

the enlightened leader



Reflections from Izzo

It has been awhile since our last edition of *the enlightened leader*—in part because it has been a very busy time for us. As many of you know, I spent most of March in Tanzania camping with fourteen other mid-life men. Many of you have asked if I went on “safari”? Safari is a Swahili word for journey and it was indeed a journey.

Unhooked from all technology, we spent our time hiking, sitting by the fire, meeting with tribal elders, enjoying nature, and getting to know each other.

One of the most profound things about this experience was spending so much time getting to know a group of people. Undistracted by technology and a busy schedule, I can honestly say I spent upwards of eight hours each day getting to know people. So often in our society we are so busy that we don't make room for relationships and for people. There is always something “more important” to be done. Truman Capote was once asked by Johnny Carson how much time he spent writing, to which he answered, “half my time” and that he spent the other half “making friends.” Carson suggested that was an awful lot of time to spend making friends. Capote responded that it was “no where near enough.” Many of the men on the trip commented about how we don't make enough room for relationships in our lives. Since I have been back I have been making an extra effort to make room for people and for relationships.

Many people told me that when they were in Africa, it was not the animals of Africa that really captured them as much as the humanity of Africa. I felt this deeply. We encountered every imaginable animal and I have many lasting images of Elephants, Lions, Zebra and Giraffe. But when think of Africa, I think of the people.

Tanzania is a poor country in economic terms, but there is a wealth of the soul. Towards the end of our trip we were in a small village, filled with mud huts and the only running water a small stream that ran through the center of the village. A colleague and I were standing by the river feeling sorry for those who lived in such conditions. Just then, we heard singing off in the distance. We followed the voices until we came upon a small church and a group of nine men and women singing with great joy outside the church, sitting on a tiny bench without musical accompaniment. They had such joy in their faces. I realized they had little material wealth but had everything a human truly needs! They had friends, they lived in a close knit community where they could live without fear—where their children could walk alone unafraid of strangers, they had love, they had faith they were a part of something larger, and they had enough to eat. So many people in our society have a chronic sense that we do not have enough—maybe it is because we focus on things that don't really bring joy anyway.

Finally, I will recall our meetings with the tribal elders in three different tribes. Each time we would meet I asked if they were “worried about the future.” In each case, the elders began by saying something like “of course we are worried about the future”. They worried about the rain being less frequent, the animals fewer and the soil eroding, they were worried about young people and how they would fare economically. But the elders were not just worried, they were working. In one tribe they had just preserved a forest to protect the watershed and issued an order that each family in the tribe must plant twenty trees. I came back more committed than ever to join hands with those who are worried as I am, all over the world, about the kind of world our children may live in. Maybe if we all worry AND work, we will leave them an even better world.

Have a great summer,
John

national appearances

Recent past events

April 2006

April 4-5th TELUS - Vancouver, BC
 April 7th Howard College - Columbia MD
 April 11-12th TELUS - Edmonton, AB
 April 14-16th EASTER BREAK
 April 18th Colorado Treasury Assn - Denver, CO
 April 21st AONE - Orlando, FL
 April 23rd NEA Conference - Austin, TX
 April 25th Waukesha Memorial Hospital
 Apr 24th St. Joseph's Hospital—Detroit, MI
 Apr 26th US Food Service , Denver, CO
 April 27th TELUS - Ottawa, ON
 April 29th Avera Healthcare - Minneapolis, MN

May 2005

May 1st Indr'I Accident Prov. Assn.—Toronto, ON
 May 10-11th TELUS - Calgary
 May 12th Assn. of Broadcasters - Victoria, BC
 May 15-17th TELUS - Vancouver, BC
 May 18th City of Burnaby - Burnaby, BC
 May 19th Iowa Hospital Assn. - Des Moines, IA
 May 25th St Joseph's Hospital—Detroit, MI
 May 26th Periodontal Assn of Greensboro
 May 30th TELUS—Montreal, Que

