



Unified Personnel System Resource Library



Human Resources
Helping U Succeed

Introduction



The Unified Personnel System Resource Library contains a variety of resources you may borrow for self-development or group discussion. The resources come in various forms, including books, periodicals, audio cassettes, CDs, videotapes, DVDs and CD-ROMs.

The Resource Library is located in the Human Resources Department, Room 437 on the South side of the fourth floor of the County Annex building. It is available for use by all Pinellas County permanent employees.

Information about resources may be requested any time during normal working hours (8:00 a.m. - 5:00 p.m.) by calling the Training & Development Division at 464-3796.

Resource Categories

Resources are arranged on the shelves as shown in the diagram below:

Left Wall

Support Staff	Measurement	Personal Growth	Videos	Videos
Computer & Technical		Personal Growth		
Communication		Personal Growth		
Communication		Career Development		
Communication		Career Development		
Finance/Retirement/Taxes/Investments		Career Development		
		Time Management		

Right Wall

Management /Leadership	Management /Leadership	Change Management	Customer Service
Management /Leadership	Management /Leadership	Human Resources	
Management /Leadership	Management /Leadership	Human Resources	
Management /Leadership	Management /Leadership	Government & Local Information	
Management /Leadership	Management /Leadership	Miscellaneous	

All library materials may be borrowed in any of these program categories, except for periodicals (quarterly/monthly/weekly publications). These must be read in the library or surrounding areas.

Note:

The Health & Wellness books and videos have been moved to the Wellness Center (464-3768).

Resource Library Procedures

Borrowing Materials:

Programs may be borrowed by entering information on the Resource Library Sign-out Sheet located just inside the library entrance. The lending period is one month. While the majority of programs are on the shelf and you may check them out yourself, most library videotapes, DVDs and some computer-based training programs are in a locked cabinet. Please see a Training & Development (T&D) Division staff member (located across the hallway) to obtain access to these programs.

Returning Materials:

Please be courteous to other users and return your program within one month. If that is not possible, call T&D at 464-3796 or Wellness Center at 464-3768, for Health & Wellness materials, to request an extension. Videotapes, DVDs and CD-ROM programs must be returned directly to an Training & Development or Wellness Center staff member. Place all other programs in the “**Returns**” box on one of the library shelves and note the date of return on the Sign-out Sheet.

Overdue Materials:

Employees with overdue materials will receive an oral or written notice to return the materials. If it is necessary to send a second notice, it will be addressed in writing to the employee and his or her supervisor.

Contributions and Suggestions:

Any employee or organization wishing to contribute resources to the Resource Library may do so by dropping them in the “**Donations**” box on one of the shelves on the left side of the library. We will also gladly consider any ideas for improving the library or suggestions for programs to obtain if you will let us know.

Library Program Listings

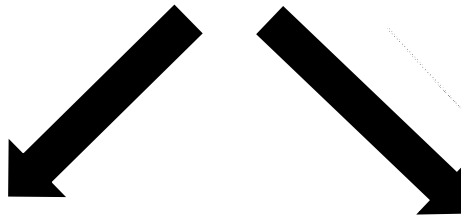
Career Development/Education
Change Management
Communication
Computers & Technical
Customer Service
Finance/Retirement/Investments
General-Miscellaneous
Government & Local Information
Health Wellness (Located in Fitness Center, Basement Old Courthouse)
Human Resources
Management/Leadership
Measurement
Personal Growth
Support Staff
Time Management
Trainer Resources

Use the Adobe Bookmark navigation links on left panel to go directly to category of interest.

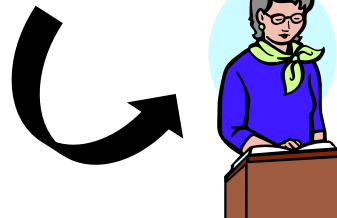
Resource Library Map

Videos					
Videos					
Support Staff	Measurement	Personal Growth	Career Development	Time Management	Personal Growth
Computer & Technical	Communication	Career Development	Communication	Career Development	Personal Growth
Communication	Communication	Communication	Communication	Communication	Personal Growth
Finance/Retirement/Taxes/Investments	Communication	Communication	Communication	Communication	Personal Growth

2) FIND YOUR MATERIAL(S) HERE



3) DON'T FORGET TO SIGN IT OUT HERE!



1) ENTER ROOM 437



Management /Leadership	Management /Leadership	Change Management	Customer Service
Management /Leadership	Management /Leadership	Human Resources	Human Resources
Management /Leadership	Management /Leadership	Government & Local Information	Human Resources
Management /Leadership	Management /Leadership	Miscellaneous	Human Resources

You are here

Career Development/Education	Media Type
101 Great Answers to the Toughest Job Search Problems	Book
An Introduction to Job Applications: Filling in the Blanks	Workbook
Basic business vocabulary	Audio
Better Resumes for Executives and Professionals	Book
Build Your Own Rainbow: A Workbook for Career & Life Management	Workbook (2 copies)
Can I...? Participating In Project Teams	CD/Workbook
Career Advancement and Survival for Engineers	Book
Career Anchors: Discovering Your Real Values	Workbook (2 copies)
Career Development: Theory & Practice	Book
Career Warfare	Book
Complete Guide to Public Employment	Book
Do What You Are: Discover the Perfect Career for You through the Secrets of personality Types	Book
Do-It-Yourself: A Career Planning Tool	Workbook
Dual-Career Families	Book
Dynamite Answers to Interview Questions: No More Sweaty Palms	Book
Emotional Intelligence: Why it Can Matter More Than IQ	Book
Employers Expectations (Or What the Dickens Do Employers Want)	Video/Workbooks
Employment Power: Take Control of Your Career	Book
Enhanced Occupational Outlook Handbook	Book
Everday communication techniques for the workplace	Paperback
Everyday Math for the Numerically Challenged	Book
Fast Growth: A Career Acceleration Strategy	Booklet (2 copies)
Fear of firing	Paperback
First Impressions: The Key to Successful Interviews	Video
GED Basics: The One Book You Need	Book
Getting the Job You Really Want: A Step-By-Step Guide	Workbook
Going Back to School: Deciding to Return: Examining the Reasons and Resources	Guide Book
Guide to American Graduate Schools	Book
How to Create Employee Publications: strategies for Producing Top-Flight Employee Publications	Book
How to deal with difficult people Vol. 3	Video
How to Develop & Promote Successful Seminars & Workshops: The Definitive Guide to Creating and Marketing Seminars, Workshops, Classes, and Conferences	Book
How to Get Interviews & Organizing Your Time	Video
How to Give Exceptional Customer Service	Audio Cassette
How to Jumpstart a Stalled Career	Workbook
How to Make It Big In The Seminar Business	Book
How to manage your boss	Paperback
How to Organize and Operate a Small Business	Book
How to Present a Professional Image	Video
Identify Your Skills: A Job Search Essential	Video/Workbooks
Interviewing with style	Video
Job Savvy: How to Be a Success at Work	Workbook
Job Savvy: How to Be a Success at Work (Instructor's Guide)	Workbook
Job Strategies for People with Disabilities	Book
Job Survival Skills - It's a Jungle Out There!	Video/Workbooks
Jobs and Careers With NonProfit Organizations: Profitable Opportunities With Nonprofits	Book
Manageing your mouth	Paperback
Million Dollar Consulting: The Professional's Guide to Growing a Practice	Book

