

Staff Development and Training Library

Title/Subject:	Type of Material: Video (VHS), Book, Audiocassette	Library Call Number	Running Time	Author/Speaker & Vendor	Description:
Avoiding Litigation Landmines: A survival guide for managers	VHS	rbrHRS 94		(no author)	
Boundaries: When to Say Yes How to Say No to Take Control of Your Life	Book	rbrHRS 86	N/A	Cloud, Henry	
Building Performance and Profits through People	Audiocassette	rbrHRS 74	6 cassettes	Dr. Bill Maynard, The Effectiveness Institute, Inc.	Includes the key drivers behind sustainable individual and team performance.
Communicating Non Defensively	DVD	rbrHRS 54		(No Author)	
Cliff's Customer Service Adventure	Videotape (VHS) Leaders Guide	rbrHRS 55	13 Minutes	CRM Films Production	A fun training video that shows young front-line employees how to give responsible, caring customer service.
Courageous Followers, Courageous Leaders	Leader's Guidebook	rbrHRS 58	N/A	CRM Learning	This video dramatizes both the sensitivities and the redeeming skills in business, government and educational settings – showing the unique pressures facing team leaders.
Courageous Followers, Courageous Leaders	Videotape (VHS)	rbrHRS 58	20 Minutes	CRM Learning	This video dramatizes both the sensitivities and the redeeming skills in business, government and educational settings – showing the unique pressures facing team leaders.
Creating a Customer- Centered Culture: Leadership in Quality, Innovation and Speed	Book	rbrHRS 79		Lawton, Robin L.	
Crucial Conversations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior	Book	rbrHRS 82		Patterson, Kerry et Al	
Crucial Conversations: Tools for Talking When Stakes are High	Book	rbrHRS 76		Patterson, Kerry et Al	
Diversity in The Real World	VHS	rbrHRS 95		(no author)	
Don't Wait Negotiate: How to get what you want in life	Videotape (VHS)	rbrHRS 68	Not Available	Mimi Donaldson	Get more results from everyone in your life. Master the basic 6 skills to get what you want.

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Ethics 4 Everyone	CD ROM & DVD	rbrHRS 97		(no author)	
Evelyn Wood Reading Dynamics: The World Famous Speed-Reading Program	DVD	rbrHRS 71		(no author)	
Evelyn Wood Reading Dynamics the World Famous Speed-Reading Program: A Video/DVD Workbook	DVD	rbrHRS 45		(no author)	
Exceptional Customer Service (Volume 1)	Videotape (VHS)	rbrHRS 44 v.1	3 Volumes	Fred Pryor Seminars	A must for everyone who communicates with customers. Includes winning telephone techniques.
Exceptional Customer Service (Volume 2)	Videotape (VHS)	rbrHRS 44 v.2	3 Volumes	Fred Pryor Seminars	A must for everyone who communicates with customers. Includes winning telephone techniques.
Exceptional Customer Service (Volume 3)	Videotape (VHS)	rbrHRS 44 v.3	3 Volumes	Fred Pryor Seminars	A must for everyone who communicates with customers. Includes winning telephone techniques.
Fish! A Remarkable Way to Boost Morale and Improve Results	Book	rbrHRS 66	Book	Charthouse Learning	Fish is a management philosophy that originated at the Pike Place Fish Market in Seattle, where fishmongers playfully toss around trout and salmon. The idea is to transfer that enthusiasm to the business world by encouraging employees to adopt a playful attitude about work and to go to extra lengths to make a customer's or a colleague's day special.
Fish! Philosophy	Videotape (VHS)	rbrHRS 65	22 Minutes	Charthouse Learning	Fish is a management philosophy that originated at the Pike Place Fish Market in Seattle, where fishmongers playfully toss around trout and salmon. The idea is to transfer that enthusiasm to the business world by encouraging employees to adopt a playful attitude about work and to go to extra lengths to make a customer's or a colleague's day special.
Getting Things Done: The Art of Stress-Free Productivity	Book	rbrHRS 77		Allen, David	
Grammar for Business Professionals	Audiocassette Seminar	rbrHRS 17	6 Tapes	Patricia Cramer/ CareerTrack	Must-know guidelines for mistake-free communication.
Grammar for Business Professionals	Videotape (VHS)	rbrHRS 42 v.1	59 Minutes	Patricia Cramer/ CareerTrack	Must-know guidelines for mistake-free communication.
Grammar for Business Professionals	Videotape (VHS)	rbrHRS 42 v.2	62 Minutes	Patricia Cramer/ CareerTrack	Must-know guidelines for mistake-free communication.

