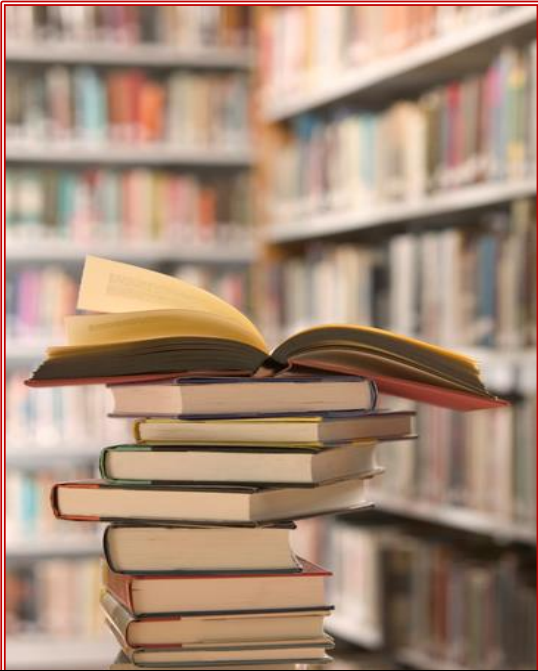


# TRAINING RESOURCE CHECK OUT PROCEDURES

We have some excellent resources for our Operation Division employees. We welcome you to check out and borrow materials



- Checking out books:
  - Maximum 3 books at a time
  - Return 2 weeks from check date
  
- DVDs checkout
  - Overnight,
  - Return by 10:00 a.m. the following day
  
- All materials not on hold can be renewed

<b>Customer Service</b>	
<b>Title</b>	<b>Author</b>
180 Ways to Walk the Customer Service Talk	Eric Harvey & The Walk the Talk Team
Calming Upset Customers	Rebecca L. Morgan
Commit to Quality	Patrick L. Townsend, Joan E. Gebhardt
Communicating With Employees	Frank M. Corrado
Customer Centered Growth	Richard Whiteley & Diane Hessian
Customer Service Excellence: It's in the Details	Lisa Ford
Improving through Benchmarking	Richard Y. Chang & P. Keith Kelly
Listen Up!: Hear what's really being said	Jim Dugger
Listen Up, Customer Service	David Cottrell & Mark Layton
Quality, Safety, & Environment	Pascal Dennis
The Big Book of Customer Service Training Games	Peggy Carlaw & Vasudha Deming
<b>Diversity</b>	
<b>Title</b>	<b>Author</b>
Capitalizing on Workplace Diversity	Richard Y. Chang
Communication in a Diverse Workplace	Lillian A. Kuga
Cultural Diversity in the Workplace	Sally J. Walton
Dealing With Diversity	American Media Inc.
Dynamics of Diversity	Odette Pollar & Rafael Gonzalez
Handling Diversity in the Workplace: Communication is the Key	Kay Dupont
Successful Staffing in a Diverse Workplace	Maureen C. Orey
The ASTD Trainer's Sourcebook: Diversity	Tina Rasmussen
The Diversity Directive	Robert Hayles & Armida Russell
Tools for Valuing Diversity	Anthony Harris & Selma Myers