Career Development/Education	Media Type
Miracle Resume	Video
Not Just Another Job: How to Invent a Career That Works for You - Now and in the Future	Workbook
Over 40 job search guide	Paperback
Paper Job Search Tools	Video/Workbooks
Peacock in the Land of Penguins	Book
People styles at work	Paperback
Pink Slips or Green Backs: Changing the Odds	Video
Plan B Converting Change Into Career Opportunity: How to Protect Your Career	Workbook (2 copies)
Plateauing Trap, The	Book
Positive Discipline: How to Resolve Tough Performance Problem Quickly... and Permanently	Booklet
Power Interviewing: A Headhunter's Guide to Getting Hired in the 90's	Video
Preparing for Work: Setting Your Objectives, Education and Training Options, Skills for Success	Workbook
Professional Telephone Skills	Audio Cassette
Real Estate Careers: 25 Growing Opportunities	Book
Reality and Career Planning: A Guide for Personal Growth	Book
Resumes for re-entering the job market	Paperback
Rites of Passage at \$100,000 to \$1 Million+: Your Insider's Lifetime Guide to Executive Job-Changing and Faster Career Progress in the 21st Century	Book
Rogers' Rules for Business-Women: How to Start a Career and Move Up the Ladder	Book
SAT (Scholastic Aptitude Test) - Preparation	Computer-Based Program
Second Careers: New Ways to Work After 50	Book
Service America Doing Business in the New Economy	Book
Start Right, Stay Right... Lead Right: Every Leader's Straight-Talk Guide to Job Success	Booklet
Start Right... Stay Right: Every Employee's Straight-Talk Guide to Job Success	Booklet (3 copies)
Style Guide	Paperback
Take Notes: Second Edition	Book
Taking Charge of Your Business and Your Life	Audio Cassettes
The Complete Guide to Consulting Success: A Step-by-Step Handbook to Build a Successful Consulting Practice Complete with Agreements and Forms	Guidebook
The Complete Idiot's Guide to Discovering Your Perfect Career	Book
The Doom Loop System: A Step-By-Step Guide to Career Mastery	Book
The Enhanced Guide for Occupational Exploration: Descriptions for the 2,500 Most Important Jobs	Book
The essentials of business writing	Paperback
The JIST Job Search Guide: A Young Person's Guide to Getting & Keeping a Good job	Workbook
The joy of recognition	Paperback
The Minority Career Guide: What African Americans, Hispanics, and Asian Americans Must Know to Succeed in Corporate America	Book
The Quick Job Search	Workbook
The Skills Advantage: Identify Your Skills for School, Work, and Life	Workbook
The Ten Commandments of Office Etiquette: Being All You Were Hired to Be	Booklet
The Two Best Ways to Find a Job	Workbook
Tips for a Successful Interview	Video
Walk awhile in my shoes	Paperback
Walk in My Shoes: Gut-Level, Real-World Messages from Manager to Employees	Booklet
Walking the talk together	Paperback
What Color is Your Parachute?: A Practical Manual for Job-Hunters and Career-Changers	Book (2 copies)

Career Development/Education	Media Type
What Your Boss Doesn't Tell You Until It's Too Late: How to Correct Behavior that is Holding You Back	Book
Women in Business	Video
Work in the New Economy - Careers and Job Seeking into the 21st Century	Book
Writing Your College Essay	Book
You Want Me To Do What?: When, Where, and How to Draw the Line at Work	Book
You're Too Smart for This: Beating the 100 Big Lies About Your First Job	Book

Change Management	Media Type
301 great ideas for using technology	Paperback
301 great ideas for using technology	Paperback
A Bend in the Road is Not the End of the Road: 10 Positive Principles for Dealing With Change	Book
Business as Unusual: The Handbook for Managing and Supervising Organizational Change	Handbook (2 copies)
Carpe Mañana: Before Tomorrow Seizes You	Handbook
Change Basics	Book
Changing Ways: A Practical Tool for Implementing Change Within Organizations	Book
Firing Up Commitment During Organizational Change: A Handbook for Managers	Handbook (2 copies)
Helping your organization compete on tomorrow's terms	Paperback
Helping your organization compete on tomorrow's terms	Paperback
In the twinkle of an eye: corporate extinction and rebirth	Paperback
In the twinkle of an eye: corporate extinction and rebirth	Paperback
Leading Change	Book
Listen Up: Hear What's Really Being Said	Book
Managing Change and Transition: Your Menotr and Guide to Doing Business Effectively	Book
Managing Transitions: Making the Most of Change	Book
Mind Shift: The Employee Handbook for Understanding the Changing World of Work	Handbook
New Work Habits for a Radically Changing World: 13 Ground Rules for Job Success in the Information Age	Handbook
Peer Today, Boss Tomorrow	Book & Video
Resistance: Moving Beyond the Barriers To Change	Booklet
Stress of Organizational Change, The	Handbook (7 copies)
The american who toughed the japanese about quality	Paperback
The american who toughed the japanese about quality	Paperback
The Employee Handbook For Organizational Change	Handbook (4 copies)
The Heart of Change: Real-Life Stories of How People Change Their Organizations	Book
The Power to Change	Book
Who Moved My Cheese	Book (4 copies)
Who Moved My Cheese	Video
Who Moved My Cheese Workbook	Workbook

Communication	Media Type
151 Quick Ideas to Deal With Difficult People: Confront Conflicts and Mediate Disputes	Book
180 Ways to Walk the Motivation Talk: Proven and Practical "How-To's" to Energize Everyone in Your Organization	Booklet
33 Major Mistakes Most Speakers Make and How You Can Easily Avoid Them	Booklet
5 Minutes a Day to Perfect Spelling	Audio Cassette
6 Steps to Free Publicity: and Dozens of Other Ways to Win Free Media Attention for You or Your Business	Book
A Funny Thing Happened on the Way to the Boardroom: Using Humor in Business Speaking	Book
A Short Book on the Subject of Speaking	Book
Art of Resolving Conflicts In The Workplace	Video
Basic Course in American Sign Language, A	Video
Be Prepared for Meetings (Toastmasters)	Video/Study Guide
Be Prepared to Speak	Video
Be Prepared to Speak	Video
Be Prepared to Speak: Step-by-Step Guide to Public Speaking	Video
Better Business Writing: Techniques for Improving Correspondence	Book
Better Than Duct Tape: Dialogue Tools for Getting Results and Getting Along	Book
Breaking the Impasse: Consensual Approaches to Resolving Public Disputes	Book
Business Writing At Its Best	Book
Business Writing for Dummies	Book
Can I...? Negotiating For A Positive Outcome	CD/Workbook
Closing the Gap: Gender Communication Skills	Video
Communicate and Win Win	Video
Communicating at Work: Principles and Practices for Business and the Professions	Workbook
Communicating Effectively	Book
Communicating Non-Defensively	Video
Communicating With People On the Job	Video
Communicating Without Liability	Video
Complete Letter-Writer's Almanac	Book
Connected Corporation, The	Book
Conversation Power: Communication Skills for Business and Personal Success	Audio Cassette
Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behavior	Book
Crucial Conversations: Tools For Talking When Stakes Are High	Book (4 copies)
Cultural Diversity in Organizations: Theory, Research & Practice	Book
Dealing With Difficult People - Part 1	Video
Dealing With Difficult People - Part 2	Video
Dealing With Difficult People - Part 3	Video
Did I Ever Tell You About the Time: How to Develop and Deliver a Speech Using Stories that Get Your Message Across	Book
Difficult Conversations: How to Discuss What Matters Most	Book
Discipline of Market Leaders, The	Book
Eats, Shoots & Leaves: The Zero Tolerance Approach to Punctuation!	Book (2 copies)
Editing Your Newsletter: How to Produce an Effective Publication Using Traditional Tools and Computers	Book
Effective Communication Skills: Essential Tools for Success in Work, Social and Personal Situations	Book

Communication	Media Type
Effective Meeting Skills: A Practical Guide for More Productive Meetings	Book
Effective Meetings: The Complete Guide	Book
Effective Presentation Skills: A Practical Guide for Better Speaking	Book
Effective Presentation Skills: A Practical Guide for Better Speaking (revised edition)	Book
E-Speak: Everything You Need to Know Before You Hit the Send Button	Book
Evelyn Wood Reading Dynamics Volumes 1,2,3	Video
Everyday Negotiating	Video
Feedback Solutions - Giving Feedback (Basic Skills)	Video
Feedback Solutions - Giving Feedback, Advanced Skills	Video
Feedback Solutions - Receiving Feedback, Basic Skills	Video
Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time	Book
French - Accelerated Learning Language Course	Video/Audio Cassettes/Wkb
French Vocabulary Builder	CD ROM
German - Accelerated Learning Language Course	Video/Audio Cassettes/Wkb
Getting Past NO: Negotiating Your Way from Confrontation to Cooperation	Book
Grammar for Business Professionals, Volume 1	Video
Grammar for Business Professionals, Volume 2	Video
Grammatically Correct: The Essential Guide to Spelling, Style, Usage, Grammar, and Punctuation	Book
Harvard Business Review on Effective Communication	Book
Hot Buttons: How to Resolve Conflict and Cook Everyone Down	Book
How to Coach and Effective Team: Leadership That Gets Results	Book
How to Deal with Difficult People	Video/Workbook
How to Get Your Point Across in 30 Seconds or Less	Book
How to Handle Difficult People	Audio CDs
How to Make a Speech (Steve Allen)	Video
How to Make an Effective Speech or Presentation	Book
How to Make Meetings Work	Book
How to Prepare, Stage & Deliver Winning Presentations	Book
How to Say It at Work: Putting yourself Across with Power Words, Phrases, Body Language, and Communication Secrets	Book
How to Say It: Choice Words, Phrases, Sentences & Paragraphs for Every Situation	Book
How to Speak How to Listen	Book
How to Work a Room: The Ultimate Guide to Savvy Socializing in Person and Online	Book
I Can See You Naked: A Fearless Guide to Making Great Presentations	Book
Influencing Others: A Handbook of Persuasive Strategies	Handbook
Italian - Accelerated Learning Language Course	Video/Audio Cassettes/Wkb
Learn Spanish: The Fast and Fun Way	Workbook
Listen Up! Customer Service: A Guide to Develop Customer Loyalty	Handbook
Listen Up, Leader!: Pay Attention, Improve, and Guide	Handbook
Manager's Portfolio of Model Memos for Every Occasion	Book
Managing Conflict: Interpersonal Dialogue and Third-Party Roles	Book
Mega Speed Reading	Video/Audio Cassettes
Mexico Vivo (Programs 1-5)	Video
MLA Handbook for Writers of Research Papers	Book
More Power to You: How Women Can Communicate Their Way to Success	Book
Negotiate Like The Pros - (Volume 1)	Video

