prescriptive solutions to some of the many questions he's received from healthcare leaders around the country since the debut of "Ask Quint" on the Studer Group website.

Questions are organized by topic, making the book valuable as a reference point for specific issues or on-the-spot problem-solving.



Over Our Heads

An Analogy on Healthcare, Good Intentions, and Unforeseen Consequences

By: Rulon Stacey, PHD, FACHE

A new book by Rulon Stacey, points to good intentions and government interference.

This book will be welcomed by healthcare professionals searching for a way to tell their story, political reformers building a case for change, students seeking a defined case study on the healthcare cost crisis, and citizens seeking insights on how we got so far in "over our heads"-and where we're likely to end up.

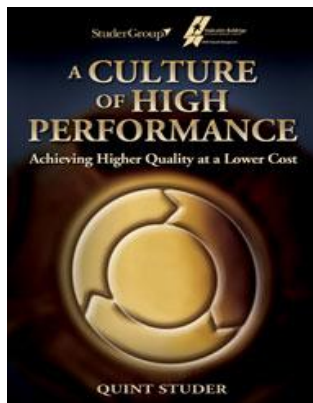


Wait A Hot Minute!

How to Manage Your Life with the Minutes You Have

By: Jackie Gaine, MS, RN

My schedule is CRAZY right now... There just aren't enough hours in the day... I wish I could take a moment to catch my breath but life won't slow down long enough. Chances are, you've already said something like this today (probably while checking your phone for the fifth time in an hour). The reality is that most of us do not want to make the sacrifices needed to live comfortably within 24 hours and make tough choices to decrease stress and anxiety. Bestselling author Jackie Gaines wants you to finally get real about all the ways you're squandering your most precious resource. *Wait a Hot Minute!* offers "respectful truth-telling" about the time robbers that are ruining your life and lays out some practical tips to help you refocus on the things that really matter.

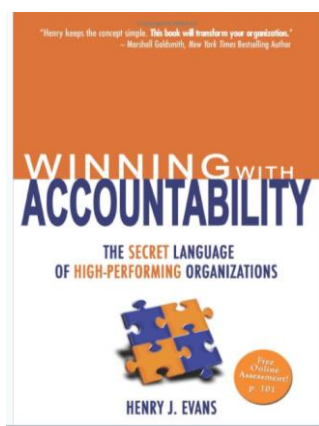


A Culture of High Performance

Achieving Higher Quality at a Lower Cost

By: *Quint Studer*

Our industry has always dealt with change. But the environment we’re navigating now requires change at a whole different level. We’ve moved from experiencing episodic change to continuous change—and as John Kotter has famously noted, that requires a whole different set of skills and a whole different level of urgency. In his new book, *A Culture of High Performance: Achieving Higher Quality at a Lower Cost*, thought leader Quint Studer explains how to leverage the powerful values that have always defined “healthcare people”—passion, fortitude, willingness to learn—to meet the challenges of our disruptive external environment.

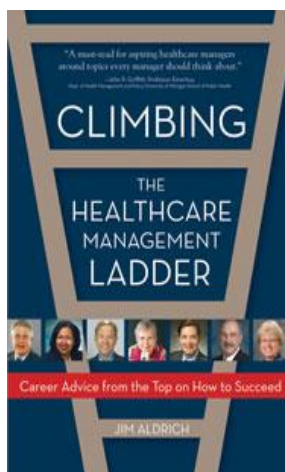


Winning with Accountability

The Secret Language of High-Performing Organizations

By: *Henry J Evans*

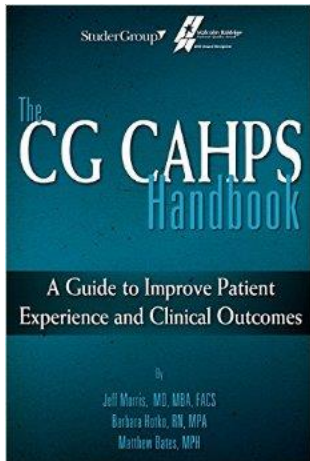
Success can’t happen without accountability. It is that simple. For over 10 years, Henry Evans has worked with hundreds of organisations around the world, teaching and building accountability. This book offers that same guidance to you, your colleagues and your team to reach new levels of excellence and success. In *Winning with Accountability*, Henry offers a step-by-step guide to help any organisation improve performance by creating a culture of accountability. The strategies in this book are simple, easy to implement...and the results are immediate! It should be required reading for every member of every team. Read, enjoy, and win with accountability!



