

CLASSIFIED PROFESSIONAL DEVELOPMENT LIBRARY

Please contact Carolyn Lamb at extension 28053, located at ESC – 4, to checkout resources

Anger/Conflict Management

Books

- Beyond Machiavelli (Tools for Coping with Conflict) by Roger Fisher, Elizabeth Kopelman and Andrea Kupfer Schneider
- Getting Disputes Resolved by William L. Ury, Jeanne M. Brett, and Stephen B. Goldberg
- How to Manage Conflict by Career Press
- Managing Conflict From the Inside Out by Marc Robert
- People Skills by Robert Bolton, Ph.D.

Training Materials/Manuals

- 21 Ways to Defuse Anger and Calm People Down by Michael Staver (20 copies) (*see Videos*)
- Dealing with Conflict & Confrontation (How to keep your cool, stand your ground and reach a positive solution) by Helga Rhode, Psy.D. (14 copies) (*see Videos*)
- Dealing with Difficult Behavior by Jeanie Marshall
- How to Handle Conflict and Manage Anger by Rockhurst College Continuing Education Center, Inc.
- How to Handle Conflict and Manage Anger by Kit Grant (20 copies) (*see Videos*)

Videos (VHS)

- 21 Ways to Defuse Anger and Calm People Down (Videos 1-2) by Michael Staver (*see Training Materials*)
- Dealing with Conflict and Confrontation (Videos 1-3) by Helga Rhode, Psy.D. and Career Track Publications (*see Training Materials*)
- How to Handle Conflict and Manage Anger (Videos 1-3) by Kit Grant (*see Training Materials*)
- How to Resolve Conflict on the Job by Communication Briefings
- Resolving Conflicts: Strategies for A Winning Team, by Briefings Publishing Group
- Solving People-Problems on the Job by Communication Briefings

Communication

Books

- Difficult Conversations (How to Discuss What Matters Most) by Douglas Stone, Bruce Patton, and Sheila Heen
- Winning Through Participation (Meeting the Challenge of Corporate Change with the Technology of Participation) by Laura J. Spencer
- Working Together (Productive Communication on the Job) by Sherod Miller, Ph.D.; Daniel b. Wackman, Ph.D.; Dallas R. Demmitt, Ph.D.; Nancy J. Demmitt. M.C. (see *Training Materials*)

Training Materials/Manuals

- Connecting Skills Workbook by Sherod Miller, Daniel Wackman, Elam Nunnally, Phyllis Miller (see *Books*)

Videos (VHS)

- Communicating with Customers by Communication Briefings
- Communicating with People on the Job by Communication Briefings
- How to Present A Professional Image by Carol Price
 - Volume One:
 - Part 1 - Selling Your Promise Of Deliver
 - Part 2 - How to Build Unconditional Self-Support
 - Volume Two:
 - Part 1 - Your Verbal Competency
 - Part 2 - Your Accountability

Customer Service

Books

- 50 Powerful Ideas You Can Use To Keep Your Customers by Paul R. Timm, Ph.D.
- A Complaint Is A Gift by Janelle Barlow and Claus Moller
- Beyond "Hello" by Jeannie Davis
- Calming Upset Customers, by Rebecca L. Morgan
- Customer Satisfaction by Peter F. Drucker
- Customer Service for Dummies by Keith Bailey and Karen Leland
- How to Win Customers and Keep Them for Life by Michael LeBoeuf, Ph.D.
- Keeping the Edge (Giving Customer the Service They Demand) by Dick Schaaf

- Knock Your Socks Off Answers by Kristin Anderson and Ron Zemke
- Knock Your Socks Off Service (Coaching) by Ron Zemke and Kristin Anderson
- Know Your Socks Off Service (Delivering) by Kristin Anderson and Ron Zemke
- Quality Customer Service by William B. Martin, Ph.D.
- Real World Customer Service by Bernice B. Johnston
- The Nordstrom Way by Robert Spector and Patrick D. McCarthy
- Total Quality Customer Service (How to Make It Your Way of Life) by Jim Temme

Training Materials/Manuals

- Professional Telephone Skills by Debra Smith (9 copies) (*see Videos*)

Videos (VHS)

- Building A Customer Driven Organization (The Manager's Role) by Lisa Ford and Ron Meiss
 - Volume One: Looking Through Your Customers' Eyes
 - Volume Two: Today's Service Strategies
 - Volume Three: Leading Your Service Team
- Professional Telephone Skills by Debra Smith (*see Training Materials/Manuals*)
 - Volume One: Customer Awareness & The Phone As A Powerful Service Tool
 - Volume Two: telephone Etiquette & Telephone Technology

HR Training

Books

Training Materials/Manuals

- How to Interview & Hire the Right People (A step-by step guide for managers and supervisors) by Stephen Carline

Videos (CD)

- HR Training Presentations

Office Procedures

Books

- Better Business Writing by Susan L. Brock
- Elementary Office Procedures Handbook by Judy Griswold

Training Materials/Manuals

- A Quick Guide to Secretarial Efficiency by Susan Shrader
- Be Yourself (A Guide to Self-Development) by Christina Henry
- Beyond Secretary (The growing role of the administrative assistant) by Debra Sutch (see *Videos*)
- How to Design Eye-Catching Brochures, Newsletters, Ads, Reports (& Everything Else You Want People to Read) by Career Track
- The Secrets of Being a Front Desk Superstar by SkillPath Seminars
- Taking Control of Your Workday by Dick Lohr (10 copies) (see *Videos*)
- Working Better together (A Human Relations Guidebook for Office Professionals) by Teena Sandstrom

Videos (VHS)