Communication	Media Type
Negotiate Like The Pros - (Volume 2)	Video
Negotiate Like The Pros (Volume 3)	Video
Negotiate Like The Pros (Volume 4)	Video
Networking Success: How to Turn Business & financial Relationships Into Fun & Profit	Book
Newsletter Sourcebook: Everything You Need to Know to Produce Your Newsletter...	Book
Personal Negotiating Skills: Strategies for Getting the Most Out of Life	Book
Persuading on Paper: The complete Guide to Writing Copy That Pulls in Business	Book
Phillips' Book of Great Thoughts Funny Sayings	Book
Please Understand Me: Character & Temperament Types	Book
Powerful Communication Skills for Women: Increase the Impact You Make and the Results You Get	Audio Cassette
Powerful Presentation Skills: Techniques to Improve your Presentation and Public Speaking Abilities	Booklet
Present Yourself!: Captivate your Audience with Great Presentation Skills	Book
Professional Telephone Skills, Volume 1	Video
Psycho-Geometrics - The Science of Understanding People and the Art of Influencing	Video
Public Speaking Anxiety: how to Face the Fear	Handbook
Quick Start Spanish 2nd edition	Book
Secrets of Power Persuasion: Everything You'll Ever Need to Get Anything You'll Ever Want	Book
Showmanship for Presenters: 49 Proven Training Techniques From Professional Performers	Book
Signing: Signed English: A Basic Guide	Book
Simply Speaking: How to Communicate Your Ideas with Style, Substance, and Clarity	Book
Speak and Get Results: The Complete Guide to Speeches and Presentations that Work in Any Business Situation	Book
Succeed by Listening: Step by Step Approach to Better Communications	Video/Audio Cassettes/Wkb
Taking Your Meetings Out of the Doldrums	Book
Technical Presentation Skills: A Practical Guide for Better Speaking	Book
Technical Presentation Skills: A Practical Guide for Better Speaking (Revised Edition)	Book
Techniques For Communicators	Handbook
The Art and Skill of Delegation	Book
The Art of Crossing Cultures	Book
The Art of Talking So That People Will Listen: Getting Through to Family, Friends & Business Associates	Book
The Business Writer's Companion	Spiral Book
The Essentials of Business Writing: A Simple Guide for Writing Right - Every Time!	Book
The Grammar and Proofreading Course	Book
The Net Effect: How Cyberadvocacy is Changing the Political Landscape	Book
The Power of Positive Criticism	Book
The Presentation Skills Workshop: Helping People Create and Deliver Great Presentations (The Trainer's Workshop Series)	Book
The Secrets of Power Negotiating: You Can Get Anything You Want	Audio Cassettes
The Shadow Negotiation: How Women can Master the Hidden Agendas that Determine Bargaining Success	Book
The Skills of Negotiating	Book

Communication	Media Type
The Toastmaster's Treasure Chest: Over 7,000 Unusual Quotations for Toastmasters, Speakers and Anyone Likely to Be Called On for Brief Remarks	Book
The Well-Tempered Sentence: A Punctuation Handbook for the Innocent, the Eager, and the Doomed	Book
Thinking on Your Feet: Tools to Communicate Clearly and Convincingly	Book
Transformation Thinking: Tools and Techniques that Open the Door to Powerful New Thinking for Every Member of Your Organization	Book
U.S. News & World Report Stylebook for Writers and Editors	Book
Understanding Human Communication	Book
Understanding Persuasion	Book
Verbal Advantage Student Edition	Audio Cassettes
We're Roasting Harry Tuesday Night...: How to Plan, Write, and conduct the Business/Social Roast	Book
What to Do When Conflict Happens: Every Employee's Guide to Resolving Workplace Problems	Book
Without Bias: A Guidebook for Nondiscriminatory Communication	Book
Words to Live By for Women	Book
You Just Don't Understand: Women and Men in Conversation	Book
Your Next Speech: 66 Ways to Improve It	Booklet
Your Public Best: the Complete Guide to Making successful Public Appearances	Book

Computers & Technical	Media Type	Media Type 2
ABC SnapGraphics 2.0	Paperback	Book
Advanced internet fundamentals	Spiral notebook	Book / CD
Basic Internet Fundamentals: I-Net+Series	Book	Spiral-Bound
Desktop Publishing Design: A systematic time-saving approach for creating attractive, reader-friendly publications	Book	Paperback
Dreamweaver 2 bible	Textbook	Book / CD
Dreamweaver MX 2004	Textbook	Book
E-Learning: Building Successful Online Learning in Your Organization	Book	Hardcover
Excel 2007 : The missing manual	Paperback	Book
Excel for dummies	Textbook	Book
Internet handbook for wrighters, researchers, and journalists	Paperback	Book
Javascript fundamentals	Spiral notebook	Book / CD
Macromedia fireworks 4 : Using fireworks	Paperback	Book
Management of Information Technology	Book	Hardcover
Mastering windows NT server 4	Hardcover	Book
Medical Terminology: An Illustrated Guide	Book	Spiral-Bound
Miscellaneous "Quick Reference Guides" for Microsoft 2000 Computer Software	Quick Reference Guides	Guide
Networking fundamentals	Spiral notebook	Book / CD
Office 2003 : introductory concepts and techniques	Textbook	Book / CD
Outlook 2003 : step by step	Textbook	Book / CD
Practicing Social Research: Guided Activities to Accompany the Practice of Social Research	Book	Paperback
Systems Analysis and Design	Book	Paperback
Systems Analysis and Design in a Changing World	Book	Hardcover
The world wide web	Textbook	Book
Total Workday Control Using Microsoft Outlook: The Eight Best Practices of Task and E-mail Management	Book	Paperback
Using Microsoft office : word 2003	Textbook	Book
Word 2003 for dummies	Textbook	Book
Word 2007 : The missing manual	Paperback	Book

Customer Service	Media Type
Achieving Customer Satisfaction	Book
Achieving Customer Satisfaction: AT&T	Book
Building A Customer Driven Organization - Vol. 2 Today's Service Strategies	Video
Building A Customer Driven Organization - Vol. 3 Leading your Service Team	Video
Building Customer Loyalty: The 21 Essential Elements in Action	Handbook
Creating a Customer-Centered Culture	Book
Creating a Customer-Centered Culture	Book
Customer at the Crossroads (From Parable to Practice)	Booklet
Customer at the Crossroads (From Parable to Practice)	Book
Customer is Always Dwight, The	Video
Customer Service (Charlie Chaplin)	Video
Customer Service Excellence	Workbook
Customer Service Excellence: How to Provide High Quality Service	Handbook
Customer Service: The Key To Winning Lifetime Customers	Book
Customer Service: The Key To Winning Lifetime Customers	Spiral
Explosive Situations: Defusing the Angry Customer	Video
Get What You Want in Customer Service	Video
Get What You Want in Customer Service	Booklet
How to Deliver Superior Customer Service	Video
How to Give Exceptional Customer Service	Audio Cassette
How to give exceptional customer service (Vol 1)	VHS
How to give exceptional customer service (Vol 2)	VHS
How to give exceptional customer service (Vol 3)	VHS
How to give exceptional customer service (Vol 4)	VHS
How to Give Exceptional Customer Service, Vol. 1: Total Service Experience	Video
How to Give Exceptional Customer Service, Vol. 2: Delivering Service with Heart	Video
How to Give Exceptional Customer Service, Vol. 3: Pleasing the Challenging Customer	Video
How to Give Exceptional Customer Service, Vol. 4: Becoming a Service Star	Video
Perfect Phrases for Customer Service	Book
Positively Outrageous Service	Book
Power to Please - Delivering Quality Customer Service	Audio Cassettes
Quality Service: Front Line Commitment	Video
Raving Fans: A Revolutionary Approach to Customer Service	Book
Service Leaders Club, The	Book
Service Perspective: Focus the Frontline	Video
Serving Them Right: Innovative & Powerful Customer Retention Strategies	Book
Telephone Doctor	Video
The Service Leaders Club	Book
Whale Done: The Power of Positive Relationships	Book