Climbing the Healthcare Management Ladder

By *Jim Aldrich, MHSA, MBA*

In today’s competitive job market, it takes more than degrees and aspirations to become a leader at a hospital or healthcare organization. *Climbing the Healthcare Management Ladder* gives aspiring leaders the edge they need to achieve their professional goals in the field of healthcare.

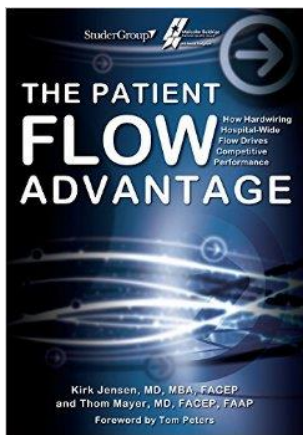


The CG CAHPS Handbook

A Guide to Improve Patient Experience and Clinical Outcome

By: Barbara Hotko, RN; Jeff Morris, MD, FACS, MBA; Matthew Bates

Are you ready for CG CAHPS? Just as Studer Group helps organisations we coach to outperform and outpace the nation in HCAHPS, we bring the same expertise to CG CAHPS. The CG CAHPS Handbook is your guide to improved patient experience and clinical outcomes. Gain tools and tactics to consistently deliver on what matters most to patients and their families.



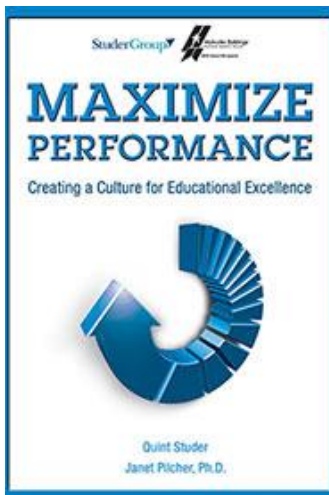
Patient Flow Advantage:

How Hardwiring Hospital-Wide Flows Drives Competitive Performance

By: Dr. Kirk Jensen (Author), Dr. Thom Mayer (Author)

SOME IS NOT A NUMBER. SOON IS NOT A TIME. SOMEHOW IS NOT A STRATEGY!

How *will* your organisation survive and thrive with the shift from volume to value? In healthcare, change used to be less frequent. But today, each of us works in a capacity-constrained environment where change is constant and patient volume is ever increasing. Flow matters. In fact, it's non-negotiable. Efficient patient flow has never been more critical to ensure patient safety, satisfaction, and optimal reimbursement. In *The Patient Flow Advantage: How Hardwiring Hospital-Wide Flow Drives Competitive Performance*, Drs. Kirk Jensen and Thom Mayer share tips and best practices from their Flow Tool Kit. This resource was developed based on years of hardwiring flow in hundreds of hospitals across the U.S. and Canada.



Maximize Performance

Creating a Culture for Educational Excellence

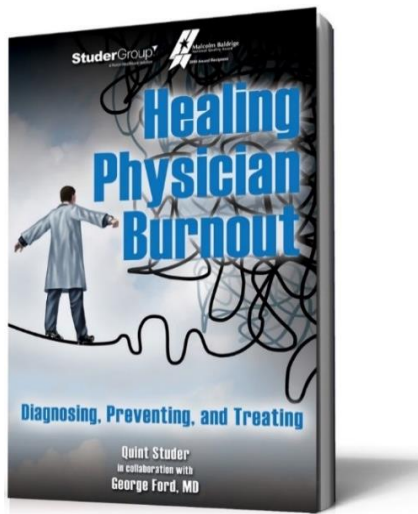
By: Quint Studer; Janet Pilcher

Our professional field has always dealt with change. But the environment we're navigating now requires change at a new level. We've moved from experiencing episodic change to continuous change—and as John Kotter has famously noted, that requires a whole different set of skills and a whole different level of urgency.

