

Business Practices: An Annotated Bibliography

A selected listing of titles available on this topic from the
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Books

10 Steps to Successful Strategic Planning, Susan Barksdale and Teri Lund, Alexandria, VA: American Society for Training and Development, 2006. The *10 Steps* series is designed specifically for today's fast-paced, need-it-yesterday business environment and for the thousands of workers who find themselves faced with new assignments, responsibilities, and requirements and too little time to learn what they must know.

212 Degrees: The Extra Degree, Mac Anderson and S.L. Parker, Aurora, IL: Simple Truths, 2005. This book with DVD captures the essence of excellence in an unforgettable way. At 211 degrees, water is hot. At 212 degrees, it boils. With boiling water comes steam, and steam can power a locomotive. The one extra degree makes the difference. This simple analogy reflects the ultimate definition of excellence. It is the one extra degree of effort, in business, and in life that can separate the good from the great. This powerful book gives great examples, great quotes, and great stories to illustrate the 212° concept.

250 Management Success Stories from Child Care Center Directors, Child Care Information Exchange, Redmond, WA: Author, 1995. Two hundred and fifty success stories for center directors are presented in the following areas: motivation, training, benefits, meetings, parents, resources, and management.

The Art of Leadership: Managing Early Childhood Organizations, Volumes 1 and 2, Roger and Bonnie Neugebauer (Eds.) 1998. These resources are practical, hands-on real-world guides for child care administrators. The books include articles written by a number of recognized experts on child care administration as well as ideas from over 200 of our nation's most successful, professional directors.

Being in Charge: Reflective Leadership in Infant/Family Programs, Rebecca Parlakian and Nancy Seibel, Washington, DC: Zero to Three, 2001. *Being in Charge* explores the experience of being a new leader in an infant/family program, focusing on how to use self-awareness, observation, and flexible responses as tools to manage stress and increase on-the-job effectiveness. Interactive group exercises and as a self-assessment of leadership style are included.

Beyond the Bell: A Toolkit for Creating Effective After School Programs, Judith Caplan, Naperville, IL: North Central Regional Educational Laboratory, 2001. This toolkit is designed to help after-school staff plan and make good decisions in six critical areas: management, collaboration, programming, integration with the traditional school day, evaluation, and communication.

Building Strong Foundations, Rebecca Parlakian, Washington, DC: Zero to Three, 2002. *Building Strong Foundations* explores how supportive relationships at all levels of an infant/family program contribute to children's healthy social-emotional development, or infant mental health. The author presents the core concepts of infant mental health, offers strategies for leaders and trainers on how to promote children's mental health, and describes guidelines for when to refer very young children for assessment and treatment.

Business Administration Scale for Family Child Care, Teri N. Talan, New York: Teachers College Press, 2009. The *Business Administration Scale for Family Child Care* is the first valid and reliable tool for measuring and improving the overall quality of business and professional practices in your family child care setting. It is applicable for multiple uses, including program self-improvement, technical assistance and monitoring, training, research and evaluation, and public awareness. This scale allows you to easily set goals to incrementally improve business practices that will result in better communication with parents, financial stability, reduced risk in operating a home business, and compliance with legal requirements.

Some descriptions have been provided by the publisher or vendor.

The Business of Child Care: Management and Financial Strategies, Gail Jack, Clifton Park, NY: Delmar, 2005. *The Business of Child Care* focuses on the most essential business skills child care owners and administrators need, including enrollment, staffing, fees, budgeting, record keeping, and performance review. The book includes a CD with customizable templates.

Caring for Our Children: National Health and Safety Performance Standards—Guidelines for Out-of-Home Child Care Programs, American Public Health Association, Elk Grove Village, IL: American Academy of Pediatrics, 2002. This new edition contains updated guidelines on the development and evaluation of the health and safety of children in child care settings. It features eight chapters describing 658 standards, and a ninth chapter that includes 48 recommendations for licensing and community agencies and organizations; new and revised standards in all areas, such as sleep positioning of infants to reduce the risk of SIDS and playground equipment specifications; expanded discussion of standards that are relevant to children with special needs; and more.

Caring for Preschool Children: A Trainer's Guide, 2nd Ed., Diane Trister Dodge, Washington, DC: Teaching Strategies, Inc. 2002. This essential resource can help trainers and center directors implement the training program. It provides a detailed description of the trainer's role in guiding teachers through each of the learning activities and offers many useful tips for trainers, including suggestions for providing feedback and encouraging teachers to extend their learning. The guide also includes answer sheets and observation forms for the assessment practice, and tracking forms to record each teacher's progress through the 13 modules.