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Grammar for Business Professionals	Videotape (VHS)	rbrHRS 42 v.3	67 Minutes	Patricia Cramer/ CareerTrack	Must-know guidelines for mistake-free communication.
Grammar for Business Professionals	Workbook	rbrHRS 42	Workbook	Patricia Cramer/ CareerTrack	Must-know guidelines for mistake-free communication.
Grow Your Own Leaders: How to Identify, Develop, and Retain Leadership Talent	Book	rbrHRS 80	N/A	Byham, William C. et Al	
High-Impact Business Writing	Videotape (VHS)	rbrHRS 41 v.1	61 Minutes	Ronnie Moore/ CareerTrack	How to write clear and concise memos, proposals, letters & reports.
High-Impact Business Writing	Videotape (VHS)	rbrHRS 41 v.2	62 Minutes	Ronnie Moore/ CareerTrack	How to write clear and concise memos, proposals, letters & reports.
High-Impact Business Writing	Videotape (VHS)	rbrHRS 41 v.3	61 Minutes	Ronnie Moore/ CareerTrack	How to write clear and concise memos, proposals, letters & reports.
High-Impact Business Writing	Videotape (VHS)	rbrHRS 41 v.4	62 Minutes	Ronnie Moore/ CareerTrack	How to write clear and concise memos, proposals, letters & reports.
High-Impact Business Writing	Workbook	rbrHRS 41	Workbook	Ronnie Moore/ CareerTrack	How to write clear and concise memos, proposals, letters & reports.
How to Hold Successful Meetings	Videotape (VHS)	rbrHRS 49	30 Minutes	Paul R. Timm/ Video JWA	For everyone in the organization from the mailroom to the front office! How to Hold Successful Meetings comes along just when we're all being called upon to do just that.
How to Make Winning Presentations	Videotape (VHS)	rbrHRS 48	30 Minutes	Paul R. Timm/ Video JWA	How to Make Winning Presentations helps you learn the right way to make a presentation. If all the world is a stage (and it is), then we're all presenters all the time. Be the best you can be.
Interpersonal Communication Skills	Videotape (VHS)	rbrHRS 43 v.1	Not Available	Debra Sutch/ CareerTrack	Training to minimize conflict and build collaboration in today's team-oriented workplace.
Interpersonal Communication Skills	Videotape (VHS)	rbrHRS 43 v.2	Not Available	Debra Sutch/ CareerTrack	Training to minimize conflict and build collaboration in today's team-oriented workplace.
Interpersonal Communication Skills	Videotape (VHS)	rbrHRS 43 v.3	Not Available	Debra Sutch/ CareerTrack	Training to minimize conflict and build collaboration in today's team-oriented workplace.
Interpersonal Communication Skills	Videotape (VHS)	rbrHRS 43 v.4	Not Available	Debra Sutch/ CareerTrack	Training to minimize conflict and build collaboration in today's team-oriented workplace.
Interpersonal Communication Skills	Workbook	rbrHRS 43	N/A	Debra Sutch/ CareerTrack	Training to minimize conflict and build collaboration in today's team-oriented workplace.