June 2006

June 1-4th Greenleaf Center for Servant Leadership
 Indianapolis, IN
 June 11th Health Employers Association of BC, Victoria, BC
 June 12th Organon Canada—Whistler, BC
 June 13yth Resurrection Health Care—Chicago, IL
 June 14th National Education Association—Washington DC
 June 28th Providence Healthcare - Toronto, ON

July and August

Prep for TV Series and New book!
 REST and RENEWAL

Upcoming dates available on our website
NOTE: If you need further information on Dr. Izzo's booked dates and locations please visit www.theizzogroup.com/calender.htm

The Business of Kindness



Author Bo Lozoff, leader of an organization called the Human Kindness Foundation, writes, *"In the midst of global crises such as pollution, wars and famine, kindness may too easily be dismissed as a soft issue or a luxury to be addressed after more urgent problems are solved. But kindness is in the greatest of need in all those areas,*

kindness toward the environment, toward other nations, and toward the needs of people suffering. Simple kindness may be the most vital key to the riddle of how human beings can live with each other and care properly for this planet we all share."

This quote has resonated with me since I first read it because of my career in human resources and the "soft skills" dilemma that those in my profession understand as we struggle to promote these skills in the workplace. Soft skills, or people development skills, have not been given the same consideration as the harder operational skills, because of the belief that they don't impact the bottom line as directly as the accounting and loss prevention departments do. We now know that recruitment, retention and training skills are reaching a critical mass. Businesses now believe that these so-called soft skills, these "luxuries to be addressed after the urgent problems are solved," are becoming hard skills trained as a matter of expectation due to ongoing demands in the workplace being at an all time high.

One of the most noticeable and alarming effects of the increasing demands in the workplace is the much greater levels of stress, leading to high turnover, absenteeism, increased disability claims, lawsuits and, worst of all, rising incidences of workplace violence. Companies can no longer avoid dealing with what we call the "soft" issues such as stress, training and employee morale. This is because an abundance of research shows that neglecting these issues is significantly debilitating people, productivity and, consequently, profits.

It's important to set the tone of this series of articles by first explaining how the kindness movement in North America began. Kind acts aren't new to the world, but one woman stood up for an ideal that sent ripples of hope around the world; she was Anne Herbert, a California journalist. Anne Herbert was a columnist during the early eighties who coined a phrase simply by chance that has become one of the most famous quotes of our time. From bumper stickers to key chains, this profound piece of advice reads "Practice random acts of kindness and senseless acts of beauty." Herbert grew tired of hearing news of random acts of violence on the news, something I think we can all relate to. She decided to do something about it and challenged her readers to change this negativity to a positive by

promoting the opposite. She encouraged them to go out and commit random acts of kindness.

Her method was simple. Convinced that people needed to hear more good news, she started to write stories about kindness and encouraged her readers to join in by spreading good news rather than negative. Stories of random acts of kindness started to flood in from around North America. Stories told of people paying for the car behind them at a toll both, letting cars in during rush hour, paying for someone's coffee in a café, and on and on.

The Kindness Movement also has its roots in other countries around the world. In order to provide a focus and springboard for the promotion of kindness, November 13 was officially declared World Kindness Day.

Why the Kindness Connection at Work

So how does an organization, or better yet, the individual leader, make the leap to tabling the word "kindness" at work without being ridiculed out of the room, perceived as someone who is more interested in promoting those things considered "light and fluffy" than the crucial bottom line? Kindness, in my opinion, goes to the heart of the matter.

Our society is built on a foundation of many different types of relationships, which connect individuals to families, friends, work colleagues, communities, countries and our global community. From the playgrounds to the boardroom and into our courtrooms, relationships are at the very heart of our challenges as well as our solutions both personally and professionally. The way we affect each other relates to the quality of our interactions and ultimately determines the health, well-being and success of our employees and our society as a whole.

