

**EMPLOYEE TRAINING OFFICE INVENTORY: BOOKS & BOOKLETS**

UPDATED 3/8/2004

**LEADERSHIP/MANAGEMENT SKILLS:**

## ATTITUDES ON THE JOB

Author: Margaret M. Brewer, Publisher: Educational Design, Inc., New York, 1990

## DEALING EFFECTIVELY WITH UNACCEPTABLE EMPLOYEE BEHAVIOR

Author/Publisher: SkillPath Seminars

## GIVE 'EM THE PICKLE!

Author: Robert E. Farrell, Publisher: Farrell's Pickle Production, Inc., OR, 1995

## HOW TO BECOME A BETTER NEGOTIATOR

Author: James G. Patterson, Publisher: American Management Assoc., New York, 1996

## INCREASING EMPLOYEE PRODUCTIVITY

Author: Lynn Tylczak, Publisher: CRISP Publications, Inc., California, 1990

## LISTEN UP, LEADER: PAY ATTENTION, IMPROVE &amp; GUIDE (2 copies)

Author: David Cotrell, Publisher: CornerStone Leadership Institute, Dallas, 2000

## LOVE &amp; PROFIT: THE ART OF CARING LEADERSHIP

(1 participant's book, 1 leader's book)

Author: James A. Autry, Publisher: William Morrow &amp; Co., Inc., New York, 1991

## MANAGING MENTAL HEALTH IN THE WORKPLACE

Author: Rita R. Handrich, Publisher: Hogg Foundation for Mental Health, Austin, 2000

## MONDAY MORNING LEADERSHIP

Author: David Cottrell, Publisher: CornerStone Leadership Institute, Dallas, 2002

## NEW EMPLOYEE ORIENTATION

Author: Charles M. Cadwell, Publisher: CRISP Publications, Inc., California, 1988

## RISK TAKING--A GUIDE FOR DECISION MAKERS

Author: Herbert S. Kindler, Publisher: CRISP Publications, Inc., California, 1990

## SUPERVISOR'S SURVIVAL KIT

Author: Elwood N. Chapman, Publisher: Macmillan Publishing Co., New York, 1990

## TEAM BUILDING

Author: Thomas L. Quick, Publisher: American Management Association, New York, 1992

THE MANAGER'S COACHING HANDBOOK Author: David Cotrell/Mark Layton. Publisher: CornerStone Leadership Institution, Dallas, 2002
THE SUPERVISOR'S GUIDE Author: Jerry Brown/Denise Dudley, Publisher: SkillPath Publications, Inc., Kansas, 1989
WALK A WHILE IN MY SHOES:MESSAGES FROM MANAGERS TO EMPLOYEES (2 copies) Author: Eric Harvey/Steve Ventura, Publisher: Performance Publishing Co., Dallas, 1996
<b>PERSONAL/PROFESSIONAL DEVELOPMENT:</b>
144 WAYS TO WALK THE TALK (2 copies) Author: Eric Harvey/Alexander Lucia, Publisher: Performance Publishing Co., Dallas,
180 WAYS TO WALK THE RECOGNITION TALK (3 copies) Author: Eric Harvey, Publisher: Performance Systems Corp., Dallas,
21 WORKPLACE PERSONALITIES: HOW TO SAY THE RIGHT THINGS AT THE RIGHT TIME Author: Editors of Communications Briefings, VA 1990
476 QUICK & PRACTICAL IDEAS TO WORK SMARTER & SUCCEED Author: Editors of Communication Briefings, VA, 1995
50 POWERFUL TEAMWORK TIPS FOR EMPLOYEES Author: Editors of Communication Briefings, VA, 1993
A PEACOCK IN THE LAND OF PENGUINS Author: Barbara "BJ" Hateley/Warren H. Schmidt, Publisher: Berrett-Koehler, San Francisco, 97
ADVANCED CONNECTIONS - MOVING QUALITY SERVICE BEYOND THE BASICS Author: Michzel Hovland/Ludie Dickeson/Karen Holtkamp, Publisher:USAGroup Noel-Levitz, Iowa, 1996 (2 copies)
ANGER PUZZLE Author: Betty Doty/Pat Rooney, Publisher: The Bookery Publishing Co., CA, 1986
BE WORKWISE: RE-TOOLING YOUR WORK FOR THE 21ST CENTURY Author: Mildred L. Culp, Publisher: Executive Directions International, Inc., Seattle, 1995
BREAK THE ANGER TRAP Author: Betty Doty, Publisher: The Bookery Publishing Co., California, 1985

