

## Videos

21 Ways to Defuse Anger & Calm People - Vol. 1-2

Assistive Tech

Business Advantage Inc.

Vol. 1 Attitude: A Little Thing That Makes A Big Difference

Vol. 2 Giving & Taking Criticism

Vol. 3 Listen Up: Hear What's Really Being Said

Vol. 4 Self Esteem: The Power to Be Your Best

Vol. 5 Self-Profile

Vol. 6 Stress Management

Chicken Soup for the Soul

Vol. 1 Love, Learning to Love Yourself

Vol. 2 Parenting, Learning & Teaching

Vol. 3 Living Your Dreams, Overcoming Obstacles

Vol. 4 Coping with Death & Dying, Eclectic Wisdom

Close Encounters of the Disabling Kind

Communication Skills for Women

Vol. 1 Communication: The Power Process

Vol. 2 Building a Confident & Credible Communication Image

Vol. 3 Power Communicating to Accelerate Your Career & Enhance Your Life

Dealing with Employee Discipline & Performance Problems

Vol. 1 Identifying & Managing the Problem Employee

Vol. 2 Understanding the Causes & Behaviors of Problem Employees

Vol. 3 Maximizing Feedback & Performance Analysis

Exceptional Customer Service

Vol. 1 The Essence of Customer Service

Vol. 2 Building Customer Goodwill & Trust

Vol. 3 Turning Around Angry Customers

From Curt to Courteous #3

How to Deal With Difficult People

Vol. 1 You Have to Deal With Difficult People at Some Point

Vol. 2 Put Your New Understanding of Difficult People to Work

Vol. 3 Be Less of a Target for Difficult People

How to Interview & Hire the Right People

Vol. 1 Job Descriptions & Resume Hype

Vol. 2 The Whole Truth & Reactions to Candidates

Vol. 3 Key Questions & Analyzing Interview Information

How to Manage Conflict, Anger, & Emotion

Vol. 1 Emotional Control

Vol. 2 Handling Conflict

Vol. 3 Developing Successful Relationships

How to Manage Multiple Projects & Meet Deadlines

Vol. 1 Planning & Prioritizing for High Performance

Vol. 2 Handling Unexpected, Difficult Situations

Vol. 3 Managing Pressure & Stress

How to Organize & Maintain Files & Records

How to Prepare for An Appeal Tribunal hearing

How to Speak Without Fear

Vol. 1 Analyzing Your Audience, Crafting Your Introduction, & Using Notes the Right Way

Vol. 2 Mastering Logistics, Communication Keys, & Anxiety Relief

Vol. 3 Surviving Impromptu & Hostile Situations

How to Supervise People

Vol. 1 Developing Supervision Essentials

Vol. 2 Achieving R.E.S.U.L.T.S. through Exceptional Management

- Vol. 3 Motivating for Peak Performance
- Les Brown – You Deserve the Power to Change
- Les Brown – Live Your Dreams
- Management Skills for Secretaries, Administrative Assistants, & Support Staff
  - Vol. 1 Planning & Scheduling
  - Vol. 2 Negotiating with Difficult People
  - Vol. 3 Decision Making & Problem Solving
- Microsoft Excel for Windows 95
  - Vol. 1 Introductory Skills Course
  - Vol. 2 Intermediate & Advanced Skills Course
- Microsoft Word for Windows 95
  - Vol. 1 Introductory Skills Course
  - Vol. 2 Intermediate & Advanced Skills Course
- Microsoft PowerPoint 97
- Microsoft Word 97
  - Vol. 1 Introductory Skills Course
  - Vol. 2 Intermediate & Advanced Skills Course
- Powerful Listening Skills
  - Vol. 1 Active Listening for Problem-Solving in the Professional Environment
  - Vol. 2 Keys to Effective Listening
  - Vol. 3 Techniques for Stronger Listening
- Self-Esteem & Peak Performance
  - Vol. 1 Steps 1-4
  - Vol. 2 Steps 5-10
- Sexual Harassment: Issues & Answers
- Succeeding As a First Time Manager
  - Vol. 1 Getting Organized
  - Vol. 2 Assessing Yourself & Your Team
  - Vol. 3 Managing Change
  - Vol. 4 Leadership Skills
  - Vol. 5 Developing Your Staff
  - Vol. 6 Motivating Your People
  - Vol. 7 Cultivating your Communication Skills
  - Vol. 8 The Power of a Positive Attitude
- Taking Control of Your Workday: How to Achieve More in Less Time with Less Stress
  - Vol. 1 Managing Your Time
  - Vol. 2 Goal setting, Trade-Offs, Signals & Answers
  - Vol. 3 Reducing Interruptions & Distractions, Paperwork, Meetings
- Telecare
  - Vol. 1 The Unique Challenges & Opportunities of Serving Customers
  - Vol. 2 The Multiple Roles of a Telecare Provider
  - Vol. 3 Self-Coaching How to Continuously Grow & Improve in Your Job
  - Vol. 4 The Tools of Telecare: Pointers to Help You in Specific Situations
  - Vol. 5 Dealing Positively With Even the Most Challenging Callers
  - Vol. 6 The 8-Step Path to Successful Phone Sales
  - Vol. 7 Connecting Points: Inspiring Superior Performance From Your Telecare Team
- Training the Trainer
  - Vol. 1 Elements of an Effective Training design
  - Vol. 2 Creating a Dynamic Learning Environment
  - Vol. 3 Delivering Powerful Presentations
- Working with Windows 95
  - Vol. 1 The New Windows Environment
  - Vol. 2 Running Multiple Programs
  - Vol. 3 Managing Your Documents
  - Vol. 4 Timesaving Tips, Tricks, & Techniques