<b>Interpersonal Development</b>	
<b>Title</b>	<b>Author</b>
48 Days to the Work you Love	Dan Miller
A Woman's Guide to the Language of Success	Phyllis Mindell
Active Training	Mel Silberman
Apprenticeship for Adulthood	Stephen Hamilton
ASTD Models for Workplace Learning & Performance	William Rothwell & Jeffrey Soper
Attitude	Elwood N. Chapman
Attitude: The Choice is Yours	Michelle Matt
Avoiding the Pitfalls of Total Quality	Charles Poirier & Steven Tokarz
Better Business Writing	Susan L. Brock
Business Communication Style Guide	Michelle Fairfield Poley & Dusty Crocker
Como Preparar y Realizar Reuniones Eficaces (Spanish)	Karen Anderson
Competency & the Learning Organization	Donald Shandler
Core Curricula	Wheels of Learning
Data Collection: Plain & Simple	Joiner Association
Dealing with Difficult People	Dr. Rick Brinkman, Dr. Rick Kirschner
Discovering Your Purpose	Ivy Haley
Documenting Disciplines	Mike Deblieux
Driving Fear Out of the Workplace	Kathleen Ryan & Daniel Oestreich
Effective Interpersonal Relationships	Robert W. Lucas
Effective Listening Skills	Dennis Kratz & Abby Robinson Kratz
Effective Meeting Skills	Marion E. Haynes
Exploring Careers in Construction	National Center for Construction
Getting & Staying Organized	Corinne R. Livesay
Getting & Staying Organized (1994)	Corinne R. Livesay
Giving & Receiving Criticism	Patti Hathaway
Going for the Gold	Lesley Bissett
High-Impact Presentations	Robert W. Pike
High-Performance Speaking	Marilyn A. Snyder
How to Get Everything Done	Charles Mallory
How to Win Friends & Influence People	Dale Carnegie
Improve Your Reading Improve Your Job	Jeanne M. Miller
Influencing Others	William L. Nothstine
Introduction to the Tools: Plain & Simple	Joiner Association
Investing Time for Maximum Return	Melody Mackenzie & Alec Mackenzie
It All Adds Up	Carla Pope & Kathryn Whitver
Job Strategies for New Employees	Robert W. Lucas
Life Scripts	Stephen Polland & Mark Levine
Making Change Work for You	Richard S. Deems
Managing Stress	Kristine C. Brewer
Managing Stress for Mental Fitness	Merrill F. Raber & George Dyck
Men & Women Partners at Work	George Simons & Deborah Weissman
Motivating at Work	Twyla Dell
Moving Meetings	Jana M. Kemp
No More Dreaded Mondays	Dan Miller
Organization Development	Lenny T. Ralphs
Organizational Vision, Values, & Mission	Cynthia Scott, Dennis Jaffe, & Glenn Tobe
Organized for Success	Nanci McGraw
Personnel Qualification System	TTU
Positive Attitudes at Work	Sharon K. Ferrett
Powerful Presentation Skills	Dennis Becker & Paula Borkum Becker
Principles & Practices of TQM	Thomas Cartin
Productivity Power	Jim Temme

Put it in Writing Quality Concepts: Terminology Quality Concepts: Tools & Applications Random Acts of Kindness Secrets of the World Class. Turning Mediocrity in Greatness Service Within Speed-Reading in Business Stress Control Successful Lifelong Learning The Adult Learner: Strategies for Success The American Mosaic The Art of Communicating The Art of Giving & Receiving Feedback The ASTD Trainer's Sourcebook: Facilitation Skills The Big Book of Presentation Games The Building Blocks of Business Writing The Business of Listening The Complete Computer Trainer The Computer Training Handbook The Continuously Improving Self The Human Touch Performance Appraisal The Stuff Americans are Made of Thinking on Your Feet Time Plots: plain & Simple Vocational Education and Training for Youths (Towards Coherent policy and practice) Writing for Business Results	Albert Joseph ICS ICS Daphne Rose Kingma Steve Siebold  Karl Albrecht Joyce Turley Steve Bell Robert Steinbach Bob Steinbach Anthony Carnevale & Susan Stone Bert Decker Shirley Poertner & Karen Miller Dennis Kinlaw Edward Scannell & John Newstrom Jack Swenson Diane Bone Paul Clothier Elliott Masie Jeffrey E. Lickson American Media Inc. Josh Hammond & James Morrison Marlene Caroselli Joiner Association Unknown  Patricia E. Seraydarian
<b>Sexual Harassment</b>	
<b>Title</b>	<b>Author</b>
Sexual Harassment in the Workplace Sexual Harassment What you Need to Know Sexual Harassment: New Perspective Stopping Sexual Harassment Before it Starts	Juliana Lightle & Betsy Doucet Susan Benton-Powers & Lee T. Paterson Coastal Human References Mike Deblieux
<b>Supervisor/Management/Leadership</b>	
<b>Title</b>	<b>Author</b>
180 Ways to Build a Magnetic Culture 50 Ways to Make it Work for You Achieving Consensus Attacking Absenteeism Building a Successful Consulting Practice Coaching & Counseling Coaching for Peak Employee Performance Coaching Skills: A Guide for Supervisor Conducting Training Workshops Conflict Management Creating A Learning Organization Creative Decision Making Delegating For Results Designing Feedback Developing Charlie Documenting Employee Discipline Does Your Facility Meet Current EPA Regulations? During Unrelenting High-Pressure Change Effective Delegation Skills	Eric Harvey & Mel Kleiman JoAnn Haberer & MaryLou Webb Jon Scott & Eileen Flanigan Lynn Tylczak Jack J. Phillips Marianne Minor Bill Foster & Karen Seeker Robert W. Lucas Eileen Van Kavelaar Richard Mayer Barbara J. Braham H.B. Gelatt Robert B. Maddux Carl Thor Jane Holcomb Lee Paterson, Mike Deblieux Enviro-media Price Ritchett, Ron Pound