BUILDING CUSTOMER LOYALTY Author: JoAnna Brandi, Publisher: The Walk the Talk Co., Dallas, 2001
CREATIVITY AT WORK Author: Dorothy S. M. Yep, Publisher: IRWIN, Boston, 1994
CREATIVITY IN BUSINESS Author: Carol Kinsey Goman, Publisher: CRISP Publications, Inc., California, 1989
DEVELOPING POSITIVE ASSERTIVENESS Author: Sam R. Lloyd, Publisher: CRISP Publications, Inc., California, 1988
DEVELOPING SELF ESTEEM Author: Connie Palladino, Publisher: CRISP Publications, Inc., California, 1989
EFFECTIVE MEETINGS Author: Clyde W. Bureson, Publisher: John Wiley & Sons, Inc., New York, 1990
EMPOWERED PROFESSIONALS-MAKING A DIFFERENCE Author: Karen L.Rancourt, Publisher: McCune & Lee Publishing, MA, 1992
EMPOWERMENT - ACHIEVING PEAK PERFORMANCE Author: Ken Blanchard/Susan Fowler Woodring, Publisher: The Power of One
EMPOWERMENT HOW TO BUILD AN EMPOWERED WORKPLACE Author: Cynthia D. Scott/Dennis T. Jaffe, Publisher: CRISP Publications, Inc., California, 1991
FIRST IMPRESSIONS/LASTING IMPRESSIONS Author: Dave Arch, Publisher: Resources Organizations, Inc., 1993
FORGET FOR SUCCESS: WALKING AWAY FROM OUTDATED BELIEFS & PRACTICES (3copies) Author: Eric Harvey/Steve Venture, Publisher: Performance Publishing Co., Dallas, 1997
FUNDAMENTALS OF POETRY Author: William Leahy, Publisher: Kenneth Publishing Company, Florida, 1987
GETTING MORE DONE WITH LESS: BUSINESS BOOSTERS TO HELP YOU WORK SMARTER Author: The Staff of Successful Manager, Publisher: Newsletter Service, Inc., MD
GOALS - GUIDELINES FOR DESIGNING AN EXTRAORDINARY LIFE Author: Gary Ryan Blair, Publisher: Successories, Inc., 1999

GOOD & ANGRY-HOW TO HANDLE YOUR ANGER POSITIVELY Author: Les Carter, Publisher: Baker Books House, Michigan, 1990
HOW TO DEAL W/DIFFICULT PEOPLE Author: Paul Friedman, Publisher: SkillPath.Publications, Inc., Kansas 1991
HOW TO DEAL W/DIFFICULT PEOPLE                      Revised Edition Author: Paul Friedman, Publisher: SkillPath.Publications, Inc., Kansas, 1994
HOW TO DIFFERENTIATE INSTRUCTION IN MIXED-ABILITY CLASSROOMS Author: Carol Ann Tomlison, Publisher: Association for Supervision and Curriculum Development, Virginia, 1995
HOW TO MANAGE STRESS FOR SUCCESS Author: Sara Zaff Geber, Publisher: American Mgmt Assoc., NY, 1996
HOW TO MANAGE YOUR BOSS Author: Kristie Kennard, Publisher: National Press Publication, Kansas, 1991
HOW TO SPEAK & LISTEN EFFECTIVELY Author: Harvey A. Robbins, Publisher: American Mgmt Assoc., NY, 1992
HOW TO USE STANDARDS IN THE CLASSROOM Author: Douglas E. Harris/Judy F. Carr, Publisher: Association for Supervision and Curriculum Development, Virginia, 1996
LIFESCRIPTS - WHAT TO SAY TO GET WHAT YOU WANT IN LIFE'S TOUGHEST SITUATIONS Author: Stephen M. Pollan/Mark Levine, Publisher: Wiley Publishing, Inc., Indiana, 1996
MIND SHIFT-UNDERSTANDING THE CHANGING WORLD OF WORK Author: Price Pritchett, Publisher: Pritchett & Associates, Inc.,Dallas, 1996
MOTIVATION & GOAL SETTING: THE KEYS TO ACHIEVING SUCCESS Author: Jim Cairo, Publisher: National Press,Kansas, 1990
MULTIPLE INTELLIGENCES IN THE CLASSROOM Author: Thomas Armstrong, Publisher: Association for Supervision and Curriculum Development, Virginia, 1994
NEW WORK HABITS FOR A RADICALLY CHANGING WORLD                      (2 copies) Author: Price Pritchett, Publisher: Pritchett & Associates, Inc., Dallas,