Child Care Center Management Guide, 3rd edition, Clare Cherry, Torrance, CA: Fearon Teacher Aids, 2000. This book is a third edition revision of the *Nursery School and Day Care Center Management Guide*. It provides information on steps to take before opening a center, including a feasibility study, a survey of community needs, and a guide to preparing plot plans for zoning and licensing use. General operating procedures have been elaborated. This edition includes essential guidelines for insurance requirements, information on hiring practices, a new sample enrollment agreement, updated first aid procedures, and sample budgets.

Destination Profit: Creating People-Profit Opportunities in Your Organization, Scott Cawood and Rita Bailey, Mountain View, CA: Davies-Black Publishing, 2006. Wherever you are in the process of linking people with profits, this tool kit of strategies and stories will help you chart your course to reach your destination. *Destination Profit* delivers a fresh approach to business excellence that places people squarely at the center of the drive toward profitability and sustained competitive advantage.

The Director's Toolbox: Leadership in Action, Lake Forest, IL: New Horizons, 2003. Leadership begins in the head and heart. It is a way of thinking about yourself and the vital role you play in your early childhood program. This book dispels the myth that there is one best leadership style for all directors should emulate. It will help you understand the subtle but important distinction between leadership as a role and leadership as a set of skills and competencies that can be supported and nurtured at all levels of the organization. Filled with practical suggestions and lively examples from high-performing directors, you will learn how you can create and sustain a compelling vision for your program that transforms your center into a vibrant and engaging learning community.

The Director's Toolbox: Making the Most of Meetings—A Practical Guide, Paula Jorde Bloom, Lake Forest, IL: New Horizons, 2002. Meetings are the glue that holds early childhood organizations together. In this book, you will learn how to construct a well-designed agenda, engage participants in lively discussion, increase interpersonal understanding among participants, solve problems in a collegial way, make action plans that get implemented, build a more productive work team, and increase shared commitment to your center's goals.

Dollars and Sense/Dólares y sentido, Janet Bush, Stamford, CT: Delmar, 2001. This comprehensive self-study guide, designed for small child care businesses, offers over 50 best practices developed by industry innovators to raise the level of professionalism in this important industry. Learn to design effective business policies, customize contracts, set prices, keep financial and legal records, and market your business. Available in both English and Spanish.

Family Child Care Contracts and Policies: How to be Businesslike in a Caring Profession, 3rd edition. Tom Copeland, St. Paul, MN: Redleaf Press, 2006. This third edition contains information on contracts and policies, avoiding conflicts with parents, and how and when to end a contract. It offers updated information on handling rates and late fees, resolving disputes with clients enforcing your contract, and writing comprehensive policies. The book includes a CD-ROM with customizable worksheets.

Family Child Care Business Curriculum: Contracts and Policies, Tom Copeland, St. Paul, MN: Redleaf Press, 2011. *The Family Child Care Business Curriculum* library covers five integral business topics for family child care providers. These products include everything trainers need to share general business principles with providers. Each module in the series contains learning objectives and teaching techniques; PowerPoint files, reproducible, and trainer notes; handouts, including quizzes and class evaluations; commonly-asked questions and answers; and classroom and follow-up activities.

Family Child Care Business Curriculum: Money Management and Retirement, Tom Copeland, St. Paul, MN: Redleaf Press, 2011. This curriculum is for individuals who are training, or want to start training, family child care providers on how to run a successful business. This training is divided into four classes: overview, money management, preparing for retirement, and investing. A CD-ROM of Power Point presentations and handouts is included.

Family Child Care Business Curriculum: Record Keeping, Tom Copeland, St. Paul, MN: Redleaf Press, 2011. This curriculum is for individuals who are training, or want to start training, family child care providers on how to run a successful business. This training is divided into five classes: tracking income and expenses, time-space percentage, claiming food and vehicle expenses, depreciation, and employees and other topics. A CD-ROM of Power Point presentations and handouts is included.

Family Child Care Business Curriculum: Legal and Insurance Issues, Tom Copeland, St. Paul, MN: Redleaf Press, 2011. This curriculum is for individuals who are training, or want to start training, family child care providers on how to run a successful business. This training is divided into four classes: overview; managing risks, part 1: safe practices, child abuse, and business structure; managing risks, part 2: pickup, custody, privacy, ADA, and restrictive covenants; and insurance. A CD-ROM of Power Point presentations and handouts is included.

