

# Building Leadership Skills: Problem-Solving and Decision-Making

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## Recommended Resources

### Data Gathering

*Appreciative Inquiry Commons.* [appreciativeinquiry.cwru.edu/](http://appreciativeinquiry.cwru.edu/)

Koontz, Christie (program chair). *Environmental Scanning: Discover What is Happening Outside of the Library Doors.* IFLA Conference session, Seoul, 2006.  
[www.ifla.org/IV/ifla72/papers/133-Koontz-en.pdf](http://www.ifla.org/IV/ifla72/papers/133-Koontz-en.pdf)

### Evaluation Tools

De Bono, Edward. *Six Thinking Hats.* Little, Brown and Company, 1985.

*Mind Mapping.* [www.jcu.edu.au/studying/services/studyskills/mindmap/index.html](http://www.jcu.edu.au/studying/services/studyskills/mindmap/index.html)

*Mind Tools: Essential Skills for an Excellent Career.* [www.mindtools.com](http://www.mindtools.com)

Nickols, Fred. *Solution Engineering: Ten Tips for Beefing Up Your Problem Solving Toolbox.*  
[home.att.net/~nickols/tentips.htm](http://home.att.net/~nickols/tentips.htm)

*Sylvia Web Brainstorming Tool.* [www.jpbc.com/brainstormer/](http://www.jpbc.com/brainstormer/)

### General

Osborn, Alex. *Applied Imagination.* Charles Scribners & Sons, 1953.

Tague, Nancy R. *The Quality Toolbox.* Second Edition, ASQ Quality Press, 2004.

Whiteley, Richard C. *The Customer Driven Company: Moving from Talk to Action.* Addison-Wesley, 1991.