<p><b>ORGANIZING YOUR WORKSPACE</b>  Author: Odette Pollar, Publisher: CRISP Publications, Inc., California, 1992</p>
<p><b>OUTSTANDING CUSTOMER SERVICE</b>  Author: David E. Deviney, Publisher: Provant Media Publishing, IA, 1998</p>
<p><b>SELF MANAGING TEAMS</b>  Author: Robert F. Hicks/Diane Bone, Publisher: CRISP Publications, Inc., California, 1990</p>
<p><b>SOCIOLINGUISTICS - AN INTRODUCTION TO LANGUAGE AND SOCIETY</b>  Author: Peter Trudgill, Publisher: Penguin Group, New York, 1995 (New Edition)</p>
<p><b>SURVIVE INFORMATION OVERLOAD</b>  Author: Kathryn Alesandrini, Publisher: Business One, Irwin, Illinois, 1992</p>
<p><b>THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE</b>  Author: Stephen R. Covey, Publisher: Simon &amp; Schuster, New York, 1989</p>
<p><b>THE 7 SECRETS OF INFLUENCE</b>  Author: Elaina Zuker, Publisher: McGraw-Hill, Inc., New York 1991</p>
<p><b>THE ATTRACTION FACTOR IN EXECUTIVE SUCCESS</b>  Author: National Institute of Business Management, Inc., New York ,</p>
<p><b>THE CARE AND KEEPING OF CUSTOMERS</b>  Author: Roy Lantz, Publisher: SkillPath Publications, Kansas, 1995</p>
<p><b>THE MARS PATHFINDER APPROACH TO "FASTER-BETTER-CHEAPER"</b> (2 copies)  Author: Price Pritchett/Brian Muirhead, Publisher: Pritchett &amp; Assoc, USA 1998</p>
<p><b>THE STRESS OF ORGANIZATIONAL CHANGE (2 copies)</b>  Author: The Stress or Organizational Change, Publisher: Price Pritcher &amp; Ron Pound, Dallas,</p>
<p><b>THE WISDOM OF TEAMS</b>  Author: Jon R. Katzenbach/Douglas K. Smith, Publisher: Harvard Business School, Boston, 1993</p>
<p><b>THINK CHANGE - ADAPT AND THRIVE, OR FALL BEHIND</b>  Author: John Murphy, Publisher: Successories Library</p>
<p><b>THINK STRAIGHT FEEL GREAT: 21 GUIDES TO EMOTIONAL SELF CONTROL</b>  Author: Bill Borchardt, Publisher: Professional Resources Exchange, Florida, 1989</p>
<p><b>TIME MANAGEMENT BY COMMON SENSE</b>  Author: Roy Alexander, Publisher: American Management Association, New York, 1992</p>