<p> Effective Performance Appraisals  Effective Performance Management  Effective Project Management  Employee Driven Quality  Empowering Employees  Empowerment  Empowerment Works: A Guide for Supervisors and Employers  Evaluating Employee Performance  Flight of the Buffalo  Guide to Affirmative Action  Handling The Difficult Employee  Hiring the Best  How to Conduct Win-Win Performance Appraisals  I Have to Fire Someone  I Wish You Would Just...  Improving Workplace Performance Through Coaching  Increasing Employee Productivity  Interviewing: More Than a Gut Feeling  Job Performance &amp; Chemical Dependency  Legal Issues For Managers  Love 'em or Lose 'em  Making Meetings Work  Management in a Quality Environment  Management in Action  Manager's Guide to OSHA  Managing Differences  Managing Disagreement Constructively  Managing Employee Performance Problems  Managing Negative People  Managing Stress  New Employee Orientation  Office Management  Performance Appraisal  Personal Counseling  Process Improvement  Quality Interviewing  Rate Your Skills as a Manager  Return on Investment  Reward and Recognition Process in total Quality Management  Rightful Termination  RX For Business  Strategic Thinking  Supervising Employees with Disabilities  Supervising For Success  Supervising the Difficult Employee  Ten Tools for Quality  The Abilene Paradox  The Americans With Disabilities Act  The Americans With Disabilities Act  The Big Book of Humorous Training Games  The Course Leader's Cookbook  The Dynamics of Effective Negotiation  The Handbook for Leaders </p>	<p> Bruce B. Tepper  Robert B. Maddux  Sheila J. Costello  Patricia Brockett &amp; Barbara Ettleson  Robin E. McDernott, Raymond J. Mikulok  L. Kristi Long  Cynthia Scott &amp; Dennis Jaffe  Dr. Marlene Caroselli  Paul Jerome  James Belasco &amp; Ralph Stayer  Pamela J Conrad &amp; Robert B Maddux  Marty Brounstein  Ann McGill  National Leadership Publications  Richard S. Deems  Todd McDonald &amp; Kyndra Wilson  Karen Lawson </p> <p> Lynn Tylczak  Richard S. Deems  Robert B. Maddux &amp; Lynda Voorhees  Mike Deblieux  Beverly Kaye &amp; Sharon Jordan-Evans  Karen Anderson  David Griffiths  William Hitt  Neville C. Tompkins  Geri E. H. McArdle  Herbert S. Kindler  Neville C. Tompkins  S. Michael Kravitz  CRM Films  Charles M. Cadwell  Marily Manning &amp; Patricia Haddock  John Drake  Richard Knowden &amp; Elwood N. Chapman  Eileen M. Flanigan &amp; Jon Scott  Robert B. Maddux  Crisp Publications, Inc.  Jack J. Phillips  Stephen B. Knouse </p> <p> Ron Visconti &amp; Richard Stiller  Mark Brown &amp; Marsha Willard  Roger Kaufman  Mary B. Dickson  Tony Moglia  Ann McGill  Richard Chang  Jerry Harvey  John Ackerstein  Mary B. Dickson  Doni Tamblyn &amp; Sharyn Weiss  Richard Colvin &amp; Naomi Steinberg  Donald Sparks  John H. Zenger, Joseph Folkmen </p>
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<p>The Leader's Edge  The Manager's Coaching Handbook  The Manager's Role as Coach  The New Supervisor  The Practical Coach  The Quality Minutes  The Rational Manager  The Woman Manager  Time Management  Training Games...From the Inside  Training Managers to Train  Training Methods that Work  Training Skills for Supervisor  Training That Works  What Every Manager Should Know About Training  What Every Supervisor Should Know  Why Employees don't do what they are Supposed to do.....and what to do about it  You Can't Do it All: Effective Delegation for Supervisors</p>	<p>Guy Hale  David Cottrell &amp; Mark Layton  National Leadership Publications  Elwood N. Chapman  Media Partners Inc.  Center for Video Education  Charles Kepner &amp; Ben Tregoe  Connie Sitterly  Marc Mancini  Jeff Stibbard  David Hayes  Lois B. Hart  Robert W. Lucas  Charles M. Cadwell  Robert F. Mager  Lester Bittel &amp; John Newstrom  Ferdinand F. Fournies   Jeanne Baer</p>
<b>Teamwork</b>	
<b>Title</b>	<b>Author</b>
<p>Effective TeamWork  Facilitation Skills for Team Leaders  If Enough People Care  Leading Teams: Skills for Success  Manager's Official Guide to Team Working  Stepping Up to Supervisor  Taking a Step up to Supervisor  Team Building  Team Building for Diverse Work Groups  Team Building; Problem Solving  Team Fitness  Team Problem Solving  Team Training  Team Up For Success: Building Team in Work Place  The Big Book of Team Building Games  The Handbook of Best Practices for Teams  We've Got to Stop Meeting Like This  Working in Teams  Working Together</p>	<p>Michael D. Magines  Donald Hackett &amp; Charles L. Martin  Success Action Guide  Sam R. Loyd  Jerry Spiegel &amp; Cresencio Torres  Wil Mcknight Associates, Inc.  Geoff Nicholas  Robert B. Maddux  Selma Myers  Perry Johnson Inc.  Meg Hartzler &amp; Jane Henry  Sandy Pokras  Carl Harshman &amp; Steve Phillips  Charles M. Cadwell  John Newstrom &amp; Edward Scannell  Glenn M. Parker  George Lowe &amp; Tony Jeary  Sandy Pokras  George Simons &amp; Amy Zuckerman</p>
<b>DVD/AUDIO</b>	
<b>Customer Service</b>	
<b>Title</b>	<b>Author</b>
<p>ADA - Common Sense Compliance  An Invisible Man Meets the Mummy (Customer Service)  Customer Relations  I Know Just What you Mean! - Overcoming Roadblocks to Effective Communications  Interpersonal Communication  Listen for Success  Overcoming Communication Barriers  Quality Minutes: Quality Improvement Customer Focus &amp; Service Quality</p>	<p>CRM Films   George B. Wright Company  COVEY Leadership Center  Training By Design Inc.   Training By Design Inc.  Quality Minutes Series</p>