Finance/Retirement/Investments	Media Type
Accounting For Dummies	Book
Finance for Non-Financial Managers and Small Business Owners	Book
Financial Strategies for Successful Retirement	Notebook
Focus Your Future: A Woman's Guide to Retirement Planning	Booklet
Get A Life: You Don't Need a Million To Retire Well	Book
How to Retire Rich: Time-Tested Strategies to Beat the Market and Retire in Style	Book
Kiplinger's Guide to Retirement Security	Video
Money Math: Lessons for Life	Workbook
Net Future: The 7 Cybertrends that Will Drive Your Business, Create New Wealth, and Define Your Future	Book
Preparing For Retirement: Financial Security in Uncertain Times	Book
Ready or Not: Your Retirement Planning Guide	Handbook
The 9 Steps to Financial Freedom: Practical & Spiritual Steps So You Can Stop Worrying	Book
The Consumer Reports Money Book: How to Get it, Save it, and Spend it Wisely	Book
The Estate Planning Sourcebook	Book
The Seven Laws of Money	Book

General/Miscellaneous	Media Type
40 Strategies for Winning in Business	Book
Close Encounters: Defensive Tactics for Women	Notebook
Colin Powell, My American Journey	Book
Desktop Publishing Design	Handbook
Everyday Math for the Numerically Challenged	Book
Great Ideas of Psychology Part 1 (tapes 1-3), The	Videos
Great Ideas of Psychology Part 2 (tapes 4-6), The	Videos
Great Ideas of Psychology Part 3 (tapes 7-9), The	Videos
Great Ideas of Psychology Part 4 (tapes 10-12), The	Videos
Handbook of Electrical Construction Tools and Materials	Book
How to understand and use design and layout	Paperback
Improving A Program's Performance: Tools, Techniques and Methods	Workbook
Intermediate Algebra: Tape 3	Video
Introduction to Probability and Statistics	Book
Office Book - Ideas & Designs for Contemporary Work Spaces, The	Book
Organizing for Dummies	Book
Rules of Work, The: The Unspoken Truth About Getting Ahead in Business	Book
Shattered Workplace & You, The	Video
The joy of work	Hardcover
Typing: Mavis Beacon Teaches Typing	CD-ROM
US News & World Report - Stylebook for Writers and Editors	Handbook
Violence In The Workplace	Book
Workplace Violence - First Line Defense	Video/Workbook

Government & Local Information	Media Type
American City & County	Periodicals
Citizen Surveys (How to Do Them, How to Use Them, What They Mean)	Book
Creative Personnel Practices	Book
Debate Book, The	Book
Defining Public Administration	Book
Efficiency Measurement for Local Government Services	Booklet
Ethical Insight - Ethical Action	Book
Ethics - Honesty and Fairness in the Public Service	Binder
Excellence in Government	Book
First 90 Days in Government	Book
Florida Counties	Periodicals
Florida Economic Development Course	Binder
Florida Trend	Periodicals
For Those Who Gave So Much	Book
Governing	Periodicals
Governing by Network	Book
Guide to Local Government Employee Incentives	Workbook (4)
History of the Board of County Commissioners of Pinellas County	Book
History of The Constitutional Officers of Pinellas County	Book
Innovavative Governments	Book
Management by Objectives and Results in the Public Sector	Book
Management by objectives and results in the public sector	Paperback
Managing Succession and Developmental Leadership	Book
Managing the Public Sector	Book
Monetary Incentives and Work Standards in Five Cities	Booklet
Pinellas County: A Millennium Celebration	Book
Positive Outcomes	Book
Productivity and Motivation	Book
Public Administration - Concepts & Cases	Book
Quality Improvement Practices in Local Government	Book
Reinventing Government	Book
Reinventing government	Hardcover
Revenue Forecasting Made Easy for Local Governments	Workbook
Understanding & Managing Public Organizations	Book
Water resources Atlas of Florida	Book

Human Resources	Media Type
Ability: The Bridge to the Future	Booklet
Agile Workforce	Booklet
Best Practices in Compensation & Benefits Handbook	Handbook
Bulletin to Management (BNA)	Periodicals
Compelling Offer	Handbook
Compensation & Benefits Review	Periodicals
Dealing with Problem Employees	
Desktop Encyclopedia of Public Employment Law (3rd Edition)	Personnel
Desktop Encyclopedia of Public Employment Law (5th Edition)	Personnel
Employee Retention: New Tools for Managing Workforce Stability and Engagement	Handbook
Employing Generation WHY?	Book
Employment Brand, The: Building Competitive Advantage in the Labor Market	Handbook
Employment Discrimination Law Update	Periodicals
Employment Law Update	Periodicals
Experiential Exercises in Personnel	Workbook
Fair Employment Practices (BNA)	Periodicals
Florida Employment Law Letter	Periodicals
Hot Employment Issues: The 2000 Executive File	Booklet
How to Measure Human Resources Management	Book
HR Department Benchmarks and Analysis 2003	Handbook
HR Director	
HR Executive Special Reports	
HR Florida Review	Periodicals
HR Focus	Periodicals
HR Magazine	Periodicals
HR Manager's - Legal Reporter	Periodicals
HR News	Periodicals
Human Resource Executive	Periodicals
Human Resource Management	Book
Human Resource Management: Concepts and Practices	Book
Human Resources Glossary	
IPMA News	Periodicals
Modernizing Federal Classification: An Opportunity for Excellence	Handbook
New Employee Orentation	
New Times, New Competencies, New Proffessionals	
Personnel Legal Alert	Periodicals
Personnel Policies in Large Nonunion Companies	Book
Personnel/Human Resource Management	Book
Public Personnel Management (IPMA)	Book (2)
Public Personnel Management: Contexts and Strategies	Book (2 copies)
Ready, Willing and Available; A Business Guide for Hiring People with Disabilities	Booklet
Real World Human Resource Strategies That Work	Book
Supervisors guide	

Human Resources	Media Type
Transforming the Human Resources Function - Volume 1	Handbook
Transforming the Human Resources Function - Volume 2	Handbook
Understanding & Managing Public Organizations	
What to Do About Personnel Problems (BLR)	Periodicals
Workforce Strategies	Periodicals
Workforce Turnover and Firm Performance	Handbook

Management/Leadership	Media Type
1001 Ways to Energize Employees	Book
1001 ways to reward employees	Paperback
101 sample wright-ups for documenting employee performance problems	Paperback
101 Sample Write-Ups for Documenting Employee Performance Problems	Book
12 Danger Zones for Supervisors: Employment Law Training System	Book
180 Ways to Build A Magnetic Culture	Book
180 Ways to Spread Contagious Enthusiasm - The "How To" Handbook for Everyone	DVD
180 Ways to Walk the Leadership Talk	Handbook
180 Ways to Walk the Recognition Talk	Booklet
21 Indispensable Qualities of a Leader	Handbook
21 Irrefutable Laws of Leadership	Handbook (3 copies)
30 Reasons Employees HATE their managers	Book
360 Degree Feedback	Book
40 Strategies for Winning in Business	Book
450 Low-Cost No-Cost Strategies (Recognizing, Rewarding Good People)	Book
50 Success Classics	Book
7 Lessons for Leading in Crisis	Book
88 Mistakes Interviewers Make	Book
A Carrot A Day - A Daily Dose of Recognition for Your Employees	Book
Abilene Paradox (and other strategies), The	Book
Achieving Excellence	Cassettes
Achieving Goals	
Achieving High Performance - A Research-based Practical Approach	Video
Administration as Service	Booklet
After Reengineering: Organizing for Growth	Booklet
After the Merger	Booklet
AMA Management Handbook	Book
Americans With Disabilities Act, The	Book
An Honest Day's Work: Motivating Employees to Give Their Best	
Art of War, The	Video
Avoiding Age Discrimination in the Workplace	Booklet
Avoiding Wrongful Terminations	Audio Cassette
Balanced Scorecard, The	Video
Be Prepared to Lead	Video
Becoming a Resonant Leader	Book
Benchmarking for Best Practices in the Public Sector	Video/Study Guide
Bermuda Triangle: ADA, FMLA, and Worker's Comp Laws	Workbook
Best of Career Track - Volume One: Management	Book
Best of Lessons in Leadership, The	Video
Best of Motives, The (Part 1) Nobody Ever Tells Us	Video
Best of Motives, The (Part 2) Nobody Ever Asks Us	Cassettes (2 copies)
Better Productivity Is Not by Chance	Video
Beyond Total Quality Management	Video
Big Book of Team Building Games, The	Video
Bringing Out The Leader In You	Book
Building a High Performance Work Group During Change	Book
Built to Last: Successful Habits of Visionary Companies	Video
Business As Un Usual (The Handbook for Managing & Supervising Org. Change)	Book
Business Ethics: Guidelines & Commitment	Handbook (2 copies)
Business of Paradigms - Discovering the Future Series, The	Videos/Workbooks
Can I...? Coaching In The Workplace	Book
Can I...? Participating in Project Teams	Video