TOTAL QUALITY CUSTOMER SERVICE

Author: Jim Temme, Publisher: SkillPath Publications, Kansas, 1994

UP YOUR PRODUCTIVITY

Author: Kurt Hanks, Publisher: CRISP Publications, California, 1990

WALK THE TALK AND GET THE RESULTS YOU WANT

Author: Eric Harvey/Al Lucia, Publisher: The Walk the Talk Company, Dallas

WINNING STRATEGIES FOR CUSTOMER SERVICE PROFESSIONALS

Author: Bureau of Business Practice, 1996

WORKING W/DIFFICULT PEOPLE

Author: William Lundin/Kathleen Lundin, Publisher: American Mgmt Assoc, NY, 1995

YOU JUST DON'T UNDERSTAND: WOMEN & MEN IN CONVERSATION

Author: Deborah Tannen, Publisher: William Morrow & Company, Inc., New York, 1990

YOUR FIRST 30 DAYS: BUILDING A PROFESSIONAL IMAGE IN A NEW JOB

Author: Elwood N. Chapman, Publisher: CRISP Publications, Inc., California 1990

**TRAINING (METHODS, STRATEGIES, etc.)**

**GAMES:**

GAMES TRAINERS PLAY

Author: Edward E. Scannell, Publisher: McGraw-Hill, Inc., New York, 1980

MENSA MIGHTY BRAIN TEASERS

Author: Robert Allen/Josephine Fulton, Publisher: Mensa Publications, New York, 1995

MORE GAMES TRAINERS PLAY

Author: John W. Newstrom, Publisher: McGraw-Hill, Inc., NY, 1983

STILL MORE GAMES TRAINERS PLAY

Author: John W. Newstrom, Publisher: McGraw-Hill, Inc., NY, 1991

**METHODS:**

20 ACTIVE TRAINING PROGRAMS, VOLS 1, II, & III

Author: Mel Silberman, Publisher: Pfeiffer, San Diego, California 1992-1997

ASTD TRAINER'S TOOLKIT

Author: Catherine N. Fisk, Publisher: American Society for Training and Development, VA, 91

THE 2000/2001 ASTD DISTANCE LEARNING YEARBOOK

Author: Karen Mantyla, Publisher: McGraw-Hill Companies, Inc., New York, 2000

CREATING TRAINING MIRACLES

Author: Alastair Rylatt/Kevin Lohan, Publisher: Pfeiffer, California, 1997

CREATIVE TRAINING TECHNIQUES HANDBOOK

Author: Robert W. Pike, Publisher: Lakewood Books, Minneapolis, 1989

HR TRAINING REPOS

Author/Publisher: Business & Legal Reports, Inc., Madison, CT, 1996

IMAGINATIVE EVENTS FOR TRAINING

Author: Ken Jones, Publisher: McGraw-Hill, Inc., New York, 1993

MAPPING A TRAINING APPROACH

Author: Joe B. Wilson, Publisher: Richard Chang Assoc., California, 1995

TRAINING FOR NON-TRAINERS

Author: Carolyn Nilson, Publisher: American Management Association, New York, 1991

TRAINING MANAGERS TO TRAIN

Author: Brother Herman E. Zaccarelli, Publisher: CRISP Publications, California 1988

TRAINING METHODS THAT WORK

Author: Lois B. Hart, Publisher: CRISP Publications, Inc., California, 1991

TRAINING PROGRAM WORKBOOK & KIT

Author: Carolyn Nilson, Publisher: Prentice Hall, New Jersey, 1989

**SAFETY ISSUES:**

OSHA ANSWER BOOK

Author: Moran Associates, Florida, 1996

SEXUAL HARASSMENT AWARENESS TRAINING

Author: Andrea P. Baridon/David R. Eyler, Publisher: McGraw-Hill, New York, 1996

SH! SEXUAL HARRASMENT

Author: Sivasailam Thiagarajan, Publisher: HRD Press, MA 1994

STRESS CONTROL

Author: Steve Bell, Publisher: SkillPath Publications, Kansas, 1996

REDUCING SCHOOL VIOLENCE THROUGH CONFLICT RESOLUTION

Author: David W. Johnson, Publisher: Assoc for Supervision and Curriculum Development, 1995

VIOLENCE ON CAMPUS - HOW TO MINIMIZE ITS RISK AND IMPACT

Author: Jacke McClain, Publisher: College and University Personnel Assoc., Wash., 1998





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