In *Maximize Performance: Creating a Culture for Educational Excellence*, Quint Studer and Dr. Janet Pilcher explain how to leverage the powerful values that have always defined educators—passion, fortitude, willingness to learn—to meet the challenges of our disruptive external environment. Together, they lay out the framework, principles, processes, and tactics that hardwire excellence in educational systems—all the while growing a culture of consistent, reliable execution that drives quality higher and higher (and higher!) and produces significant results.

The book will help you:

- Apply organizational and leadership assessments to diagnose educational system strengths and areas to improve
- Align key performance drivers throughout the educational system (all schools and all departments)
- Coach executive teams to work with leaders to select school and department strategies aligned to key drivers
- Engage in district, department, and school performance reviews to validate the execution of strategies at the system, school, and department levels
- Train leaders in core leadership skills: Performance Management, Key Communication Skills, Teamwork



Healing Physician Burnout

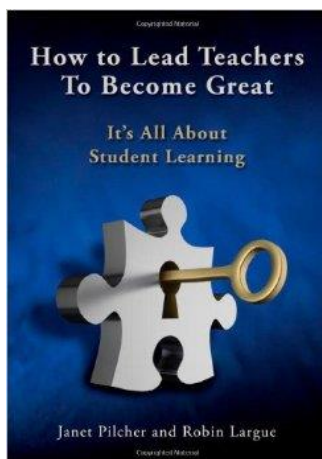
Diagnosing, Preventing, and Treating

By: Quint Studer; in collaboration with George Ford, MD

This is a book about physician burnout. It's also a book about physician engagement. Why? Because these two concepts are deeply connected. When physicians team up with the organisations they work for to pursue mutual goals, they are far less likely to burn out. And when organisations seek to prevent and treat physician burnout, they go a long way toward getting everyone—physicians included—working together to meet the same goals.

There has never been a better time for organisations and physicians to join forces to make sure this happens. High rates of physician burnout and a rapid push toward integration demand it. And while it will surely be challenging, together we *can* create the right environment to facilitate massive change while keeping physicians physically, mentally, and emotionally strong. *Healing Physician Burnout*—written by healthcare performance expert Quint Studer in collaboration with George Ford, MD—explains how. You'll find:

- Evidence on why burnout is so high in physicians and why organisations should care
- Tactics health system leaders can use to partner with physicians to help them avoid burnout—and to ensure that everyone is working toward the same goals
- Burnout “red flags” leaders and physicians should watch for so that help may be provided early on
- Personal profiles that tell of physicians’ triumphs over burnout and showcase the passion and purpose that keep them persevering
- Actions physicians can take to heal their own burnout and help others to do so as well
- While no one can stop the shift our industry is undergoing, we can create the kind of positive, supportive work environments that help physicians cope and, ultimately, thrive.

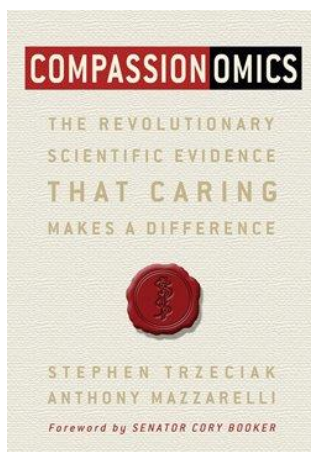


How to Lead Teachers To Become Great

It's All About Student Learning

By: Janet Pilcher and Robin Largue

Are you interested in retaining teachers and watching student learning improve? Are you concerned about parent engagement and staff satisfaction? With Evidence-Based Leadership in Education, you will learn the key tools and tactics that can help your district, your school, and your classroom excel. This book brings the “best practices” from healthcare to education....and students are the biggest winners of all.



Compassionomics

The Revolutionary Scientific Evidence That Caring Makes A Difference

By: Stephen Trzeciak and Anthony Mazzaelli

Now, for the first time ever, a rigorous review of the science – coupled with captivating stories from the front lines of medicine – demonstrates that human connection in health care matters in astonishing ways. Never before has all the evidence been synthesized together in one place.



