Videos
21 Ways to Defuse Anger & Calm People - Vol. 1-2
Assistive Tech
Business Advantage Inc.
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Vol. 2  Giving & Taking Criticims
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
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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
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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
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Microsoft Excel for Windows 95
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Microsoft Word for Windows 95
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Microsoft PowerPoint 97
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Powerful Listening Skills
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Taking Control of Your Workday: How to Achieve More in Less Time with Less Stress
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Telecare
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Working with Windows 95
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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
Netza 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
Rasalie 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