Family Child Care Marketing Guide, Tom Copeland, St. Paul, MN: Redleaf Press, 1999. *The Family Child Care Marketing Guide* will teach you the basics of marketing and will help to maximize enrollment and income for your business. Both new and experienced providers can learn from the dozens of marketing tips and inexpensive ways to promote a family child care business.

From Babysitter to Business Owner: Getting the Most out of Your Home Child Care Business, Patricia Dischler, St. Paul, MN: Redleaf, 2005. *From Babysitter to Business Owner* offers tried-and-true strategies for implementing established professional business practices in the home day care environment. This guide provides insight into important aspects of fine-tuning the organization and operation of your family child care business including: selecting new clients and retaining valued clients, developing and using a thorough parent handbook, selecting an appropriate and manageable curriculum, creating work spaces in your home, and setting long-term personal and business goals.

Some descriptions have been provided by the publisher or vendor.

Look, Listen, and Learn: Reflective Supervision and Relationship-Based Work, Rebecca Parlakian, Washington, DC: Zero to Three, 2001. *Look, Listen, and Learn* explores the link between supportive supervisory practices and effective staff-parent relationships. Program leaders who wish to promote high-quality services to the infants, toddlers, and families in their program can use the techniques and tools presented in this book to examine and improve the role that supervision plays in achieving quality relationships.

Making Care Less Taxing, National Women's Law Center, Washington, DC: Author, 2002. Many states provide little or no tax assistance to families struggling to pay for the care that is so essential to their economic well-being. This report is designed to help state policy makers and advocates rectify this situation, assist them in developing the best child, and dependent care income tax provisions possible for their states.

No Biting, 2nd edition., Gretchen Kinnell, St. Paul, MN: Redleaf Press, 2008. *No Biting* is the how-to manual for every toddler program seeking to address biting incidents from developmental, emotional, and practical perspectives. It discusses why toddlers bite, along with prevention responses and policymaking that protects and reassures both children and adults, especially parents, and provides both beginner and experienced toddler caregivers with a wealth of ideas to help create appropriate and consistent policies regarding biting in the toddler classroom. Sample incident forms are included.

On-Target Marketing: Promotion Strategies for Child Care Centers, Reprint Collection #4, Child Care Information Exchange, Redmond, WA: Author, 1996. This idea-packed update of *Marketing Your Child Care Program* includes reprints popular *Child Care Information Exchange* articles on how to build the enrollment and reputation of your child care center.

Program Administration Scale: Measuring Early Childhood Leadership and Management, Teri N. Talan, New York: Teachers College Press, 2004. Designed to reliably measure the leadership and management practices of center based early childhood organizations, this instrument looks at ten categories: human resources development, personnel cost and allocation, center operations, child assessment, fiscal management, program planning and evaluation, family partnerships, marketing and public relations, technology, and staff qualifications.

Prioritize Organizing: The Art of Getting it Done, 2nd edition, Peg Pickering, Shawnee Mission, KS: National Press Publications, 2002. In this book, you will discover the difference between being busy and being productive, learn how to honestly assess your own self-management skills, discover how to stop wasting time and energy "getting it right," and invest more time in "getting it done." Learn how to conquer procrastination, and grasp project management techniques that are sure to simplify your work and home life.

Reflective Practice for Educators: Professional Development to Improve Student Learning, 2nd edition, Karen Figler Osterman and Robert B. Kottkamp, Thousand Oaks, CA: Sage, 2004. Written for teachers, administrators, and professional development specialists in schools and universities, the authors explain the potential to create meaningful change in schools and show how to integrate reflective practice into the daily work of schools.

Reflective Supervision in Practice, Rebecca Parlakian, Washington, DC: Zero to Three, 2002. This powerful training resource follows four infant/family programs as they implement reflective supervision, an approach that is characterized by mutual respect, collaboration and open communication between supervisors and staff. Challenges and benefits of the change are explored. Discussion questions and suggested activities are provided to facilitate both self- and group learning. This resource is especially useful for leaders considering the implementation of reflective supervision in their programs and trainers in program improvement.

Some descriptions have been provided by the publisher or vendor.

Solutions for Early Childhood Directors: Real Answers for Everyday Challenges, Kathy Lee, Beltsville, MD: Gryphon House, 2003. *Solutions for Early Childhood Directors* provide real-world answers for directors who work in the challenging and rewarding field of early childhood education. Topics addressed include training staff, handling discipline, dealing with parents, and creating partnerships in the community. Find ways to advertise and recruit staff, develop a mentoring system, handle gossip, address burnout, integrate children with special needs, conduct parent orientation, and more.

