Animals have much to teach us about ourselves and the world around us. Whether from direct observation of their traits, characteristics, and habitat or an examination of the myth, folklore and parables that surround them, there is much to be learned from our animal friends.

Birds — specifically the Woodpecker, Parakeet, Ostrich, Owl and the Hummingbird — offer insight into different approaches to dealing with conflict. In Conflict is for the Birds: Understanding Your Conflict Management Style, Gayle Wiebe Oudeh and Nabil Oudeh explore the positive potential of conflict — potential rooted in making appropriate choices in how we respond to conflict. The authors examine five distinct conflict management styles based on these five different birds. These styles all have advantages but they also have challenges. Understanding when to be a hummingbird when we’d rather be an ostrich in a conflict situation is the first step in resolving our differences. (HD 42 O93 2006)

Another bird, namely the black swan, offers insight into randomness in the world around us. In his book The Black Swan: The Impact of the Highly Improbable, Nassim Nicholas Taleb examines the existence and occurrence of high-impact, hard-to-predict, and rare events that are beyond the realm of normal expectations. He refers to these as Black Swan Events to connote a perceived impossibility, later found to exist. Taleb has studied how we fool ourselves into thinking we know more than we actually do and asserts that we restrict our thinking to the irrelevant and inconsequential, while large events continue to surprise us and shape our world. He argues several major points around why people continually see misleading patterns in data and should instead come to terms with Black Swans, embrace randomness, and take advantage of the uncertainty. (Q 375 T35 2007)
ADULT EDUCATION


CONFLICT RESOLUTION


CORRECTIONS (Cont’d)


CRIME ANALYSIS


EMERGENCY MANAGEMENT


EMERGENCY MEDICINE


EMERGENCY MEDICINE (Cont’d)


FIRE

The Aspiring Firefighter’s 2 Year Plan: The Complete Road Map to Becoming a Firefighter by Paul S. Lepore. San Clemente, CA: Freespool Publications. (TH 9119 L472 2007)


GROUP WORK


MENTAL HEALTH COURTS (Cont’d)


Rethinking the Revolving Door: A Look at Mental Illness in the Courts written by Derek Denckla and Greg Berman. New York, N.Y.: Center for Court Innovation. (KF 3828.5 D46 2001)

POLICE


PRESENTATIONS


Improving Substance Abuse Treatment: An Introduction to the Evidence-Based Practice Movement by Michele J. Eliason. Los Angeles: Sage. (RC 564 E453 2007)


Offenders and Substance Abuse: Bringing the Family into Focus by Catherine Lemieux. Alexandria, VA: American Correctional Association. (HV 8836.5 L46 2008)


Solution-Focused Substance Abuse Treatment by Teri Pichot and Sara A. Smock. New York: Brunner-Routledge. (RC 564 P53 2009)


Substance Abuse in Canada by Marilyn Herie and Wayne Skinner. Don Mills, Ont.: OUP Canada. (HV 5000 C3 H47 2009)


BOOKS

Criminal Financial Investigations: The Use of Forensic Accounting Techniques and Indirect Methods of Proof

Criminal Investigation

Criminal Investigation

Criminal Investigation

Criminal Investigation: A Method for Reconstructing the Past

Criminal Investigative Failures

Criminal Profiling: Developing an Effective Science and Practice

Criminal Profiling: An Introduction to Behavioral Evidence Analysis

Washington, DC: U.S. Dept. of Justice, Office of Justice Programs, National Institute of Justice. (HV 8073.5 E44 2008)

Hidden Evidence: The Story of Forensic Science and How It Helped to Solve 50 of the World's Toughest Crimes
by David Owen. Richmond Hill, Ont.: Firefly Books. (HV 8073 O93 2009)

Informants and Undercover Investigations: A Practical Guide to Law, Policy, and Procedure
by Dennis G. Fitzgerald. Boca Raton, FL: CRC Press. (HV 8073 F584 2007)

Investigating Allegations of Child and Adolescent Sexual Abuse: An Overview for Professionals

Investigating Digital Crime

Investigative Psychology: Offender Profiling and the Analysis of Criminal Action

Major Case Management: A Guide for Law Enforcement Managers

Practical Aspects of Rape Investigation: A Multidisciplinary Approach

Practical Crime Scene Analysis and Reconstruction

The Psychology of Criminal Investigation: The Search for the Truth
New Audiovisual Materials

Library News April 2010

D832  
**Advanced Life Support Skills** (DVD, 97 minutes, 2005)
Each scenario presented on this DVD depicts a skill being performed in real time, with all of the possible distractions of an actual call. The program is interspersed by interviews with the Emergency Medical Technicians involved at the scene. This format allows the viewer to apply the knowledge of the skill to commonly encountered calls. Then each step of the skill is broken down into its components so that the viewer can learn the steps without the distractions. The contents include the following: focused physical exams; IV therapy skills; advanced airway management; and pediatric skills. (Thomson/Delmar Learning)