Leadership is all about relationships, and no matter how hard a leader may try to ignore the fact that their team members are bringing their personal lives to work, the reality is that they cannot be expected to leave a part of who they are in the parking lot. Although this has been the trend for most of our careers, it no



longer will fly in the face of the new generations entering the workplace, and the older baby boomers are finally saying enough is enough. Together we will see the workplace take a positive and constructive turn over next few years as the issue of life/work balance comes to the forefront as a recruitment and retention tool.

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Kindness is a simple concept — too simple, one might be inclined to think, to provide a solution to the complex and serious challenges we face daily in work, and our growing propensity toward overt and covert workplace violence. However, it is precisely this simplicity that allows kindness such power and magnitude to affect change at all levels within individuals and organizations. Promoting kindness in the workplace as a core value only strengthens the foundations of our businesses

We all know what it means to be kind — how it feels to be the recipient of a kind act — and the rewards of committing a random act of kindness upon another human being. It does not take days of training seminars or piles of manuals to teach people how to be kind to one another. Kindness is something that each and every person knows how to do and can appreciate across all cultures, religions, genders and age barriers.

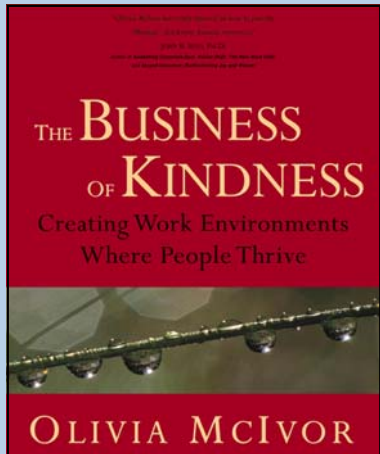
Thanks for reading,
Olivia

Book release!

The Business of Kindness:
Creating Work Environments
Where People Thrive
(FairWinds Press 2006)
Will be released internationally in
October 2006.

We are accepting pre-orders
however we will be featuring more
from this timely book in our next
edition.

More about this title in our [Books in Review](#) section.



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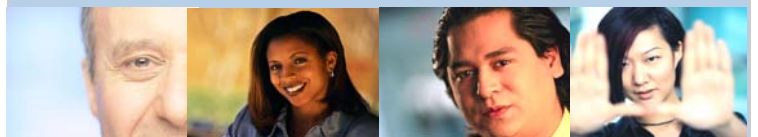
Workplace Wellness

NUGGET:

Here is a simple workplace wellness idea---make one of your meetings every day a "walking meeting." A manager told us that on 90% of her days she schedules one of her meetings as a walking meeting, combining the meeting with wellness. She looks at her schedule and calls the person she is meeting with the day before and asks if they could take that meeting while walking.....What a great idea!

What Different Generations Want at Work

In our *Four Generations—One Workplace* program, we group people together with other members of their generation. Most often there are four generations active in the workplace today—Gen X (1966-1978), Gen Y (after 1978), Baby Boomers (1945-1965) and the Pre-Boomer (Before 1945). We ask them to talk about what they want from work and what they want from the other generations. Interestingly, their wants at work vary but each generation inevitably asks for the same thing from the other generations—respect. Younger workers say things like: "Just because we look a little different and we are young, that does not mean we don't have great ideas." The older workers typically say something like: "Just because we have a little gray hair and are not as tech-savvy, doesn't mean you can't learn from our experience." Next time you are working across generations, remember that each generation wants from us what we want from them, a little respect. And respect given, is most often given back.



Healing Healthcare

We always remind people that
"a compliment that dies inside of you, is not a compliment at all"
Here is someone who touched us with a recent note.

Dear Dr. Izzo,

I had to tell you that your presentation at our Healthcare Leadership Conference was the most worthwhile presentation I have heard while in leadership in 8 years. You truly spoke to my heart. Being encouraged to share those moments when we as health care givers may have made a difference in the lives of others is a great idea. You are right, we don't support one another enough, we don't encourage one another enough. My healthy little 86 year old Mother passed away after a (mercifully) very brief illness of 5 days in an ICU in a faith based hospital in Indiana. My experience was beautiful and awesome. I know that not everyone has the good fortune to be able to say that. I have been an ICU and ED nurse for 27 years working in Home Care and Quality Improvement and more recently, in Risk Management for the past 4 years. I have heard it, done it and seen just about all of it in health care from the best to the worst.