Work Place: Supervisory Conduct & the Classroom & Beyond – Faculty Conduct

**Books**

- Attitude: The Choice is Yours  
Michele Mattayanna
- Big Book of Humorous Training Games  
Doni Tamblyn & Sharyn Weiss
- Buck Stops Here: Accountability & the Empowered Manager  
Paula K. Martin
- Communication Skills for the 21st Century: How to Understand & Be Understood  
Bill R. Swetmon
- Counseling Victims of Violence  
Sandra L. Brown
- Dealing With People You Can't Stand  
Rick Brinkman & Rick Kirschner
- Documenting Discipline  
Mike Deblieux
- Don't Sweat the Small Stuff...& it's all small stuff  
Richard Carlson
- Facing Racism in Education  
Nitza M. Hidalgo, Ceasar L. McDowell, and Emilie V. Siddle
- Fish: Catch the Energy & Release the Potential  
Stephen C. Lundin, Harry Paul, & John Christensen
- Flight of the Buffalo, Soaring to Excellence, Learning to Let Employees Lead  
James A. Belasco & Ralph C. Stayer
- How to Become a Great Boss: The Rules for Getting & Keeping the Best Employees  
Jeffrey J. Fox
- How to Create High-Impact Newsletters  
Jane K. Cleland
- How to Create High-Impact Letters, Memos, & E-Mail  
Pat Carmer & Debra Smith
- How to Say It: Choice Words, Phrases, Sentences & Paragraphs for Every Situation  
Rosalie Maggio
- How to Say It at Work  
Jack Griffin
- Listen Up: Hear What's Really Being Said  
Jim Dagger
- Managing Stress  
Kristine C. Brewer
- One Minute Manager  
Kenneth Blanchard & Spencer Johnson
- Principle-Centered Leadership  
Stephen R. Covey
- Self-Esteem: The Power to Be Your Best  
Marc Towers
- Self Profile: A Guide for Positive Interpersonal Communication  
National Press
- Seven Habits of Highly Effective People  
Stephen R. Covey
- Sex in the Forbidden Zone  
Peter Rutter
- Thriving in the Midst of Change  
Doug Smart

Truth About Managing People...& Nothing But the Truth

Stephen P. Robbins

Who Moved My Cheese?

Spencer Johnson

96 Great Interview Questions To Ask Before You Hire

Paul Falcone

Taking Aim on Leadership

Peter Capezio & Debra Morehouse

High-Impact Presentation and Training Skills

Micki Holliday

How to Handle Conflict & Confrontation

Peg Pickering

Listen Up: Hear What's Really Being Said

National Press Publications

Fish! Tales Jump Start Conversation Guide Book

### **Audio**

7 Habits of Highly Effective People

Legacies of Success

Memory Power

Psycho Geometrics

How to Organize Your Life & Get Rid of Clutter

How to Handle Conflict & Confrontation

Fish! Tales Jump Start

### **CD-ROM**

Learn Microsoft Office XP

### **Training Programs**

Fish! Tales

More Than a Gut Feeling

How to Develop Effective Communication Skills

#### **Do Not Get Checked Out**

Effective Performance Management

Prevent Sexual Harrassment In the Work Place

Empowering Employees

Hiring the Best

Listen Up: Hear What's Really Being Said

Effective Performance Appraisals

Talking 9 to 5 Women & Men in the Workplace