Take time to Listen	American Media
<b>Diversity</b>	
<b>Title</b>	<b>Author</b>
Dealing With Diversity Diversity Through Character Mauritius - Celebrating Differences	American Media Florence Henderson, John Lovits COVEY Leadership Center
<b>Interpersonal Development</b>	
<b>Title</b>	<b>Author</b>
12 Secrets to High Self-Esteem Attitude is Everything Change is Good...You Go First Character: Who needs it? Creating a Brighter Future Documenting Discipline Eat That Frog Finish Strong For Goodness Sake! If Enough People Care Images for Growth: Achieving a Positive Image Images for Growth: The Image Makers Images for Growth: The Importance of Image Laughter is an Instant Vacation Managing Stress Principle-Centered Living Providing the Spark from School to Work Stress Management for Supervisors & Employees Taking Charge of Change (Making Change Work for You) The Attitude Virus - Curing Negativity in Workplace(Gov. Version) The Glencoe Integrated Learning System The Prophet of Quality Part I The Prophet of Quality Part II The Race The Stuff Americans are Made of - An American Strategy for Quality Improvement Why Helen Won't Work (Motivation)	Larsen Simple Truths Simple Truths Florence Henderson, John Lovits ICS Learning System American Media Simple Truths Simple Truths Florence Henderson, John Lovits Lou Holtz APPA APPA APPA Simple Truths CRM Films Stephen R. Covey  Excellence in Training Corp. CRM Films  CRM Films  Dr. W. Edwards Deming Dr. W. Edwards Deming Simple Truths American Quality Foundation  Training By Design Inc.
<b>Sexual Harassment</b>	
<b>Title</b>	<b>Author</b>
Harassment and Diversity Respecting Differences (Spanish) Sexual Harassment - Handling the Complaint (Blue Collar Version) Sexual Harassment (Management Edition)	Kantola Production
<b>Supervisor/Management/Leadership</b>	
<b>Title</b>	<b>Author</b>
Adult Learner Basic Tools for Facility Supervisors Business Writing: Getting Started Dealing with Conflict (Managing Disagreement) First Things First Good People Bad Choices: Guide to Ethical Decision Making If it Stinks Change it - A Quality Case Study	APPA  CRM Films Stephen R. Covey  VIVID Edge Production