Staff Challenges: Articles from Child Care Information Exchange, 2nd ed., Roger Neugebauer, Ed., Redmond, WA: Child Care Information Exchange, 2001. Finding and keeping qualified staff is an administrator's key responsibility in ensuring quality care. This idea-packed resource offers over 200 pages of real-world articles authored by recognized experts on recruitment, policy and procedure development, orientation, training, motivation, supervision, and overcoming challenging situations.

Supervision in Early Childhood Education: A Developmental Perspective, 3rd edition, Joseph Caruso, New York: Teachers College Press, 2007. Written for practitioners who must supervise staff from a wide variety of educational and cultural backgrounds, this pioneering volume was the first to provide guidelines and practical suggestions for staff training and development in early childhood settings.

Teachers Wanted: Attracting and Retaining Good Teachers, Daniel A. Heller, Arlington, VA: ASCD, 2004. Drawing on national research as well as his own 30 years of experience as a teacher, a principal, and an administrator, the author, Daniel Heller, argues for a new concept of public education, beginning with the nature of teacher training. He advocates partnerships between public schools and higher education to provide a real-world view of the profession to young teacher interns. Within the schools, Heller espouses active gate keeping by teachers and administrators, effective mentoring between teachers, community induction programs, ongoing in-service training, and high performance standards.

Thriving through Change: A Leader's Practical Guide to Change Mastery, Elaine Biech, Alexandria, VA: ASTD, 2007. Today's global organizations cannot afford to resist change. They must embrace it and use it as another competitive tool. *Thriving through Change* is designed to help today's change leaders and change agents efficiently move their organizations through change initiatives. This is not a book of theories and practices, but a practical guide filled with templates, checklists, useful advice, and solid guidance. A CD-ROM is included.

Training New After School Staff, Roberta L. Newman, Nashville, TN: School-Age Notes, 2002. This book is designed as a tool for school-age care directors who want to provide new staff with important information and ideas for carrying out their responsibilities, but who have limited resources and time to devote to staff training. Topics include understanding and responding to children's needs, interests, and concerns; building positive relationships with children; planning for a successful first day; providing safe, effective supervision; developing and maintaining effective program rules and limits; planning and implementing activities children will enjoy; and managing conflicts among children.

The Visionary Director: A Handbook for Dreaming, Organizing, and Improving Your Center, Margie Carter, St. Paul, MN: Redleaf Press, 1998. *The Visionary Director* is an inspiring and practical guide to creating a larger vision in early child care. It offers a concrete framework for organizing an early childhood director's thoughts and works. Chapters cover cultivating a vision, developing "systems thinking" for management and roles, implementing principles and strategies for mentoring, and building a learning community for adults and children.

Working for Quality Child Care, book and trainer's guide. Don Bellm and Peggy Haack, Washington, DC: Center for Child Care in the Workforce, 2001. This book is intended to help child care workers understand about the field of child care, what to expect from it, and what can be done to make it better.

Some descriptions have been provided by the publisher or vendor.

DVDs

Better Kid Care: Family Child Care—It's a Business. The Distance Education Lesson, *Family Child Care—It's a Business*, focuses on appropriate business practices for a family-run child care. Emphasis is on setting fees, contracts with parents, record keeping, finances, and planning the day. Produced and distributed by the Better Kid Care Program at Pennsylvania State University. 90 minutes, 2010.

Better Kid Care: Parents—Friends or Foes. "I love working with kids. It's the parents who are the problem." Do you ever wonder what parents think about child care providers? This workshop will examine the bad and good feelings from both sides and give strategies for bridging the gap. Learn what makes parents act the way they do, ways parents and providers can work together, and tips on handling bad feelings. Produced and distributed by the Better Kid Care Program at Pennsylvania State University. 90 minutes, 2006.

Better Kid Care: How to Get Parents on Your Team. Does the thought of meeting with parents scare you? Do parent meetings seem like drudgery? Learn how to plan and prepare for good and useful parent meetings. Analyze the way you communicate with parents and develop strategies for building better relationships. Learn what you can share with parents and what stays confidential. Discover ways to plan and prepare for good parent meetings, and see what works and what doesn't with varied groups of parents. Produced and distributed by the Better Kid Care Program at Pennsylvania State University. 90 minutes, 2006.