D844  
**The Art of Reading Smoke: Practice Sessions** (DVD, 26 minutes, 2009)
In this companion to *The Art of Reading Smoke* (D412), Dave Dodson presents seven real-world scenarios involving residential, commercial, and mixed-use structures to help firefighters hone their smoke-reading skills. By using the process taught in the original DVD, viewers are given the opportunity to read the incident, then walk through the scenario with Instructor Dodson. (PennWell Corporation)

D741  
**Behavioural Interviewing** (DVD, 21 minutes, 2005)
This program explores the behavioural interviewing method of job interviewing from the perspective of the interviewee. Behavioural interviews seek to combine information about previous experiences of the applicant with hypothetical examples and scenarios as a basis to predict future behaviour. Using this technique, employers aim to avoid the potentially nebulous strengths-and-weaknesses types of questions in order to focus on actual behaviours exhibited and the way an individual adapts to particular situations. The program discusses the following: how behavioural interviewing in job interviews is different from traditional interviews; why it is used by employers; behavioural interviewing and competencies; responding to questions; and preparing for the interview. (Video Education Australasia)

D765  
**Breasts and Axillae** (DVD, 16 minutes, 2005)
This program in the Bates Visual Guide to Physical Examination series provides direction on how to do a physical assessment of the breasts and axillae, including health history taking, anatomy, examination and palpation, and recommended tests and tips. This program also provides patient instruction in self-examination. (Distributed to post-secondary institutions by AEMAC)

D785  
**Hazmat Decontamination 1: Why Decontaminate?** (DVD, 21 minutes, 2009)
This first of four programs on decontamination of hazardous materials discusses the importance of removing or reducing contaminants to a safe level. It discusses the acute and chronic health risks associated with hazardous materials and the basic rules of “Get it off, keep it off and contain it.” It describes primary and secondary contamination and routes of exposure in the human body. It also demonstrates six physical and six chemical decontamination methods and the need for a “no exceptions” decontamination policy. (Action Training Systems)

D891  
**Hurricane Ike** (DVD, 30 minutes, 2009)
In September 2008, Hurricane Ike devastated Galveston, Texas. A Category 2 hurricane with a Category 4 storm surge, Ike resulted in catastrophic flooding 12 hours prior to landfall. This program covers requirements for fire departments for not only pre-storm preparations but also post-storm short- and long-term recovery. (Critical Information Network)
D759  **IEDs and VBIEDS**  (DVD, 33 minutes, 2008 + CD-ROM)
This program is designed for police officers, firefighters, hazard teams, bomb squads, EMTs, emergency management, military personnel, security guards and others who may encounter or respond to incidents involving IEDs (improvised explosive devices) and VBIEDs (vehicle-borne improvised explosive devices). It covers the following topics: warning signs; conducting reconnaissance; evacuation distances; establishing Unified Command; size-up issues; managing victims; and preserving evidence.  (Emergency Film Group)

D736  **Medical Aspects of Chemical Dependency: The Neurobiology of Addiction**  (DVD, 25 minutes, 2003)
This program makes the subject of addiction and neurobiology approachable and understandable for clients as well as clinicians. It explains how mood-altering substances alter the chemicals in the brain, and how this in turn affects heart rate, breathing, sensory perceptions, and more. It presents the latest research findings on brain chemistry. This updated edition also includes newer drugs such as OxyContin and GHB and features commentary by experts in the field.  (Hazelden Educational Materials)

D717  **Supporting Change: Preventing Fetal Alcohol Spectrum Disorder**  (DVD, 85 minutes, 2008)
This DVD grew out of requests from service providers in B.C. to see the evidence-based framework in practice with women for preventing substance use in pregnancy. It provides a means for answering many of the shared questions brought forward by service providers who attended provincial education sessions. It includes short scenarios illustrating brief support with pregnant women at different levels of readiness for change, and in different clinical and community settings. It also includes clips of experts summarizing best practice approaches and answering common questions.  (Healthy Choices in Pregnancy)

D868  **Talking about Child Sex Abuse**  (DVD, 29 minutes, 2000)
In the final part of the series *A View from the Shadows* Cordelia Anderson, a nationally recognized expert, advises parents who want to know, “How do I talk to my children about sexual abuse?” Two child victims share their stories. “Johnny” was abused by an uncle when he was 10 years old. His mom had warned him about “stranger danger,” but Johnny was confused because the perpetrator was a member of the family. “Melissa,” 11, was abused at home by a close friend of the family. Her parents thought she was safe when she was at home. The viewer will learn how to lower a child’s risk of victimization.  (You Have the Power, Know How to Use It)