The E-Factor

How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare

By: *Craig Deao, MHA*

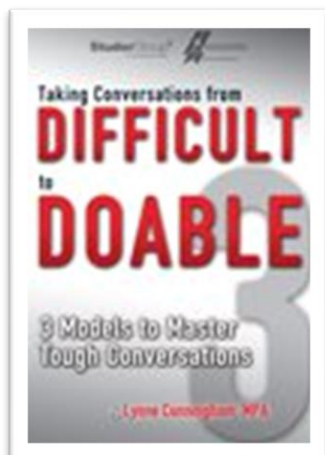
If you're seeking to create a culture of high engagement you're not alone. Great clinical quality depends on it. Price pressures demand it. Where engagement doesn't exist, all stakeholders suffer. Employees leave, physicians burn out, patients neglect their care plans, lose trust in their caregivers, and drift away altogether.

These are costly problems. Craig Deao has created a unique and progressive four-pronged model to help organizations solve them. In *The E-Factor*, he shows how engagement cascades from the top: it starts with leaders, flows down to employees and physicians, and finally reaches (and activates) patients. He then lays out a step-by-step strategy for engaging all four groups simultaneously.

Taking Conversations from Difficult to Doable

By *Lynne Cunningham, MPA, FACHE*

You'll never *love* difficult conversations—but you can learn to navigate them more successfully than you ever thought possible.



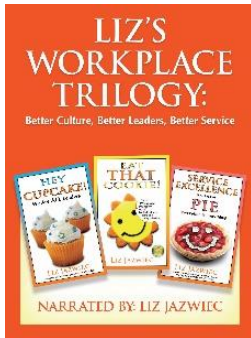
Have you ever dreaded holding a tough but necessary conversation with an employee, coworker, or boss? Do you put off such conversations for far too long? Have you ever launched into a difficult conversation without being well prepared, only to have the interaction spiral out of control? Most leaders will probably answer *yes* to at least one, if not all, of these questions.

Taking Conversations from Difficult to Doable: 3 Models to Master Tough Conversations can help you “bite the bullet” and say what needs saying in the most effective possible way. Written by Lynne Cunningham, MPA, FACHE, this book explains why we shy away from these critical conversations and provides the tools and tactics to navigate them confidently and effectively

Here's just a sampling of the book's insights:

- What happens when we ignore situations that call for a difficult conversation
- How to structure and execute a conversation with a peer, direct report, boss or physician
- How to implement each of the three powerful conversation models detailed in the book so that the outcome is a “win-win”
- Why practicing difficult conversations is so important (Cunningham provides common scenarios you and your team can modify and role play)
- Why creating official Standards of Behavior at your organisation provides a solid foundation for difficult conversations
- What triangulation means, why it's harmful, and how to handle it when it happens
- How to respond when a person's behavior doesn't change after a difficult conversation

Unlike most books on this subject, this publication is short and to the point with a focus on easy-to-understand tactics. Its style and length make it perfect for today's busy leaders. Best of all, it helps you master the right skills quickly—and once you've done this you'll find all your conversations become easier, less stressful and more successful.



Liz's Workplace Trilogy

Listen, learn, and laugh along with Liz Jazwiec as she reads through her award winning titles, *Eat That Cookie!*, *Hey Cupcake!*, and *Service Excellence is as Easy as PIE*. Liz's Workplace Trilogy guides you through the learning for better culture, better leaders, and better service. It is a 10 disc CD set. Run time just under 12 hours.

AUDIOBOOKS available through [Audible.com](https://www.audible.com), [Amazon.com](https://www.amazon.com), and [iTunes](https://www.apple.com/itunes).