Better Kid Care: How to Take the Stress Out of Caregiving. This program identifies the signs and symptoms of burnout, and ways to deal with it. Learn on-the-spot relaxation techniques and how stress can affect the caregiver's relationships with the children in her care. Produced and distributed by the Better Kid Care Program at Pennsylvania State University. 76 minutes, 2000.

Better Kid Care: Improving and Using Your Observation Skills. Learning child observation skills can be a powerful tool for solving some of the most important problems faced by child care providers. Are you concerned about how to discipline a child? Do you want to know how to plan successful activities? Observation skills can help. Produced and distributed by the Better Kid Care Program at Pennsylvania State University. 80 minutes, 2003.

CDs

Exchange Articles on CD, #5: Supervising Staff. Articles on this CD are from Child Care Information Exchange and include the following:

- Who Made Me Boss? - Eight Tips for Supervisors by Gigi Taylor Schweikert
- The Director As Role Model for a Caring Community by Donna Rafanello
- How Did You Manage That? - A Closer Look at Staff Guidance by Pauline Davey Zeece
- Reading Staff Dissatisfaction Cues by Kay Albrecht
- Managing Teacher Performance While Walking Around by Kay Albrecht
- How to Stimulate Creativity in Your Staff by Roger Neugebauer
- Effective Communication - The Mortar That Holds the Team Together by Paula Jorde Bloom
- What Do Teachers Need Most From Their Directors? - Ideas for Staff Training by Margie Carter
- Guidelines for Effective Use of Feedback by Roger Neugebauer
- You Say Staff Deserve Respect? Energize Your Words with Action! - 36 Ideas That Work by Karen Stephens
- Moving Staff Through Difficult Issues by Margie Carter and Ann Pelo
- Overcoming the Fear of Firing by 30 Directors
- Helping Employees Cope with Change by Lorraine Schrag, Elyssa Nelson, and Tedi Siminowsky
- Coping With the Chronic Complainer by Roger Neugebauer

Some descriptions have been provided by the publisher or vendor.

- When Friction Flares - Dealing With Staff Conflict by Roger Neugebauer
- Way Beyond Chicken Soup: Caring for and about Ill Employees - The director's role in dealing with employee illness by Pauline Davey Zeece
- Healing Staff After a Termination - Suggestions for Helping Staff Move On by Diana S. Khanagov
- Understanding and Managing Negativity in the Workplace - Strategies for disarming negative behavior by Linda Riepe
- Older Child Care Staff - Asset or Liability? by John M. Johnston
- 12 Reasons People Love To Work For You by Roger Neugebauer

Exchange Articles on CD, #6: Staff Training. Articles on this CD are from Child Care Information Exchange and include the following:

- Insights Into Teacher Development: The Emergent Teacher by Patricia Scallan Berl
- Steps to "Reflective Practice" Model of Teacher Development by Dave Riley
- Motivating Adults to Learn by Karen Miller
- Creative Staff Training is Key to Quality - Ideas for Effective Training by Karen Stephens
- Show and Tell: Modeling Healthy Behaviors and Attitudes by Donna Rafanello
- Ice Breaker Activities - Guaranteed to Warm Up Groups by Karen Stephens
- Tuning In and Tuning Out - Learning Attitudes in Early Care and Education Training by Luis A. Hernandez and Connie Jo Smith
- Understanding Adults As Learners - Guidelines for Providing Effective Training Opportunities by Nancy P. Alexander
- Defining Our Approach to Staff Development by Margie Carter
- The Elephant's Child As Caregiver by Elizabeth Jones
- Beneath the Veneers of Resistance and Professionalism by Intisar Shareef and Janet Gonzalez-Mena
- Norman and the Bunny by Michael Marsh
- Effective In-Service Training Plans by Margie Carter
- The Relationship Between Staff Education and Training and Quality by Sharon L. Kagan
- When We Really See the Child - Training Teachers to Observe by Sally Cartwright
- Looking Inside: Helping Teachers Assess Their Beliefs and Values - An assessment tool on teacher attitudes by Paula Jorde Bloom
- Improving Teachers' Verbal Skills - What you say and how you say it really matters by Kay Albrecht
- Lights! Camera! Action! by Frank Brezel, Michael Kalinowski, and Tom Drummond
- Assessing Staff Problems: Key to Effective Staff Development by John M. Johnston
- Creating Environments Where Teachers Learn Through Play by Elizabeth Jones