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## CATALOG OF RESOURCES – TRAINING AND ORGANIZATIONAL DEVELOPMENT 12/12/2007

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TITLE	MEDIA	AUTHOR
1,001 Ways to Keep Customers Coming Back		Greiner, Donna; Kinni, Theodore B.
1001 Ways to Take Initiative at Work		
12 Choices that Lead to Your Success	BOOK	Cottrell, David
13 Fatal Errors Managers Make and How you Can Avoid Them		
17 Lies that are Holding you Back		
180 Ways to Walk the Leadership Talk	WTT	Harvey, Eric
180 Ways to Walk the Recognition Talk	WTT	Harvey, Eric
212° the extra degree	BOOK	Parker, Sam; Anderson, Mac
22 Keys to Creating a Meaningful Workplace		
225 Quick Tips to Put your Customers First	BOOK	Segall, Linda
52 Customer Service Skill Builders		
55 Quick Communication Quizzes	BOOK	Dee, David
96 Great Interview Questions to ask before you hire	BOOK	Falcone, Paul
A 2nd Helping of Chicken Soup for the Soul		
Accelerated Learning Fieldbook, The		Russell, Lou
Accelerated Learning Handbook, The		Meier, Dave
Active Learning: 52 Customer Service Skill Builders	BOOK	Bryne; Ellis; Grady; Stricklin
An Emergency Paradigm		
Anger and Conflict in the Workplace		
Art of Facilitation		
Art of Managing People		
Artists Way at Work		
Asking the Right Questions - Guide to Critical Thinking	BOOK	Browne, M. Neil; Keeley, Stuart M.
Associated Press Stylebook		
Beyond the Myths and Majic		
Big B ook of Customer Service		
Training Games		
Big Book of Organizational Development Tools		Silberman, Mel

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Boards That Make A Difference		
Book of Tells		
Brainstrains: Eye Popping Puzzles	BOOK	Coussement, De Schepper, Kay
Bright Ideas for a Better Life		
Building a Career Development Program		
Building Customer Loyalty	WTT *	Brandi, Joanne
Building Trust		
Callings		
Career Compass for Women	BOOK	Various
Catch!		
Change is Everybody's Business	BOOK	McLagan, Pat
Citistates	BOOK	Peirce, Neil R
Coaching for Performance		
Coaching Knock Your Socks Off Serv.	BOOK	Anderson, Kristin; Zemke, Ron
Complete Idiot's Guide to Dealing With Difficult Employees		
Complete Idiot's Guide to Managing Stress		
Complete Idiot's Guide to Team Building		
Commanders		
Complete Idiot's Guide to Leadership, The	BOOK	Dubrin, Andrew J
Conflict Resolution		
Conquer the Brain Drain	BOOK	Moreo, Judi; Carmichael, Fiona
Consultants Big Book		
Conversations on Leadership	BOOK	Multiple Contributors
CorporateUniversity Handbook, The	BOOK	Allen, Mark
Coward's Guide to Conflict, The	BOOK	Ursiny, Tim Lansing, Joseph; Sinclair, Joseph T.; Sinclair, Lani W.
Creating Web-based Training	BOOK	
Creative Training Techniques Handbook	BOOK	Pike, Robert W.
Credibility	BOOK	Kouzes, James M., Posner, Barry Z
Customer Service - Municipal Employee	DVD	Advanced Concept Research
Dealing with Difficult Citizens	DVD	Advanced Concept Research
Dealing with People You Can't Stand		Brinkman, Rick; Kirschner, Rick