Management/Leadership	Media Type
Can-Do Manager, The	
CareerTracking 26 Success Shortcuts	Book
Celestine Prophecy, The	CD/Workbook
Click: Ten Truths for Building Extraordinary Relationships	CD/Workbook
Coaching & Mentoring for Dummies	Book
Coaching criticism and dicipline skills for managers and supervisors	Magazine
Coaching Employees for High Performance	Book
Coaching for Improved Work Performance	Book
Coaching for Leadership: How the World's Greatest Coaches Help Leaders Learn	Video
Coaching to Build Skills	Book
Coaching to Clarify Expectations	Book
Coaching to Resolve Conflict	Book
Companies Don't Succed... People Do	Book
Competance Connection, The	Video/Workbook
Complete Idiot's Guide to Team Building	Video/Workbook
Consultant's Scorecard: Tracking Results and Bottom-Line Impact of Consulting Projects	Video/Workbook
Contented Cows Give Better Milk	Book
Coping With Difficult People	Book
Corporate Conversations	Hardcover
Corporate Executions	Book
Corporate Lifecycles	Book
Creating an Open Book Organization	Book
Creating an Organization that Innovates	Audio Cassettes
Creating Peroformers	Book
Creating Strategic Change	Book
Credibility	Book
Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behavior	Audio Cassettes
Developing the Leader Within You	Audio Cassettes
Developing the Leader Within You	Book
Devloping a High-Proformance Workforce	Book
Discipline of Teams, The	Book (2 copies)
Discover Your Inner Strength	Book
Diversity Management	Booklet
Documentation Dilemma: Can Record-Keeping Get You in Trouble?	Book
Documenting Discipline	Book
Documenting Employee Performance	Workbook
Dream It Do It: Inspiring Stories of Dreams Come True	Book
Drive: The Surprising Truth About What Motivates Us	Book
Driving Fear Out of The Workplace	Booklet
Driving fear out of the workplace	Paperback
Earl nightingale on Winning	
Easy Installatiom booklet	Book
Effective Health Care Supervisor, The	Video
Effective Human Relations in Organizations	Video
Effective Management for Engineers & Scientistis	Handbook
Effective Performance Appraisals	Book
Effective Phrases for Performance Appraisals	Book

Management/Leadership	Media Type
Effective Phrases for Performance Appraisals	Book
Effective phrases for proformance appraisals	Spiral notebook
Effective Time Management, The Basics	Book
Eloquent Executive, The	Book
Empires of the Mind	workbook
Employee Handbook Rights, The: Answers to Legal Questions	Reece / Brandt
Employing Generation WHY?	Book
Employment Laws That Everyday Employer & Managers Need to Know	Handbook
Empowered Manager, The	Booklet
Empowered Manager, The	Audio Cassette
Empowerment Take More Than A Minute	Booklet
Empowerment takes more than a minute	Hardcover
Encouraging the Heart: A Leader's Guide to Rewarding & Recognizing Others	Book
Encyclopedia of Performance Appraisal (BLR)	Book
End of Work, The	Book
Enlightened Leadership	Video
Equipping 101: The 21 Irrefutable Laws of Leadership (John C. Maxwell)	Book
Essential Book of Interviewing	Book
Essentials of Situational Leadership	Book
Essentials of Teamwork	Book
Establishing Performance Standards	Book
Ethics Applied	Notebook
Evaluating Performance	Book
Every Employee a Manager	Audio Cassette
Every Employee a Manager	Handbook
Every Manager's Desk Reference	Book
Everybody Wins: The Story and Lessons Behind ReMax	Book
Everyone's A Coach	Notebook (2 copies)
Everything Coaching and Mentoring Book	Video
Everything Leadership Book, The	Book & Study Guide
Excellence Challenge, The	Handbook
Executive EQ - Emotional Intelligence in Leadership & Organizations	Book
Executive Odyssey: Secrets For A Career Without Limits, The	Book
Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time	Reference Guide
Fierce Leadership: A Bold Alternative to the Worst "Best" Practices of Business Today	Book
Fifth Discipline Fieldbook, The	Book (2 copies)
Fifty-Minute Supervisor: A Guide for the Newly Promoted	Book
Finding & Keeping Great Employees	Book
Finding Keepers	Book
First 90 Days In Government, The	Book
First Line Management	Audio Cassette
First Team; Everything You Need To Know To Start, Lead & Be a Team	Book
Fish! A Remarkable Way to Boost Morale and Improve Results	Book
Five Dysfunctions of a Team, The	Workbook
Five Pillars of TQM (Total Quality Management)	Book
Five Temptation of a CEO. The	Book
Flight Of The Buffalo: Soaring to excellence, learning to let employees lead	Booklet
Four Obsessions of an Extraordinary Executive	Book
From the top down	Paperback
From your Neighborhood	Book (2 copies)
Gainsharing: The Most Powerful Tool Available to Improve Your Business	Book
Generally Speaking	Book
Getting The Best From People - "Get Rid of the Carrot and the Stick.."	Notebook

Management/Leadership	Media Type
Getting to YES	Paperback
Goal: A Process of Ongoing Improvement, The	Book
Good to Great and the Social Sectors: A Monograph to Accompany Good to Great	Book
Good to Great: Why Some Companies Make the Leap... and Others Don't	Book (6 copies)
Governing by network	Paperback
Governing by Network: The New Shape of the Public Sector	Book
Great By Choice	Workbook
Great Game of Business, The	Book
Grow to Be Great: Breaking the Downsizing Cycle	
Grow Your Own Leaders	Book
Growing Leaders	Book
Guide to Performance Appraisals, #1	Book
Guide to Performance Appraisals, The #1: Doing it Right!	Book
Gung Ho! Turn On the People in Any Organization	Book (2 copies)
Handbook of Human Performance Technology	Book (3 copies)
Hands-On Strategy: The Guide to Crafting Your Company's Future	Book
Happy Employee, The: 101 Ways for Mgrs to Attract, Retain & Inspire the Best & Brightest	Book
Healing the Wounds: Overcoming the Trauma of Layoffs & Revitalizing Downsized ...	Book
Heart of Coaching, The	Book
High Impact - Middle Management	Book
High impact leadership Vol. 1	Video
High impact leadership Vol. 2	Video
High Impact Leadership: How to Be More Than a Manager - Volume 1	Booklet
High Impact Leadership: How to Be More Than a Manager - Volume 2	Book (3 copies)
High Impact Leadership: How to Be More Than a Manager - Volume 3	Book
High Impact Middle Management H.I.M.M.	Booklet
High-Performance Teams Series	Book
Hire and Keep the Best Empolise	Book
How Great Companies Achieve Extraordinary Results With Ordinary People	Book
How Leaders Boost Productivity	Book
How to Be a Great Boss Without Being Bossy	Booklet / Audio CD
How to Be a Successful Project Manager	
How to become a great boss	Hardcover
How To Coach An Effective Team	
How to Delegate Work and Ensure it's Done Right	Book
How to Get Results With People	Video
How to get results with people	Video
How to Investigate and Respond to Sex Harassment and Other Harassment Charges	Video
How to Manage Conflict: A Practical Guide To Effective Conflict Management	Video
How to Manage Paperwork	Book
How to supervise in todays workplace	Handbook
How to Write & Conduct Effective Performance Appraisals	DVD
How to Write & Conduct Effective Performance Appraisals - Volume 1	DVD
Human Factors in Project Management (Revised Edition)	
Human Resources Glossary, The (Third Ed.)	Book
Human Touch Performance Appraisal, The	Notebook
Hundred Percenters: Challenge Your Employees to Give It Their All, and They'll Give You Even More	CD Rom & Book
I Told 'Em Exactly How to Do It	Audio Cassette