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Leader's Guide for The Abilene Paradox Second Edition	DVD	rbrHRS 39		(no author)	
Leadership IQ: A Personal Development Process Based on a Scientific Study of a New Generation of Lea	Book	rbrHRS 87		Murphey, Emmet C.	
Legal Peril: 8 Management Pitfalls to Avoid	VHS	rbrHRS 96		(no author)	
Managing Change and Transition		rbrHRS 78		(no author)	
Managing Transitions: Making the Most of Change	Book	rbrHRS 84		Bridges, William	
Mastering Web Searches	Videotape (VHS)	rbrHRS 59	93 Minutes	Judd Robbins/ LearnKey, Inc.	Join LearnKey expert Judd Robbins as he demonstrates how to find specific web sites more efficiently. You'll learn search techniques from one of the world's most experienced website developers. In this tape, Judd explains exactly how Internet search engines work. He will help you save time and eliminate frustration while locating information on the Internet.
Max & Max	Videotape (VHS)	rbrHRS 52	22 Minutes	Dr. Stephen R. Covey/ Franklin Covey	This video is a short satire depicting the similarities in the lives of a golden retriever and a young, enthusiastic college graduate entering the work force for the first time—both named Max. Max the dog has an owner, Mr. Harold, who happens to be Max the employee's manager, and his management style is nearly identical to his dog-training style. Max & Max is a comedy; it's also a look at the all too frequently occurring situation of organizations recruitment the most talented, enthusiastic people possible and then systematically destroying their initiative and contributions. Dr. Stephen R. Covey, a noted authority on leadership, discusses key points for creating a more empowering environment.
Once and For All: Resolving Performance Challenges	VHS	rbrHRS 93		No Author	

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Paperclip Communications		rbrHRS 75			
Power of Words, The	Videotape (VHS)	rbrHRS 67	3 minutes	CRM Learning	Thought-provoking opening for training in communication, diversity and teamwork.
Present with Confidence: Fear No More!	Videotape (VHS)	rbrHRS 50	60 Minutes	Neil Poindexter/ National Press Publications	Making powerful presentations is an art as well as a skilled craft. This exciting video series will give you the tools to excel as a speaker and communicator--plus a few "tricks of the trade" to help you along! Become a master communicator. Learn the secrets of powerful communication skills.
Pursuing Excellence in Higher Education: eight Fundamental Challenges	Book	rbrHRS 83		Ruben, Brent S.	
Pygmalion Effect: Managing the Power of Expectations, The	Videotape (VHS)	rbrHRS 47	22 Minutes	CRM Learning	It's a fact: Limited expectations bring limited results, high expectations lead to exceptional results. The phenomenon is known as the Pygmalion Effect and it has been documented numerous times in both business and education. In this video, you get a complete overview of the Pygmalion Effect through real-life examples, dramatic vignettes and scenes from the classic movie "Pygmalion," where individuals are transformed through the positive (or negative) expectations of another.
Shortcuts to Creating & Maintaining Organized Files & Records	Videotape (VHS)	rbrHRS 51	60 Minutes	Marla Benson/ National Press Publications	"Information overload" is an issue that challenges every professional in every organization today. Records, documents, articles to read, memos, computer files, e-mail, faxes and stacks upon stacks of files--all that has to go somewhere. But you don't have to be "organizationally impaired," thanks to the easy-to-apply strategies offered in this video.
Skin Deep	DVD	rbrHRS 69			
Speak to win	Audiocassette Seminar	rbrHRS 32	6 Tapes	Bert Deckner/ Nightingale-Conant Corporation	Twelve key steps to better public speaking.
Speaking without fear or nervousness	Videotape (VHS)	rbrHRS 40 v.1	57 Minutes	Helen Sutton/ CareerTrack	How to be effective whenever you make presentations, lead meetings, or join group discussions.
Speaking without fear or nervousness	Videotape (VHS)	rbrHRS 40 v.2	58 Minutes	Helen Sutton/ CareerTrack	How to be effective whenever you make presentations, lead meetings, or join group discussions.