Softcover publications available at Studer Group Australia Queensland Office, tele: +61 7 5539 8801 or Studer Group USA www.FireStarterPublishing.com

Currently available in audiobook



- *Hardwiring Excellence*
- *Straight A Leadership*
- *The Great Employee Handbook*
- *A Culture of High Performance*
- *How to Lead Teachers to Become Great*
- *Eat That Cookie!* – read by Liz
- *Hey Cupcake! We are ALL Leaders* – read by Liz
- *Service Excellence is as Easy as PIE* – read by Liz
- *Healing Physician Burnout*
- *Over Our Heads*
- *Frontline Heroes*

Currently available in e-book



- *Engaging Physicians*
- *Straight A Leadership*
- *Hardwiring Excellence*
- *Excellence in the Emergency Department*
- *Advance Your Emergency Department*
- *The HCAHPS Handbook 2nd Edition*
- *The Great Employee Handbook*
- *The Nurse Leader Handbook*
- *How to Lead Teachers to Become Great*
- *Oh No ... Not More of That Fluffy Stuff!*
- *A Culture of High Performance*
- *Inspired Nurse*
- *Excellence with an Edge*
- *I'm Sorry to Hear That*
- *Results That Last*
- *Frontline Heroes*
- *Over Our Heads*
- *The Patient Flow Advantage*
- *Maximize Performance*
- *Eat That Cookie?*
- *Hey Cupcake! We are ALL Leaders*
- *Service Excellence is as Easy as PIE*

Code	Description of Books	Quantity	Partner AUD\$	Non Partner AUD\$	Amount inc. GST AUD\$
101ATQLA	101 Answers to Questions that Leaders Ask *		\$35.00	\$40.00	
ACHP	A Culture of High Performance		\$35.00	\$40.00	
AYED	Advance Your Emergency Department		\$35.00	\$40.00	
BQBH	Be Quiet Be Heard*		\$35.00	\$40.00	
CG CAHPS	The CG CAHPS Handbook		\$35.00	\$40.00	
CHML	Climbing the Healthcare Management Ladder*		\$35.00	\$40.00	
EP	Engaging Physicians		\$35.00	\$40.00	
ETC	Eat That Cookie		\$35.00	\$40.00	
EX in ED	Excellence in the Emergency Department		\$35.00	\$40.00	
EXE	Excellence with an Edge		\$35.00	\$40.00	
HE-SOFT	Hardwiring Excellence		\$35.00	\$40.00	
HF	Hardwiring Flow		\$35.00	\$40.00	
HC	Hey Cupcake		\$35.00	\$40.00	
HPB	Healing Physician Burnout		\$35.00	\$40.00	
IMSTHT	I'm Sorry to Hear That		\$35.00	\$40.00	
IN	Inspired Nurse		\$35.00	\$40.00	
IN2	Inspired Nurse Too		\$35.00	\$40.00	
INJ	Inspired Nurse Journal		\$35.00	\$40.00	
MP	Maximize Performance		\$35.00	\$40.00	
ONNTFS	Oh No ... Not More of the Fluffy Stuff!		\$35.00	\$40.00	
PE	Practicing Excellence		\$35.00	\$40.00	
SAL	Straight A Leadership		\$35.00	\$40.00	
SE	Service Excellence is as Easy as Pie		\$35.00	\$40.00	
SU	Set Up: Timeless Leadership Skills for Your Success		\$35.00	\$40.00	
TCDD	Taking Conversations from Difficult to Doable		\$35.00	\$40.00	
TEF	The E Factor		\$35.00	\$40.00	
TGEH	The Great Employee Handbook		\$35.00	\$40.00	
NLH	The Nurse Leader Handbook		\$35.00	\$40.00	
TPFA	The Patient Flow Advantage		\$35.00	\$40.00	
TTP	The Thriving Physician		\$35.00	\$40.00	
WAHM	Wait a Hot Minute		\$35.00	\$40.00	
WWA	Winning with Accountability <i>(available on Amazon.com)</i>		\$35.00	\$40.00	
PLUS SHIPPING & HANDLING FEE - \$5.50 per item					
TOTAL AMOUNT PAYABLE					

* No longer in production, limited stocks available

Organisation order Purchase Order # Personal Order

Invoice details:

Delivery details (if different from invoice details):

Name	
Title	
Organisation	
Address	
Suburb	
State & Postcode	
Email	
Phone (wk)	
Mobile	

Name	
Title	
Organisation	
Address	
Suburb	
State & Postcode	
Email	
Phone (wk)	
Mobile	

Payment methods: Credit card (Visa or Mastercard) EFT

CREDIT CARD: _____ Expiry Date: ____ / ____

Name on the Card: _____ Signature: _____