Being able to share an end of life journey with another human being is something greater than ourselves, but to be there for your parent whom you love with all your heart was the greatest moment of my life. Having health care providers that I could "walk" with through that journey and to have their support, encouragement, understanding and most of all (their) kindness made a potentially horrendous experience one of privilege, honor and dignity. Mere words cannot begin to express the profound appreciation I feel for those people at the St. Joseph's Medical Center in Plymouth, Indiana. I feel blessed to be able to tell you that and to tell you that you spoke directly to my heart and soul this Tuesday. You are so very right, it is NOT about the monitors, the pumps, alarms, drugs and numbers. It is about people and how we treat one another and how we respect and appreciate each other as human beings.

I have long believed that it begins at the top and your presentation validated my thoughts. I sit through presentations frequently. I often sit and think "*oh I am guilty of doing that*" or "*I should have done that*". At your presentation I felt warm and felt good that "*yes, I have done those things*". Unfortunately, your books were sold when I went to purchase one, but I have gone to your website and plan to buy 2. One for myself and one for a friend.

You were engaging and just great! You were wonderful. What a beautiful, beautiful life.

Thank you!

Name withheld.



What People Look for in a New Job?

According to a recent survey by Right Management, laid off employees are most likely to be looking for the following things in their new employer:

Work-Life Balance—Will the work schedule allow me time for outside interests?

Reporting Relationship---Who will be my new boss?

Career Development—What are the opportunities for growth and advancement?

Alignment with Values—What is the workplace culture?

The study also found that workers are also taking more time in between jobs to make sure that there is a good fit rather than just taking another job. Bottom line—people are being pickier (as they should be since we spend 70,000 hours at work in our lifetime).

Of course if this is what people are asking—how are you recruiting? Do your recruitment efforts and interviews emphasize the things people say matter to them?

Past editions of
the enlightened leader
can be downloaded off our website:

go to:

www.theizzogroup.com/Newsletter.htm

greening our world

Critters and movies

By Leslie Nolin-Izzo



Greening our world definitely starts with appreciating the wonders within it but it can't stop there.

Some of us appreciate and work to protect the forests and green spaces, others choose the oceans and waterways and some of us tend to the animals and other beings on this planet.

I am without a doubt an animal person and my husband will attest to my love for anything with fur, feathers or scales. This would help explain why we continually live in what I call "*an urban farm*". We have a dog (I'd have two if he'd let me) three cats, five

rats and had three love birds and a corn snake named 'Kau'.

If I look back on my life, I can't ever remember a time I didn't have an animal to share my life with. When I was young we had a dog and I remember the day we got her like it was yesterday...my father walking into the kitchen after a long days work, my mother cooking pork chops in our very 70's floral kitchen...my older brother was setting the table and my younger brother was being, well, a younger brother. My father, very 'Elvis' in appearance opened his long black trench coat and there in the breast pocket was this little black ball of fluff. She let out a yip and a whine and that was it... I melted in those two tiny brown eyes. I was hooked. I remember feeling a tremendous sense of responsibility, a seriousness in the adoption of this young creature and in all my Piscean drama vowed she would stay safe, well looked after and loved. I was seven.

Now, some years later it is clear that I care deeply and passionately for all beings on this planet I have learned however that "*caring*" about this is great but that doesn't necessarily translate into "*doing*" anything to ensure they have a sustainable future.

Opening night of "*An Inconvenient Truth*" was last Friday June 9th...as many of you know, this is Al Gore's internationally acclaimed documentary about the status of our planet and the impact global warming is having on our world. This documentary places factual information at your feet and Gore does this with a 'matter of fact' yet humanistic sense of humor.