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Speaking without fear or nervousness	Workbook	rbrHRS 40	N/A	Helen Sutton/ CareerTrack	How to be effective whenever you make presentations, lead meetings, or join group discussions.
Taking Charge of Change	Leader's Guidebook Workbook	rbrHRS 56	19 minutes	CRM Learning	This film brings stability to people in time of transition, inspiring them to responsibly manage the effects of change in their emotions. It teaches the skills for letting go of yesterday's comfortable ways while confidently embracing change.
Talking About Race: part 1	VHS	rbrHRS 92		(no author)	
Talking About Race: part 2	VHS	rbrHRS 92		(no author)	
Team Creativity	Leader's Guidebook	rbrHRS 57 LEADER'S GUIDE BOOK	N/A	CRM Learning	This video will show you how to nurture and protect creativity in a team or group, as well as how each of us needs to share responsibility for nurturing and protecting creativity within our teams.
Team Creativity	Videotape (VHS)	rbrHRS 57 VIDEO	20 Minutes	CRM Learning	This video will show you how to nurture and protect creativity in a team or group, as well as how each of us needs to share responsibility for nurturing and protecting creativity within our teams.
Team Creativity	Workbook	rbrHRS 57 WORKBOOK	N/A	CRM Learning	This video will show you how to nurture and protect creativity in a team or group, as well as how each of us needs to share responsibility for nurturing and protecting creativity within our teams.
the art of woo: Using Strategic Persuasion to Sell Your Ideas	Book	rbrHRS 88		Shell, G. Richard	
The Color fo Fear	VHS	rbrHRS 91		(no author)	
The Customer Service Toolkit	DVD/ CD ROM	rbrHRS 38		(no author)	
The Fifth Discipline: The Art and Practice of the Learning Organization	Book	rbrHRS 90		Senge, Peter M.	
The Heart of Change Field Guide: Tools and Tactics for Leading Change in Your Organization	Book	rbrHRS 85		Cohen, Dan S.	

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the Leadership Machine: Architecture to Develop Leaders for Any Future	Book	rbrHRS 89		Lombardo, Michael M.	
The Nordstrom Way to Customer Service Excellence: A Handbook for Implementing Great Service in Your	Book	rbrHRS 53		Spector, Robert	
The Set-Up-to-Fail Syndrome: How Good Managers Cause Great People to Fail	Book	rbrHRS 81		Manzoni, Jean-Francois	
Who Moved My Cheese? The Movie	DVD	rbrHRS 72		(no author)	
Writing for Business Results	Videotape (VHS), Audiocassette, and Book	rbrHRS 46	25 Minutes (Video)	Patricia Seraydarian/ JWA Video	You'll improve all aspects of your business writing--from memos to e-mails to detailed annual reports. This clear-cut, non-threatening approach gives you the principles you need to make your writing powerful, interesting and relevant to the reader.
How to deal with difficult People Vol. 1	VHS	rbrHRS 5 Vol.1		Dr. Rick Brinkman and Dr. Rick Kirschner	You'll discover why difficult people are so difficult by understanding...Assumptions, Pacing, Backtracking, The 4 elements of effective communication
How to deal with difficult People Vol. 2	VHS	rbrHRS 5 Vol.2		Dr. Rick Brinkman and Dr. Rick Kirschner	You'll also meet: Tanks, Grenades, Maybe People, Think They know It Alls, Nothing People
Bringing Innovation to Training Twelve Angry Men: Teams that don't quit	DVD		25 Minutes (Video)	Dr. Margaret Wheatley	This innovation video highlights important concepts of great significance to our life at work
The Unified Team Resolving Conflict and Restoring Team Unity	DVD		22 Minutes	Media Partners Cooperation	Promote the feeling of : achievement, belonging, contribution
The Unified Team Resolving Conflict and Restoring Team Unity	Book		N/A	Media Partners Cooperation	The Unified Team explores the mystery surrounding the feeling of unity.