<p>Leading By Example - mentoring and Coaching for Effective Leadership  Legal and Effective Performance Appraisals (Effective Performance Management)  Love 'Em or Lose 'Em  MAX &amp; MAX - Empowering Employees  MAX &amp; MAX - Unleashing Potential in People.....And Dogs!  Setting Goals in the Company of Ghouls  Strepping up to Supervisor  Supervising for Quality  The Front of the Class - Learning to Lead (Positive Attitudes)  The Supervisor as Communicator  Time Management(A Productivity Plan)  Training Ground: Supervisory Skills  Walk the Talk  WTN Broadcast 1998 Excerpt  You Can't Send a Duck to Eagle School</p>	<p>Mentor Media  COVEY Leadership Center  Coastal Human Resources  Coastal Human Resources    COVEY Leadership Center    Career Track  CRM Films  Kantola Productions    George B. Wright Company  Coastal Human Resources  Coastal Human Resources  Walk the Talk  Tel-A-Train  Simple Truths</p>
<b>Teamwork</b>	
<b>Title</b>	<b>Author</b>
<p>Delegating for Diehards: Working Together to get Things Done (Effective Delegation Skills  In Search of...Teams Terrific  Meeting Robbers  Pulling Together  Teaming USA  Tearing Down Walls - Managing change and Dismantling Barriers to Better Team and Organizational Performance  The Human Touch Performance Appraisal II  The Practical Coach (Encouraging, Correcting, and Challenging your Team)  The Power of Teamwork  The Team Approach</p>	<p>CRM Films    Career Track  CRM Films  Simple Truths  ASQC  COVEY Leadership Center    American Media    Simple Truths  Simple Truths</p>