(I was a Loren Green and Jacques Cousteau fan—so this was great for me). It was entertaining and enlightening however it went past tugging at my heart strings...it literally smacked me over the head and screamed ...

"DO SOMETHING!...enough CARING LES!"

We went to this movie, we watch, we learned, we laughed (*at ourselves mind you*) and left feeling even more deeply about our mission to change the impact we are having on our planet. I learned that what we are doing today is still not enough and I learned I can care, gosh I can care till I am blue in the face....but what the world needs, is for me to change my habits, change my impact, change my life in order to preserve our wonderland. My *Urban Farm* is not enough...that technically is caring but on my own terms...nope, not enough.

If you can, find time to see this documentary, take your partner and your kids. Share this with your friends and colleagues. We all have a vested interest in this. It isn't hogwash, it isn't preaching, it isn't enviro-gobbulty-gewk...its real and its about us.

Comments? leslie@theizzogroup.com

One by One

"One by one, they pass by my cage...too old, too worn, too broken, no way.

Way past his time, he can't run and play.
Then they shake their heads slowly and go on their way.

A little old man, arthritic and sore.
It seems I am not wanted anymore.

I once had a home, I once had a bed, a place that was warm, and where I was fed.

Now my muzzle is grey, and my eyes slowly fail.
Who wants a dog so old and so frail?

My family decided I didn't belong, I got in their way,
my attitude was wrong.
Whatever excuse they made in their head, can't justify
how they left me for dead.

Now I sit in this cage, where day after day, the
younger dogs get adopted away.

When I had almost come to the end of my rope,
you saw my face and I finally had hope.
You saw thru the grey and the legs bent with age, and
felt I still had life beyond this cage.

You took me home, gave me food and a bed,
and shared your own pillow with my poor tired head.
We snuggle and play and you talk to me low, you talk
to me dearly, you want me to know.

I may have lived most of my life with another,
but you outshine them with a love so much stronger.
And I promise to return all the love I can give to you,
my dear person, as long as I live.

I may be with you for a week or for years,
we will share many smiles,
you will no doubt shed tears.

And when the time comes that God deems I must
leave,

I know you will cry and your heart, it will grieve.
And when I arrive at the Bridge, all brand new,
my thoughts and my heart will still be with you.

And I will brag to all who will hear,
of the person who made my last days so dear."

Author Unknown

*SPCA is a foundation The Izzo Group
financially supports.*

Make Your Employee's Day

We recently heard about a great simple idea. Give each of your employee's the gift of a "double-affirmation." The idea is simple, write down one thing you admire about each of those who report to you at work and one thing you admire about them outside of work or as a person. It might be their "can-do attitude," their "respect for detail," their "commitment to customers." Outside of work it might be their "commitment to family," their "sense of adventure," or their "sense of humor." Then for the next few months, have a conversation with each one of them and tell them the two things you wrote down. Make it personal and make it informal. Our guess- it will be very meaningful for your people. HINT: Don't announce you are doing this, just DO it.



Four Generations, One Workplace

THE WORKSHOP

Based on Dr. Izzo's book Values Shift: the new work ethic and what it means for business, 'Four Generations - One Workplace' focuses on educating individuals about the differences between generations as well as learning how to bridge the gaps between them.

The workshop can be taught by our experienced trainers or we can license your trainers to teach this program within your organization. This program teaches trends specific to the four generations at work today: *The Pre-War/Pre Boomer Generation* (born before 1942), *The Baby Boom Generation* (1942-1962), *The "Gen X" Generation* (1963-1977) and the *Generation Y* (born 1978-1990) and then moves forwards into collaboration.

In this experiential and interactive workshop:

- * we explore how and why our work ethic has changed
- * we discuss the gifts each generation offers as well as the challenges
- * we look at the retention issues that surround each generation
- * identify the conflicts that have arisen from having distinct generations within the workplace today
- * explore the data on the six major values people expect to be able to live at work today
- * Learn tips and practical ideas on what companies and managers can do to attract a variety of age groups, retain these valued individuals as well as inspire and communicate more effectively

*This program is being experienced and trained in both the United States as well as Canada.
For more information please contact our office.*



Dr. John Izzo filming TV series in
Toronto September 28th & 29th
looking for audience members!