Management/Leadership	Media Type
I'd Like A Word With You	Video
Idea Edge, The	Video
Implementing Self-Directed Work Teams	Book
Implementing Self-Directed Work Teams - Volume 2	Notebook
Implementing Self-Directed Work Teams - Volume 3	Video
Improving Human Proformance in the Workpalce	Video
Improving Performance Evaluation Procedures	Book
Improving Public Sector Productivity	Book
Improving Workplace Performance Through Coaching	Book (2 copies)
Improvong Proformance	Book
In search of excellence	Hardcover
Influencing Public Attributes	Video
Inside Teams	Book
It's Okay To Be The Boss	Video
Jamming; The Art and Discipline Of Business Creativity	Book
John P. Kotter on What Leaders Really Do	Book
Journey To The Emerald City	Audio Cassettes
Joy at Work: A Revolutionary Approach to Fun on the Job	Notebook
Just Promoted	Book
Key to Great Leadership, The	Video
Keystone Advantage, The	Video
Knoledge Creating Company, The	Notebook
Lead by Example: 50 Ways Great Leaders Inspire Results	Book
Lead the Field	Book
Leader In You, The	Book
Leader In You: How to Win Friends, Influence People, & Succeed in a Changing World	Book
Leader of the Future	Book
Leader to Leader - Dale Carnegie Training's Leadership Training for Managers	Book
Leadership : Whats trust got to do with it	Magazine
Leadership 101: The 21 Irrefutable Laws of Leadership (John C. Maxwell)	Book
Leadership and Self-Deception: Getting out of the Box	Book
Leadership and the One Minute Manager	Book
Leadership Challenge Planner	Book
Leadership Challenge, The	Booklet
Leadership Engine, The	Book
Leadership for the Public Service: Power and Policy in Action	Book
Leadership Lessons form West Point	Audio Cassettes
Leadership Pipeline, The	Audio Cassettes
Leadership Secrets of Santa Claus, The	Book
Leadership Skills for Women	Book
Leadership the Inner Side of Success	Handbook
Leadership Training: How to Get More Commitment & Productivity from Your People	Book
Leadership; Theory & Practice	Book
Leading Change	Workbook
Leading Self Directed Work Teams	Book (2 copies)
Leading Six Sigma	Booklet
Leading Teams: Pick Team Members, Communicate Objectives, Clarify Roles, Build Trust	Book
Lean for Dummies	Booklet
Learning to Lead (a workbook on becoming a leader)	Book
Lessons from the Workplace	Book
Life styles Invintory	Book
Listen up leaders	Handbook (2 copies)

Management/Leadership	Media Type
Listening Leaders: The Ten Golden Rules to Listen, Lead & Succeed	Booklet
Love 'Em Or Lose 'Em/Getting Good People to Stay	Audio Cassette
Love 'Em or Lose 'Em/Getting Good People to Stay - 26 Engagement Strategies for Busy Mgrs	Book
Love It Don't Leave It - 26 Ways to Get What You Want At Work	Book
Making Strategy Work	Book
Management	Book
Management Basics, Second Ed.	Book
Management Gurus, The: Lessons from the Best Management Books of All Time	Book (4 copies)
Management Insights: Discovering The Truths to Management Success	Workbook
Management Skill Inventory	Video
Manager as Coach - A New Concept in Management Training - Volume 1	Book
Manager as Coach - A New Concept in Management Training - Volume 2	Book (2 copies)
Manager as Coach - A New Concept in Management Training - Volume 3	Booklet
Manager as Negotiator, The	Book
Managerial Communications	Handbook
Managerial Decision-Making Process, The	Handbook
Manager's Coaching Handbook, The	Book
Managers Factomatic	Book
Managers Pocket Guide to Generation X	Book
Manager's Troubleshooter	Booklet
Manager's Troubleshooter	Notebook/Computer Disk
Managing A Successful Team	Book
Managing and Resolving Conflict	Book
Managing Budgets	Book
Managing Conflict at Work	Booklet
Managing Employees Made E-Z	Video
Managing For Dummies	Video
Managing in Turbulent Times	Video
Managing People	Book
Managing Sideways	Book
Managing the Marginal & Unsatisfactory Performer	Book
Managing the total quality transformation	Hardcover
Managing Transitions Making the Most of Change	Handbook
Managing Up	Book
Marketing Learning System	Book
Maxims of Life & Business	Book
Meaningful Measurements	Book
Meeting the Ethical Challenges of Leadership	Book
Mentoring for Exceptional Performance	
Mentoring Helping Employees Reach Their Full Potential	Audio Cassettes
MEPS Professional Development	Book
Monday Morning Leadership	Notebook
Monday morning leadership	Paperback
Monday Morning Ledership	Book
Most Powerful Tool Available to Improve Your Business, The	Booklet
Motivating Employees	Booklet
Motivating Employees	Workbook
Motivating People	Book
Motivating Todays Employees	Booklet
My way or the highway	Paperback
My Way Or The Highway: The Micromanagement Survival Guide	Book
Negaholics: How to Handle Negativity in the Workplace - Volume 1	
Negaholics: How to Handle Negativity in the Workplace - Volume 2	Book

Management/Leadership	Media Type
Negaholics: How to Handle Negativity in the Workplace - Volume 3	Notebook/ 3.5 disk
Negotiating the future	Hardcover
Net Future	Notebook
New Employee Orientation: A Practical Guide for Supervisors	Handbook
New Supervisor, The	Booklet
One Minute Manager Meets the Monkey, The	Book
One Minute Manager, The	Book
Other People's Habits	Notebook (3-Ring)
Outlearning the Wolves	Book
Overcoming the Dark Side of Leadership	Book
Overcoming The Five Dysfunctions of a Team	Book
Overcoming the Five Dysfunctions of a Team	Book
Oz Accountability: Achieve A Competitive Edge By Creating Accountability	Booklet
Oz Principle: Getting Results Through Individual and Organizational Accountability	Book
Paradigm Shift: The New Promise of Information Technology	Book (2 copies)
Past + Present = Future. Or Does It?	Video
Path of Least Resistance, Tha	Video
Perfect Phrases for Building Strong Teams	Video
Perfect Phrases for Dealing With Difficult Situations at Work	Book
Perfect Phrases for Managers & Supervisors	Booklet (2 copies)
Perfect Phrases for Performance Reviews	Booklet
Perfect Solutions for Difficult Employee Situations	Book (2 copies)
Performance Appraisal Design Manual	Book (5 copies)
Performance Appraisal Question & Answer Book - A Survival Guide for Managers, The	Book
Performance Appraisal: Question and Answer Book, A Survival Guide for Managers	Book
Performance Appraisals: Complete Idiot's Guide	Book
Performance Consulting	Book
Performance Essentials in the Work Place	CD
Performance Management	Book (2 copies)
Performance Management	Book
Personnel management	Hardcover
Peters: The New Manager and the New Organization	Video
Peters: Thriving on Chaos	Book
Playing with the Big Boys	Handbook
Positive Employee Relations	Book
Power of Open-Book Management, The	Handbook
Powerful Leadership Skills for Women	Booklet
Practical Project Management	Book
Priceless motivation	Paperback
Primal Leadership	Book
Primal Leadership	Audio cd
Primal Leadership: Learning to Lead with Emotional Intelligence	Book
Principles of General Management	Notebook
Problem-Employee Interview	Book
Productivity Power - 250 Great Ideas for Being More Productive	Book
Project Administration Manual: USF	Book
Project Management: From Idea to Implementation	Book (2 copies)
Project Management: How to Manage People, Processes & Time to Achieve Results	Book
Promoting Emotional Intelligence in Organizations	Book
Public personnel management	Hardcover
QBQ	Booklet

Management/Leadership	Media Type
Quality Interviewing (Revised)	Booklet
Quality or Else: Change to Survive	Audio Cassettes
Quality or Else: How to Hit the Moving Target	Book
Quality or Else: The Global Marketplace	Video
Quality Supervision for Industry	Book
Quick Team-Building Activities for Busy Managers	Book
Reaching Higher Ground	Handbook
Real Options: Managing Strategic Investment in an Uncertain World	Book
Reality centered people management	Hardcover
Reasons Employees Hate Their Managers, 30	Book
Recharging your Team	Book
Reclaiming Higher Ground: Creating Organizations that Inspire the Soul	Audio Cassette/Workbook
Recognizing and Rewarding Employees	Book
Reflections for Highly Effective People	Notebook
Reinventing Appraisals: Determining Key Result Areas	Booklet (2 copies)
Reinventing Appraisals: Performance management Cycle	Book
Reinventing Appraisals: Setting the Overall Goal	Book
Re-Inventing The Corporation	Workbook
Resolving Conflicts at Work	Video
Results-Based Leadership	Video
Right From The Start: Taking Charge in a New Leadership Role	Video
Right to Lead, The: A Study in Character and Courage	Video
Risk Taking: A Guide for Decision Makers	Book
Rookie Manager, The	Book
Russell Rules: 11 Lessons on Leadership From the Twentieth Century's Greatest Winner	Book
Sacred Cows Make The Best Burgers	Book
Sacred Rules of Management, The	Book
Secret Language of Business, The: How to Read Anyone in 3 Seconds or Less	Book
Secrets of Shared Leadership, The	Video
Seeing Systems	Book
Self-Directed Work Teams	Book
Self-Directed Work Teams	Book
Shaping Strategic Planning	Video
Silos, Politics and Turf Wars: A Leadership Fable About Destroying the Barriers That Turn Colleagues Into Competitors	Video
Situational Leader	Book
Situational Leadership II	Book
Six Thinking Hats	Book
Smart Leadership	Book (2 copies)
Social Style / Management Style	Book
Speaking of Success: Leadership - Maximizing People Potential	Book
Start Coaching	Audio Cassettes
Start Right... Stay Right	Booklet
Strategic Choices: Supremacy, Survival, or Sayonara	Book
Strategic Choices: Supremacy, Survival, or Sayonara	Book
Strategic Human Resource Leader	Book
Strategic Management	Book
Strategy-Focused Organization, The	Book
Successful Employment Practices	Book
Successful Management the Experts Way	Video