D730  **Trauma, Violence and Human Dignity**  (DVD, 72 minutes, 2007 + manual)
Five therapists describe how they are educated and inspired by their clients’ courage and informed by community and cultural values. Useful therapeutic questions and steps are described and illustrated by clinical examples. In-depth theory is provided through professional articles in the accompanying manual.  (Stepping Stone Productions)

D584  **Water Supply**  (DVD, 31 minutes, 2008)
Volume 5 of the *Fire Officer’s Handbook of Tactics Video Series* covers the importance of delivering a steady and reliable supply of water to the fireground. This program also covers the basics of hydraulics and explains why a good fire officer needs to understand the dynamics of water pressure and volume in order to successfully put out the fire.  (PennWell)
Lessons from the Animal Kingdom (Cont’d)

Rare swans make way for quacking ducks in The Loudest Duck: Moving beyond Diversity while Embracing Differences to Achieve Success at Work. The title is derived from a Chinese children’s parable in which “the loudest duck gets shot.” Laura Liswood contrasts this parable with the American idiom “the squeaky wheel gets the grease.” Comparing the two, it’s clear that different cultures teach different views, and those views often translate into distinct ways of speaking, thinking, and acting in the workplace. Liswood shares important lessons about why diversity efforts are bound to fail unless we really understand how we unconsciously respond to difference and how we can move beyond it. (HF 5549.5 M5 L57 2010)

In another Chinese parable, the animal-based lesson is that the fish rots from the head down. That lesson is the basis for Bob Garratt’s book The Fish Rots from the Head: The Crisis in Our Boardrooms: Developing the Crucial Skills of the Competent Director. An organization’s success or failure often depends on the performance of its board, yet the vast majority of directors admit that they have had no training for their role and are not sure what it entails. This book clarifies and integrates the roles and tasks of the director. In it, Garratt argues that directors must develop a broader mindset to deal with the uncertainty of higher-level issues such as policy formulation, strategy, supervision of management, and accountability. In doing so, he provides a program of learning for all directors. (HD 2745 G377 2009)

While curiosity might have killed the proverbial cat, most real achievements would never occur without it. Stephen Lundin reveals how to spark your own innate curiosity in Cats: The Nine Lives of Innovation. He explores the subject of innovation from a Cat’s-eye view, explaining how to get every employee, no matter what level, to think and act in innovative ways. He examines four challenges to innovation and offers practical measures aimed at conquering them. He discusses how to: be brave (’fraidy cats never innovate); stop being “normal” (make your own rules!); embrace failure (it’s the only way to learn); and foster creativity (don’t be a control freak). Lundin describes his Nine Lives of Innovation, each of which is a step toward realizing your inner Cat and becoming a fully contributing member of an innovative organization. He shares how prowling inside every employee is a questioner, a creator, and innovator. (HD 53 L86 2009)

According to another animal-based saying, if you eat a live frog first thing each morning you’ll have the satisfaction of knowing it’s probably the worst thing you’ll do all day. Using “eat that frog” as a metaphor for tackling the day’s most challenging task, Brian Tracy explains how to zero in on these critical tasks and better organize time. This means not only getting more things done, but getting the right things done. Eat that Frog! 21 Great Ways to Stop Procrastinating and Get More Done in Less Time cuts to the core of what’s vital to effective personal time management: decision, discipline, and determination. Tracy details 21 practical, doable steps to stop the procrastination treadmill and get more of the important tasks done today. This audio-CD includes practical strategies for outwitting those major time-thieves: the high-tech distractions of email, the Internet, and cell phones. (Audio-CD: BF 637 P76 T73 2006)

Because of their forked tongues, snakes have come to symbolize deceitfulness. In Snakes in Suits: When Psychopaths Go to Work Paul Babiak, an industrial and organizational psychologist, and Robert D. Hare, the creator of the standard tool for diagnosing psychopathy, explore these masters of deception in the world of work. Psychopaths, or those with destructive personality characteristics that are invisible to many with whom they interact, have infiltrated today’s workplaces in increasing numbers. Their skilled manipulation begins with a perfect interview, as they are attractive job applicants who are confident and charming. They often flourish in fast-paced, changing industries with widespread uncertainty and can inflict considerable damage. Babiak and Hare explain in nontechnical language and real-world case studies how to protect employees and the company from these deceptive individuals who take advantage of organizational systems and processes, exploit communication weaknesses, and promote interpersonal conflicts. (HF 5548.8 B183 2006)

It seems that snakes aren’t the only animals in the workplace jungle. Having spent time studying how animals operate in the real jungles of the Amazon and the African bush, Richard Conniff shares his observations in The Ape in the Corner Office: Understanding the Workplace Beast in All of Us. He explains that tools for getting ahead — like doing favours, grooming coworkers with kind words, building coalitions — come straight from the jungle. Conniff explains that you can become more effective by understanding how other species negotiate the tricky balance between conflict and cooperation. (Book: HF 5386.5 C66 2005; Audio-CD: HF 5386.5 C66 2005a)

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