We are very proud of this opportunity and thrilled to announce this to our loyal followers and supporters.

Dr. Izzo has become known internationally as a wise and trusted voice for over the past 20 years. It is one that has been and continues to be a beacon for organizational, personal and global change.

Dr. John Izzo has been asked to film a TV series for Omni TV/the Biography Channel this September. This is the first television series of its kind in Canada and very well may be of interest to our US and global clients as well.

"Living a Life of Significance" will be filming September 28th & 29th, 2006 at the Metro Toronto Convention Centre. We are looking for individuals who would like to be part of the live audience. **Please contact us** if you are interested. **It is FREE!** *Companies wishing to send employees to this series, please contact us.*

Sponsorship. Along with opportunities to see this series there are opportunities to be a sponsor as well. This sponsorship will involve a fair amount of exposure during the broadcast and extensive pre-program advertising in national magazines and billboards. Please bear in mind that this series is being filmed for TV and will be showing across the country in early 2007. There are many benefits to aligning with Dr. Izzo on this particular program. ***If you believe your organization might be interested please let us know soon and we will forward your contact information to Omni TV.***

great workplace culture series

DVD Vignettes

Dr. Izzo has produced a new series of teaching videos averaging 7-12 minutes in length. The nine videos are meant to be shown at the beginning of staff meetings, at performance reviews or at the beginning of a conference to set a specific tone and assist in creating change. Our goal is to encourage and assist you in your leadership role of creating a culture of excellence.



Each video explores one of Dr. Izzo's key messages with new stories and material including: "Enjoy the Rowing", "100/0", "Your Most Important Customer", "Make Someone's Day", "Be the Dog", "The Five Rows", "Complainers and Contributors", "Appreciation...Priceless!", "What's Your Edge?" and "What Questions Rule Your Life?".

The intention behind these vignettes is to supply you with a variety of messages in short useable chunks to enhance an idea, new direction or message you would like to encourage within your workplace.

If you wish to preview three of these vignettes, please go to www.theizzogroup.com and on the homepage there is a direct link to our DVD preview page.

We accept Visa and MasterCard for Canadian and US Purchases!

If you need further information on this product please e-mail us at: info@theizzogroup.com.



the enlightened leader

New Product!

Generational Reference Cards

This card series describes each of the four generations currently in the workplace. (Pre-Boomers, Baby-Boomers, Generation X and Generation Y) A handy set of four cards that outlines the *Gifts* each generations offers to the organization, *Motivating Expectations*, *Training Expectations* and *Communication Expectations*. Want to know more about the groups of individuals you work with and how you can work more effectively together? We have a quick reference tool!

4 cards/set, each order contains 10 sets!

You can hand them out at work!
www.theizzogroup.com



Send us your thoughts.

Simply e-mail us your article—we allow for a maximum of 500 words and we do reserve the right to correct, edit and check any facts contained in the document.

Book Ideas?

Have a great book you think readers should look at? Let us know we'll spread it around!

Know of a great workplace?—let us know—we'll feature them in an upcoming edition on best practices and best workplaces.

Know of a great individual who deserves recognition? Write us and tell us about them—we're dedicating an edition to all those we don't recognize enough!

Downloading past editions

Many individuals have asked about back issues of the 'Enlightened Leader'. If you visit our website you can view and download all the past editions. Simply go to: www.theizzogroup.com 'click' on "newsletter" and there you should find all past editions.

Happy Reading.



This Newsletter is produced by The Izzo Group Ltd.