- Beyond Secretary - (The growing role of the administrative assistant) by Debra Sutch (see *Training Materials*) (Volumes 1,2)
- Getting Things Done by Edwin Bliss
 - Volume One: Mastering Goals, Priorities and Time-Wasters
 - Volume Two : Mastering Paperwork, Deadlines and Delegation
- Joining the Empowered Team by the 7th Annual Secretaries Briefing
- Proof Reading & Editing Skills (How to Achieve total Accuracy In Written Communication) by Debra Smith and Helen Sutton
 - Volume One: Perfect Proofreading
 - Volume Two: Grammar and Punctuation
 - Volume Three: Spelling and Usage
- Taking Control of Your Workday (How to Achieve More in Less Time-With Less Stress by Dick Lohr (see Training Materials/Manuals) (Volumes 1,2,3)
- The Best of CareerTrack (Proofreading & Editing Skills, High-Impact Communication skills, Grammar for Business Professionals, Powerful Presentation Skills, and How to be An Outstanding Receptionist by Career Track
- The Innovative Secretary by Linda Lee Cole, CSP

Audio (Cassette)

- Proofreading with Confidence by Judy Clouston

Leadership/Management

Books

- 1001 Ways to Energize Employees by Bob Nelson
- 1001 Ways to Reward Employees (Money Isn't Everything) by Bob Nelson
- Awakening the Sleeping Giant (Leadership Development for Teachers) by Marilyn Katzenmeyer and Gayle Moller
- Climate Creator (Dynamic Characteristics of People Who Create Positive Organizational Climate) by Gene Bedley
- Delegating for Results (An Action Plan for Success) by Robert B. Maddux
- Dynamic Delegation (A Manager's Guide for Active Empowerment) by Mark Towers
- Empowerment in Organizations (How to Spark Exceptional Performance) by Judith F. Vogt and Kenneth L. Murrell
- Expectations Unlimited (the magic of Interaction) by Mary D. Martin and John W. Landrum
- Flight of the Buffalo by James A Belasco & Ralph c. Stayer
- Getting Things Done When You are Not in Charge by Geoffrey M. Bellman (6 copies)
- How to Make Decisions That Stay Made by Jon Saphier, Tom Bigda-Peyton, and Geoff Pierson
- How to Supervise People (Techniques for Getting Results Through Others) by Donald P. Ladew (See *Videos*)
- If it ain't broke.....BREAK IT! By Robert J. Kriegle and Louis Patler
- Management Would Be Easy...If It Weren't for the People by Patricia J. Adesso, Ph.D.
- Personal Excellence for Key People by Don M. Essig, Ph.D.
- Talk It Out! (4 Steps to Managing People Problems In Your Organization) by Dr. Daniel Dana
- The Can-Do Manager (How to Get Your Employees to Take Risks, Take Action, and Get Things Done) by Tess Kirby
- The Supervisor's Guide by Jerry Brown and Denise Dudley
- Time Strategies (The time is right to reconceptualize school time. By NEA Teacher-to Teacher Books

- Truth Zone (Building the Truthful Organization from the Bottom Up!) by Ward Flynn
- Winning at Work (Breaking Free of Personal Traps to Find Success in the New Workplace) by Mel Sandler and Muriel Gray
- Working Wisdom (Timeless Skills and Vanguard Strategies for Learning Organizations by Robert Aubrey and Paul M. Cohen

Training Materials/Manuals

- The Manager's Role as Coach by Joe Gilliam
- Professional Supervision Skills (*see Videos*)
- Project Management (Planning, Organizing, Tracking, Control and Follow-Up Workbook by Larry Johnson (11 copies) (*see Training Materials*)

Videos (VHS)

- Get More Done in Less Time by Communication Briefings
- How to be Creative on the Job by Communication Briefings
- How to Supervise People (Techniques for Getting Results Through Others) by Donald P. Ladew (*See Books*)
- Implications Wheel by Joel Barker
- Professional Supervision Skills (How to Increase Your Confidence, Respect & Results by Jack M. Everitt (*see Training Materials/Manuals*)
 - Volume One - Becoming an effective supervisor and mastering the routine, but crucial supervisory tasks
 - Volume Two – Hiring winners and how and when to coach a troubled employee
 - Volume Three - Act on what you learn immediately and reinforce what you learn
- Project Management
 - Volume One – Planning and Organization
 - Volume Two – Tracking Control and Follow-Up

Audio (Cassette)

- Building & Maintaining High Energy by Vivian Quiring
- NAYRE 25th Seminar (San Diego) Office Management/Organization in a year-Round School, Parts 1 & 2
- Principle-Centered Leadership by Stephen R. Covey
- The 7 Habits of Highly Effective People by Stephen R. Covey

Meeting Effectiveness

- Effective Meetings (The Complete Guide) by Clyde w. Burleson
- How to Get the Most Out of Meetings by Cindy Lakin Morley
- How to Make Meetings Work by Michael Doyle and David Straus
- Robert's Rules of Order by General Henry M. Robert

Audio (Cassette)

- Making Meeting Work by Gayle Carson

Videos (VHS)

- Getting the Most Out of Your Meetings by Communication Briefings

Nutrition Services

Books

- Math Principles for food Service Occupations by Anthony J. Strianese and Pamela P. Strianese

Team Building

Books

- Team Training (From Startup to High Performance) by Carl Harshman and Steve Phillips

Videos (VHS)

- Everyone's Teamwork Role by Briefings Publishing Group
- Getting Cooperation: Team Building That Works by Briefings Publishing Group
- Tap the Power of Teamwork by Communication Briefings
- Team Building
 - Volume One:
 - Part 1 – Teamwork Pays
 - Part 2 – Education and Training
 - Volume Two:
 - Part 1 – Team Communication
 - Part 2 – Motivate and Celebrate
 - Volume Three:
 - Part 1 – Teamwork Pays Off
 - Part 2 – Developing A Team Vision