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Death By Meeting		Lencioni, Patrick
Deming Route to Quality and Productivity, The	BOOK	Scherkenbach, William
Discipline Without Punishment		Grote, Dick
Dreams - Working Words of Wit and Wisdom		Pike, Robert W.
Eats, Shoots and Leaves		Truss, Lynne
Effective Health Care Supervisor		
Effective Mentoring - Pocket Guide		Cohen, Dr. Norman
Effective Performance Appraisals	BOOK	Maddux, Robert B.
Empires of the Mind	BOOK	Waitley, Denis
Employee Commitment	BOOK	Various
Empowered Manager		
Essential Customer Service Phone Etiquette	BOOK	Dee, David
Everything Job Interview Book, The	BOOK	Adams, Bob
Exceptional Customer Service(10)	BOOK	Ford, Lisa; McNair, David; Perry, Bill
Extreme Facilitation	BOOK	Ghais, Suzanne
First Break all the Rules	BOOK	Buckingham, Marcus; Coffman, Curt
First Time Trainer, The	BOOK	Goad, Tom W
FISH! for Life	BOOK	Lundin, Stephen C; Paul, Harry; Christensen, John
FISH! Sticks(2)	BOOK	Lundin, Stephen C; Paul, Harry; Christensen, John
FISH! Tales (2)	BOOK	Lundin, Stephen C; Paul, Harry; Christensen, John
FISH!(2)	BOOK	Lundin, Stephen C; Paul, Harry; Christensen, John
Five Dysfuntions of a Team, The		Lencioni, Patrick
FOCUS: Achieving your highest Priorities	CDs	Covey, Stephen
Getting to Yes		
Gray Matters: The Workplace Survival Guide		Rosner, Bob; Halcrow, Allan; Lavin, John
Gregg Reference Manual		Sabin, William
Group Processes		
Grow Your Own Leaders		
High Five!	BOOK	Blanchard, Ken; Bowles, Sheldon
Hiring the Best		Yate, Martin

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How Full is Your Bucket?	BOOK	Rath, Tom; Clifton, Donald
How to Become a Great Boss	BOOK	Fox, Jeffrey J.
How to Give It So They Get It		Bowman, Sharon
How to Make People Like you in 90 seconds or Less		
How To Say It For Women	BOOK	Mindell, Phyllis Ed.D
How to Work With People	VIDEO	National Press Publications
Howe to Become A Great Boss		
I'll Take Learning for 500	BOOK	Yaman, Dan; Covington, Missy
In Search of Excellence	BOOK	Peters, Thomas J
Innovation: Case By Case	BOOK	De Bono, Edward
Inside the Magic Kingdom (4)	BOOK	Connellan, Tom
Instant Rapport		
Interviewing: More Than a Gut Feeling	BOOK	Deems, Richard S.
It Takes More than Guts		
It's all About Respect	VIDEO	
It's Your Ship		Abrashoff, Capt. D. Michael
Last Word, The	BOOK	Warner, Carolyn
Lateral Thinking	BOOK	De Bono, Edward
Latin Quips at your Fingertips		
Leadership Courage	BOOK	Cottrell, David
Leadership is an Art		DePree, Max
Leadership Jazz		DePree, Max
Leadership Journey Audio Series	CD	Van Hooser, Phillip
Leadership Training - ASTD	BOOK	Russell, Lou
Leading with Values	WTT	Bilanich, Bud
Listen Up, Leader	WTT	Cottrell, David
Love It, Don't Leave It		Kaye, Beverly; Jordan-Evans, Sharon
Make Their Day		
Making Training Stick		Johnson, Dora; Carnes, Barbara
Manage Your Time	BOOK	Hindle, Tim
Management Bible, The	BOOK	Nelson, Bob; Economy, Peter
Manager's Communication Handbook, The	BOOK	Cottrell, David
Manager's Role as Coach, The	BOOK	National Seminars Group
Managing Generation X	BOOK	Tulgan, Bruce
Managing Multiple Projects		

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Managing to Have Fun	BOOK	Weinstein, Matt
Managing Violence in the Workplace		Capozzoli, Dr. Thomas; McVey, R. Steve
Managing Workplace Negativity		
Mastering the Seven Habits	CDs	Covey, Stephen
Mechanism of Mind	BOOK	De Bono, Edward
Medici Effect, The(7)	BOOK	Johnasson, Frans
Meeting Magic Revealed	WTT	Jeary, Tony; Lowe, George
Memory Jogger Plus+, The	BOOK	Brassard, Michael
Mentor's Guide		
Mission Possible!	BOOK	
Monday Morning Leadership	BOOK	Cottrell, David
More Than A Gut Feeling III	VIDEO	AMI - Coastal
Negaholics No More	BOOK	
New Publicity Kit		
Next Level	BOOK	Cottrell, David
On Organizational Learning		
One Year Business Turnaround	BOOK	Dandridge, Mike
One-Minute Manager		
Oraganizational Learning		
Outrageous Conduct		Fried, N Elizabeth
Overcoming the Five Dysfunctions of a Team- Field Guide	BOOK	Lencioni, Patrick
Passionate Performance		
People Styles at Work	BOOK	Bolton, Robert and Bolton, Dorothy Grover
Perfect Phrases for Setting Performance Goals	BOOK	Max, Douglas; Bacal, Robert
Performance Appraisal Question and Answer		Grote, Dick
Personal Style and Effective Performance	BOOK	Merrill, David W., Reid, Roger H
Positive Discipline	BOOK	Harvey, Eric; Sims, Paul
Power of Persuasion, The	CDs	Davis, Jordan
Preventing Sexual Harassment- Pocket Guide		Fitzwater, Terry
Productivity Path		
Profiles in Service: Lessons from the Frontline	BOOK	Ellis, Dionne
Pursuit of Wow		

