



STATE OF MAINE

BUREAU OF HUMAN RESOURCES

Professional Development Resources

Motivating Employees

- TED Talks
 - a. [How Great Leaders Inspire Action - Simon Sinek](#)
 - b. [The Puzzle of Motivation - Dan Pink](#)
 - c. [The Happy Secret To Better Work - Shawn Achor](#)
 - d. [Everyday Leadership - Drew Dudley](#)
- Interactive
 - a. [Leading At A Distance \(LinkedIn Learning\)](#)
- Podcasts/Webinars
 - a. [Leading Virtual Teams](#)
 - b. [Motivating Employees](#)
- Articles
 - a. [Energizing Yourself*](#)
 - b. [Working With Purpose*](#)

Accountability

- TED Talks
 - a. [Why Work Doesn't Happen At Work - Jason Fried](#)
- Interactive
 - a. [Remote Working: Setting Yourself And Your Teams Up For Success](#)
- Articles
 - a. [Staying Focused When You're Working From Home*](#)
 - b. [Working In A Virtual Team*](#)

Time Management

- TED Talks
 - a. [How To Gain Control Of Your Free Time - Laura Vanderkam](#)
- Interactive
 - a. [How Good Is Your Time Management? \(Quiz\)*](#)
- Podcasts/Webinars
 - a. [The New Corner Office - Laura Vanderkam](#)
- Articles
 - a. [15 Time Management Tips For Achieving Your Goals](#)

Communication

- TED Talks

- a. [The Importance Of Emotional Tone In The Digital Age - Kareem Yusuf](#)
- b. [10 Ways To Have A Better Conversation - Celeste Headlee](#)
- c. [Ways To Listen Better - Julian Treasure](#)
- Interactive
 - a. [How Good Are Your Listening Skills? \(Quiz\)*](#)
 - b. [Active Listening*](#)
 - c. [Building Customer Service Soft Skills](#)
 - d. [Improving Internal Customer Service](#)
- Podcasts/Webinars
 - a. [Dear HBR \(Harvard Business Review\)](#)
- Articles
 - a. [Writing Effective Emails*](#) or [Effective Email Communication](#)
 - b. [10 Common Email Mistakes*](#)
 - c. [Jargon Busting*](#)
 - d. [Customer Service Mindset*](#)

Coaching

- TED Talks
 - a. [Try Something New For 30 Days - Matt Cutts](#)
- Podcasts
 - a. [Coaching For Leaders with Dave Stachowiak](#)
 - b. [Hacking Your Leadership With Chris Stark And Lorenzo Flores](#)
- Articles
 - a. [Professionalism*](#)
 - b. [Professionalism In The Workplace](#)

Customer Service

- TED Talks
 - a. [What We Can Learn From Shortcuts - Tom Hulme](#)
 - b. [How To Teach Employees To Have Difficult Conversations - Tamekia MizLadi Smith](#)
- Interactive
 - a. [Customer Service Foundations**](#)
 - b. [Phone-Based Customer Service**](#)
 - c. [Creating Positive Conversations With Challenging Customers**](#)
- Podcasts
 - a. [The Modern Customer Podcast - Blake Morgan](#)
 - b. [Experience This!](#)
- Articles
 - a. [Customer Service Training Materials](#) (guide to creating a customer service training program)

- b. [HBR: Most Managers Don't Know How To Coach. But they Can Learn](#)

*Mindtools will allow you to view three articles for free

**From LinkedIn Learning, but requires a free trial to access

Additional Resources

Videos and Webinars

- [Craig Freshley: Good Group Discussions](#)
- [Grit - Angela Lee Duckworth](#)
- [Confessions Of A Recovering Micro-Manager - Chieh Huang](#)
- [IPMA-HR](#)

Sign up for a free account and you'll be able to register for webinars. Note that some are not available for non-members (having an account doesn't equal membership)

- [Digital Maine Library](#)
- [Skillpath](#)

Offers webinars and virtual seminars on a wide variety of topics; most have a fee, however free resources including white papers, podcasts, and videos are also available.

Podcasts

- [Franklin Covey On Leadership](#)
90+ podcasts (30-40 minutes each) featuring an interview with a leadership book author
- [7 Good Minutes](#)
Self-improvement tips, life skills training, and the inspiration you need as you work toward achieving your goals.

Articles

- [How To Stay Productive While Working From Home](#)

Suggested Reading

***Lateral Thinking* by Edward de Bono**

The first practical explanation of how creativity works, this results-oriented bestseller trains listeners to move beyond a "vertical" mode of thought to tap the potential of lateral thinking.

***Raising your Emotional Intelligence - A Practical Guide - A Hands on Program For Harnessing The Power Of Your Instincts And Emotions* by Jeanne S. Segal**

Employing exercises, self-tests, case studies, and step-by-step instructions, Segal shows readers how to listen to their intuition and their body's messages, make those signals part of their decision-making process, and thus realize the full benefit of their emotional resources.

***The Coaching Mindset: 8 Ways To Think Like A Coach* by Chad W. Hall**

Having trained thousands of people to coach and to use coaching skills, Chad Hall has seen the same set of obstacles prevent new coaches from becoming great coaches. The barrier is not about what they DO, but how they THINK. In this short e-book, Chad outlines 8 specific ways coaches need to think. When you think like a coach, the techniques for coaching well just come naturally and produce great results for those you work with.

***Rising Strong: How The Ability To Reset Transforms The Way We Live, Love, Parent, And Lead* by Brené Brown**

Social scientist Brené Brown has ignited a global conversation on courage, vulnerability, shame, and worthiness. Her pioneering work uncovered a profound truth: Vulnerability—the willingness to show up and be seen with no guarantee of outcome—is the only path to more love, belonging, creativity, and joy. But living a brave life is not always easy: We are, inevitably, going to stumble and fall.

It is the rise from falling that Brown takes as her subject in *Rising Strong*. As a grounded theory researcher, Brown has listened as a range of people—from leaders in Fortune 500 companies and the military to artists, couples in long-term relationships, teachers, and parents—shared their stories of being brave, falling, and getting back up. She asked herself, What do these people with strong and loving relationships, leaders nurturing creativity, artists pushing innovation, and clergy walking with people through faith and mystery have in common? The answer was clear: They recognize the power of emotion and they're not afraid to lean in to discomfort.

***The Happiness Advantage: How A Positive Brain Fuels Success In Work And Life* by Shawn Achor**

Happiness fuels success, not the other way around. Chasing after success in the hopes of becoming happy once we've "made it" doesn't work. Instead, we need to create happiness now and capitalize on its many benefits to become more successful. After proving this basic premise, the book goes on to show us strategies for creating happiness, thereby increasing our chances of success.