Management/Leadership	Media Type
Successful Manager's Handbook	Book
Successful Team Management	
Succession Planning Basics	Audio Cassettes
Supervisor's and Manager's Role in a Union Campaign	Book
Supervisor's Factomatic	Booklet
Supervisors Standard Reference Handbook	Book
Supreme teams: How to make Teams Really Work	Book
Survival Kit for Leaders	Book
Systems Analysis and Design in a Changing World	Video
Taking Charge: A Personal Guide to Managing Projects & Priorities	Book
Taking the Mystery Out of TQM (Total Quality Management)	Book
Team Based Orginazations	Book
Team Building	Booklet
Team building : How to motivate and manage people Vol. 1	Video
Team building : How to motivate and manage people Vol. 2	Video
Team Coach - Vital New Skills for Supervisors & Managers in a Team Environment	Book
Team Handbook 2nd Edition, The	Book
Team Handbook 3rd Edition, The	Book
Team Handbook, The	Book
Team Leadership	Book
Team Player	Audio Cassettes
Teaming	Book
Teaming Up	Book
Teaming: How Organizations Learn, Innovate, and Compete in the Knowledge Economy	Handbook
Teamwork	Video
Teamwork (The Team Member Handbook)	booklet
Ten Minute Team, The	Notebook
The #1 guide to proformance appraisals	Paperback
The 21 indispensable qualities of leadership	Hardcover
The art of leadership	Hardcover
The best of lessons in leadership	Audio
The best of lessons in leadership (vol 2)	Audio
The Bully at Work	Book
The control theroy manager	Hardcover
The Deming management method	Paperback
The Dream Manager	Book
The empowered manager	Hardcover
The five disfunctions of a team	Hardcover
The five dysfunctions of a team	Hardcover
The five temptations of a CEO	Hardcover
The four obsessions of an extraordinary executive	Hardcover
The leadership engine	Paperback
The leadership of Santa Clause	Paperback
The Lightning of Empowerment	Video
The Organziation of the Future: Visions, Strategies, and Insights on Managing in a New Era	Book
The Power of Collaborative Leadership: Lessons for the Learning Organization	Book
The Prince	Book
The Radical Leap: A Personal Lesson in Extreme Leadership	Video/Workbooks
The Responsible Administrator	Video

Management/Leadership	Media Type
The six-minute solution	Paperback
The story of a new one minute manager	Video
Think Like A Manager	Book
Thinking About Quality	Book
Thriving On Chaos: 45 Tactics For A Management Revolution	Handbook (2 copies)
Thurnaround Experience, The	Book
Time-Out Leadership: Daily Reflections to Maximize Your Leadership Effectiveness	Audio Cassettes
Topgrading	Paperback
Topgrading: How to Hire, Coach and Keep Employees	Book
Total Quality Management	Book
Total Quality Management Handbook	Handbook
Tough-Minded Management of Problem Employees	Book
Toxic Coworkers: How to Deal with Dysfunctional People On the Job	Audio Cassettes
Training for Non-Trainers	Book
Training Managers to Train	Handbook
Trusted Advisor, The	Book
Truth About Managing People, The	Book
Truth About Managing People, The	Booklet
Turning Dreams Into Success	Book
Versatile Leader, The	Book
Video Vignettes On: Recognition, Coaching & Discipline	Booklet
Violence in the Workplace	Book
Vision-Driven Leadership	Book
Walk Awhile in My Shoes	Book
Walk the Talk - 144 Ways	Book
We Need To Talk: Coaching Employees	Video
What Every Supervisor Should Know	Book
What is Six Sigma?	Handbook (2 copies)
When Genius Failed: Rise and Fall of Long-Term Capital Management	Booklet
Why Employees Don't Do What They're Supposed to Do and What to Do About it	Video
Why Leaders Can't Lead	Book
Why The Best Man for the Job is a Woman	Book
Why TQM fails and what to do about it	Hardcover
Winning the Talent Wars	
Wisdom of Team, The: Creating the High-Performance Organization	Book (2 copies)
Work & Rewards In The Virtual Workplace	Book
Workforce America - Managing Employee Diversity	Book
Workpalce Violence	Book (2 copies)
Workplace Diversity	Book
World Class Manager	Book
Your Road Map for Success	Book
Zapp the Lightning of Empowermant	Book
Zapp the Lightning of Empowermant	Handbook
zapp the Lightning of Empowermant	Book

Measurement	Media Type
Basic Statistical Analysis	Book
Citizen surveys	Paperback
Constructing Test Items	Book
Evaluation: A Systematic Approach	Book
Handbook of Electrical Construction Tools and Materials	Book
Improving a Program's Performance: Tools, Techniques and Methods	Booklet
Introduction to Probability and Statistics	Book
Introduction to Statistical Procedures: with Computer Exercises	Book
Mail and internet surveys	Hardcover
Management Effectiveness Profile System (MEPS): Strengthening Organizations through Individual Effectiveness	Binder
Management Effectiveness Profile System (MEPS): Strengthening Organizations through Individual Effectiveness, Description by Others Inventory TEST	Booklet
Management Effectiveness Profile System (MEPS): Strengthening Organizations through Individual Effectiveness, Leader's Guide	Booklet
Management of organizational behavior	Paperback
Multivariate Procedures for the Behavioral Sciences	Book
Political science research methods	Paperback
Polling and the public	Paperback
Questionnaire research	Paperback
Statistics	Book
Statistics - theory and methods	Hardcover
Statistics for Modern Business: A First Course	Book
Survey research methods	Paperback
The focus group research handbook	Hardcover
The Practice of Social Research	Book
The survey research handbook	Hardcover

Personal Growth	Media Type
100 Ways to Beat the Blues	Book
1001 Ways to Take Initiative at Work	Book (3 copies)
180 Ways to Spread Contagious Enthusiasm: The "How To" Handbook for Everyone	Handbook
50 fabulous places to retire in America	Paperback
7 Habits of Highly Effective People, The	CD
A introduction to job applications	Book
A Simpler Way	Book
A Whole New Mind: Why Right-Brainers Will Rule the Future	Book
A Year of Living Consciously: 365 Daily Inspirations for Creating a Life of Passion & Purpose	Book
Accelerated Learning for the 21st Century: The Six-Step Plan to Unlock Your Master-Mind	Book
Argumentation: The Study of Effective Reasoning Part I	CD & Guidebook
Argumentation: The Study of Effective Reasoning Part II	CD & Guidebook
Assertiveness skills	Paperback
Attitude is Everything: 1- Life-Changing Steps to Turning Attitude into Action	Book
Awaken the Giant Within	Book
Because You Believed in Me	Book
Becoming a Person of Influence: How to Positively Impact the Lives of Others	Book
Best of Career Track - Volume Four: Personal Growth	Video
Better than duct tape	Paperback
Breaking Down Walls: A Model for Reconciliation in an Age of Racial Strife	Book
Bully At Work, The - What You Can Do To Stop Hurt and Reclaim Your Dignity on the Job	Book
Burnout Prevention: Don't Go Down in Flames!	Booklet (2 copies)
Can I...?: Turning Problems Into Opportunities	CD/Workbook
Choice Theory	Book
Close Encounters Defensive tactics for women	Book
Confident Self-Expectancy	Video
Coping With the Male Ego in the Workplace	Book
Courage to See Clearly: Living More Fully by Living the Truth	Video
Creativity in Business	Book
Culture Shift: The Employee Handbook for Changing Corporate Culture	Booklet
Dance Step - Reebok	Video
Dare to Soar: Your Attitude Determines Your Altitude	Book
Denis waitley LIVE : on winning Vol. 3	Video