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Quality Service in the Public Sector Quick Team Building Activities for Busy Managers	VIDEO	AMI - Coastal Miller, Brian Cole
Quotes that Motivate Vol. 3	BOOK	Eynon, Dana M.
Random Acts of Kindness Rate Your Customer Care: 80 Quick Quizzes	BOOK	Dee, David
Recruiting the Workforce of the Future- Pocket Guide		Tulgan, Bruce
Reengineering Management Reflections for Managers Retreats that Work		
Risky Business		McClure, Lynne Falkin
Sacred Cows Make the Best Burgers [x2]		
Safer Than a Known Way	BOOK	McConnell, John
Serious Creativity (2)	BOOK	De Bono, Edward
Seven Habits of Highly Effective People(2)	BOOK	Covey, Stephen Fried, N Elizabeth
Sex, Laws and Stereotypes Sexual Harassment		
Six Thinking Hats	BOOK	De Bono, Edward
Six Thinking Hats (2)	BOOK	De Bono, Edward
Six Value Medals	BOOK	De Bono, Edward
Six Value Medals [x2]		
Smart Moves	BOOK	
Smart Moves - Checklists....best from you and Team	BOOK	Deep, Sam; Sussman, Lyle
Smart Moves - Checklists...help you be a better leader	BOOK	Deep, Sam; Sussman, Lyle
Solving Performance Problems	WTT	Bilanich, Bud
Start Right...Stay Right	BOOK	Ventura, Steve
Statistical Methods for Quality Improvement Turnaround		
Strategic Thinking	BOOK	Bruce, Andy; Langdon, Ken
Stress of Organizational Change Style Guide		Franklin Covey
Successful Manager's Handbook		PDI
Successful Woman's Guide to		Williams, Caitlen

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Working Smart		
Supervision		
Supervisors Guide		
Talent Management Handbook		Berger, Lance; Berger, Dorothy
Teach Your Child How to Think	BOOK	De Bono, Edward
Ten Steps to a Learning Organization		
That's Not What I Meant!		
This Business of Communicating		
Ticking Bombs		
Time Management: The Essential Guide		Jones, Katie
Time Trap, The		Mackenzie, Alec
Tom Peters Seminar		
Tools and Methods for the Improvements of Quality	BOOK	Gitlow/Gitlow/Oppenheim/Oppenheim
Tools for Teams		
Top 10 of Everything 2005		Ash, Russell
Total Creativity	BOOK	De Bono, Edward
Trainer Guide [x2]		
Transforming Work		
Values Clarification		
Walk Awhile in MY Shoes(2)	WTT	Harvey, Eric; Ventura, Steve
Walking the Talk Together	BOOK	Harvey, Eric; Lucia, Al
Water Logic	BOOK	De Bono, Edward
Way of Adventure		
Way of Adventure, The		Salz, Jeff
What are Your Goals		
Who Moved My Cheese? (5)	BOOK	Johnson, Spencer
Wholeness and the Implicate Order		
Why Employees Don't Do What They're Supposed to do and what to do about it		
Why Teams Don't Work, The New Willie's Way	BOOK	Robbins, Harvey; Finley, Michael
Winston Chuyrchill: The Greatest Briton		
Wisdom of Teams, The	BOOK	Katzenbach, Jon R; Smith, Douglas, K
Working Smart		

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World class: Thriving Locally in the Global Economy	BOOK	Kanter, Rosabeth Moss
You Just Don't Understand		
You're Joe's Boy, ain't Ya?	BOOK	Van Hooser, Phillip
ZAPP! The Lightning of Empowerment	BOOK	Byham, William C.