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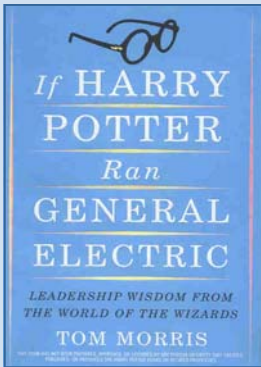


www.theizzogroup.com

Books in Review

If Harry Potter Ran General Electric

By Tom Morris



Tom Morris is a philosopher and is always coming up with good ideas. His latest book will challenge you as a leader. This time he has taken the Harry Potter stories and looked at the management philosophies embedded within those stories. For all you "Potter" fans, you will love reliving the stories and applying it to your work as a leader. The wisdom may be age-old and

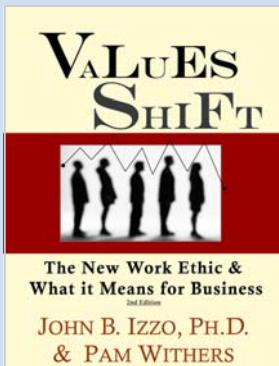
time-tested, but the fresh approach Morris brings makes this book a must for Potter fans and a window into the Potter phenomenon for those of you who never read "fiction." Now you can get a dose of management education and find out about Harry at the same time. Great summer reading for leaders!

Values Shift:

the New Work Ethic and What it Means for Business

2nd Edition

By John B. Izzo and Pam Withers



The first edition of this title was published in 2000. Definitely ahead of its time! With updated data, stories and company highlights this title's second edition is to be released this fall!

A new work ethic is alive and well in workplaces across North America! With four generations existing within most workplaces the set of values we wrote about in the first edition,

(*Balance and Synergy, Noble Cause, Growth & Development, Partnership, Community and Trust*) are even more clear and more pronounced today some six years later. These values have reshaped how we operate and what companies have had to do to attract and keep good people. While work has changed dramatically over the last two decades, this second edition, from Fair-Winds Press reconfirms what the first edition argued... that our values around work have changed in ways that has impacted business... and our lives.

Available in September 2006! ISBN: 0-9780974-0-8

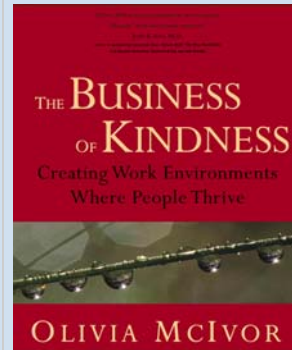
The Business of Kindness:

Creating Work Environments Where People Thrive

By Olivia McIvor (Oct 2006)

Pre-publication notice:

This book will be available to our database Sept 2006!



In workplaces everywhere, we are constantly being faced with new business challenges that will have a direct impact on the financial bottom line. More and more, we are being called upon to remain both innovative and competitive as business environ-

ments experience unprecedented change.

Kindness is a quality that is valued by all persons regardless of gender, age, culture, values or beliefs. Kindness as a core value and as a standard for decision-making it provides an easily understood "emotional benchmark" for recharging and centering oneself in the midst of stress and change of today's workplace.

This book raises awareness and personal accountability for the development of a kind culture. This book also provides solutions by describing the 12 Character Building Traits that create positive, productive and profitable work environments.

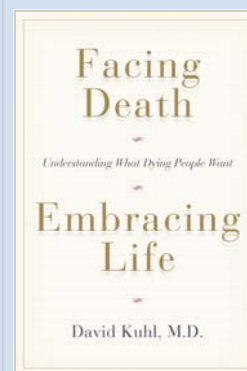
ISBN: 0-9682149-9-1

price: 36.95 CDN 32.95 USD

Facing Death—Embracing Life:

Understanding What Dying People Want

By David Kuhl



Many of you know that we often sing the praises of David Kuhl's first book, What Dying People Want. Now David (a gifted physician and teacher) has written a book applying that wisdom in a practical way for those who have been diagnosed with a terminal illness.

His sensitivity and wisdom, learned from sitting at the side of those who are dying, helps each of us embrace

life. A great gift for anyone in your life who is grappling with a terminal illness or living in the possibility of dying, which ultimately includes us all.

Available at local bookstore as well as online booksellers.