Personal Growth	Media Type
Denis waitley LIVE : on winning Vol. 4	Video
Dinosaur Brains: Dealing With All Those Impossible People at Work	Book
Discovering Your Purpose	Book
Don't Let Others Rent Space in Your Head: Your Guide to Living Well, Overcoming Obstacles, and Winning at Everything in Life	Book
Don't Panic: Taking Control of Anxiety Attacks	Book
Don't Sweat The Small Stuff at Work: Simple Ways to Minimize Stress and conflict While Bringing Out the Best in Yourself and Others	Book
Don't Sweat the Small Stuff...and It's All Small Stuff: Simple Ways to Keep the Little Things from Taking Over Your Life	Book
Dynamic Self-Discipline	Video
Empowerment: How to Build an Empowered Workplace (A Practical Guide for Success)	Workbook
Enterprising Women: Lessons of 100 of the Greatest Entrepreneurs of Our Day	Book
Equipping 101: What Every Leader Needs to Know	Book
Execution: The Discipline of Getting Things Done	Book
Exploring Personality Styles: A Guide for Better Understanding Yourself and your Colleagues	Book
Failing Forward: Turning Mistakes into Stepping Stones for Success	Book
Finishing Well	Book
Focused Self-Determination	Video
Forget for Success: Walking Away from Outdated, Counterproductive Beliefs and People Practices	Booklet (2 copies)
Get a life Without Sacrificing Your Career: How to Make More Time for What's Really Important	Book
Getting Organized	Casstte
Getting Things Done - Mastering Paperwork, Deadlines & Delegation - Volume 2	Video
Getting Things Done When You Are Not in Charge	Book
Getting Things Done When You Are Not in Charge	Book
Go For It!	Book
Go Put Your Strengths To Work: 6 Powerful Steps to Achieve Outstanding Performance	Book (3 copies)
High proformance : 31 proven strategies for personal	Paperback
Highest Goal, The: The Secret That Sustains You In Every Moment	Book
How Full Is Your Bucket?	Book
How I Raised Myself From Failure To Success in Selling	Book
How to Be a No-Limit Person	Video
How To Deal With Annoying People: What to do When You Can't Avoid Them	Book
How to disagree without being disagreeable	Paperback
How to Get Organized When You Don't Have The Time: A Simple, 5-Step Approach that Will Fit Even the Busiest Schedule	Book

Personal Growth	Media Type
How to Get Things Done	Audio Cassettes/Workbook
How to Handle Difficult People	Audio Cassettes/Workbook
How to listen powerfully Vol. 1	Video
How to listen powerfully Vol. 2	Video
How to set and achieve goals	Audio
How to Set and Achieve Goals - Volume 1	Video
How to Set and Achieve Goals - Volume 2	Video (2 copies)
How to Test & Improve Your Own Mental Health: A Simple Self Evaluation Program	Book
How to Thrive from 9 to 5: You Can do More Than Just Survive on Your Job	Book
Human Odyssey, The: Navigating the Twelve Stages of Life	Book
Image & self-projection for todays professional woman	Video
Image & Self-Projection for Women	Video
Life Is an Attitude: Staying positive During Tough Times: How to Control Your Outlook on Life	Book
LifeMapping	Book
Lifescritps	Paperback
Lifetime conversation guide	Hardcover
Living the Seven Habits: Stories of Courage and Inspiration	Book
Love It Don't Leave It:26 Ways to Get What You Want at Work	Book
Managing Personal Change: Handling Change in Positive and Productive Way (A Primer for Today's World)	Workbook
Managing Stress: A Creative Journal	Book
Master Key to Success - Volume 1	Video
Master Key to Success - Volume 2	Video
Master Key to Success - Volume 3	Video
Master Key to Success - Volume 4	Video
My American Journey	Book
Neanderthals At Work: How People and Politics Can Drive You Crazy... And What You Can Do About Them	Book
New Time Management, The	Audio Cassette
Nightingale: The Magic Word - Attitude	Video/Audio Cassettes/Wkb
Nightingale: The Top 5%	Video/Audio Cassettes/Wkb
On Target: Enhance Your Life & Ensure Your Success	Book
One-Life Solution, The: Reclaim Your Personal Life While Achieving Professional Success	Book
Organized for Success!: 95 Tips for Taking Control of Your Time, Your Space, and Your Life	Book

Personal Growth	Media Type
Organized To Be The Best: New Timesaving Ways to Improve How You Work	Book
Overcoming procrastination	Video
Overcoming procrastination	Audio
People Types & Tiger Stripes	Book
People types & tiger stripes	Paperback
Personal accountability	Paperback
Personal Accountability: Powerful and Practical Ideas for You and Your Organization	Book
Personal Counseling	Book
Personal Efficiency Program, The: How to Get Organized to Do More in Less Time	Book
Power of Positive Confrontation, The	Book
Power phrases	Paperback
Power Vs. Force: The Hidden Determinants of Human Behavior	Book
Productivity Power: 250 Great Ideas for Being More Productive	Book
Professional Presence: The Total Program for Gaining That Extra Edge in Business by America's Top Corporate Image Consultant	Book
Project Management	Audio Cassette/Workbook
Psychology of Success - Part 1	Video
Psychology of Success - Part 2	Video
Psychology of Success - Part 3	Video
Psychology of Winning, The	Videos/Workbook
Psychology of Winning, The	Audio Cassettes (2 copies)
Recognition Redefined: Building Self-Esteem at Work	Book
Re-Create Your Life: Transforming Yourself and Your World With the Decision Maker Process	Book
Self Esteem: The Power To Do Your Best: Gain Confidence and Self-Assurance by Developing High Self-Esteem	Book
Self-Discipline and Emotional Control - Volume 1	Video
Self-Discipline and Emotional Control - Volume 2	Video
Self-Discipline and Emotional Control - Volume 3	Video
Self-Discipline and Emotional Control - Volume 4	Video
Skills for success	Paperback
Skills For Success: The Experts Show the Way	Book
Soar Above the Madness: Surviving Office Politics Without Losing Your Mind, Your Job, or Your Lunch	Book
Stewardship: Choosing Service Over Self-Interest	Book
Sticking to It: The Art of Adherence: How to Consistently Execute Your Plans	Handbook (2 copies)
Stress management for professionals	Audio
Success For Dummies	Book

Personal Growth	Media Type
Success: Advice for Achieving Your Goals From Remarkably Accomplished People	Book
Successful Self-Management	Video
Systematic Problem-Solving and Decision-Making: Operational methods for Problem-Solving and Decision-Making	Workbook
Tapping Into Your Creativity	Video
The 7 Habits of Highly Effective People	Book
The 7 Habits of Highly Effective People	Audio Cassettes/Workbook (2 copies)
The 7 Habits of Highly Effective People	Book
The 8th Habit From Effectiveness to Greatness	Book
The Anger Workbook: A 13-Step Interactive Plan to Help You...	Workbook
The Anger Workbook: Working Through Your Anger for Positive Results	Book
The Best of Bits & Pieces	Book
The Career Track Collection: Highlights from 24 of Career Track's Most Highly-Acclaimed Seminars	Video
The elements of style	Paperback
The Gregg reference manual (8th edition)	Spiral notebook
The Gregg reference manual (9th edition)	Hardcover
The magic of conflict	Paperback
The Memory Book: The Classic Guide to Improving Your Memory at Work, at School, and at Play	Book
The Osteoporosis Handbook	book
The Power of Innovative Thinking: Getting Outside the Box	Book
The Psychology of Achievement	Audio Cassette/Workbook (3)
The Rules of Work: The Unspoken Truth About Getting Ahead in Business	Book
The time trap	Paperback
The truth about work	Paperback
The Whole Brain Business Book: Unlocking the Power of Whole Brain Thinking in Organizations and Individuals	Book
The Winner in You: Be Your Own Hero	Audio CDs
Thinking for a Change: 11 ways Highly Successful People Approach Life and Work	Book
Thunderbolt Thinking: transform Your Insights & Options into Powerful Business Results	Book
Truth Zone: Building the Truthful Organization from the Bottom Up	Book
Unleashing Productivity	Book
Vision: Preparing for Your Future	Video
Walk The Talk ...And Get The Results You Want	Book
Walk The Talk ...And Get The Results You Want	Book
Walking the Talk Together: Sharing the Responsibility for bringing Values to Life	Booklet (2 copies)

Personal Growth	Media Type
Who We Could Be At Work	Book
Why Didn't I Think of That?: Creative Problem Solving	Video
Winning	Hardcover
Winning at Work Without Losing at Love	Book
Winning is a Choice: Maximize Your Life with the Seven Steps to Build Physical, Mental, and Moral Fitness	Book
Winning the Fight Between You and Your Desk: Use Your Computerto Get Organized, Become More Productive, and Make More Money	Book
Work Rage: Preventing Anger & Resolving Conflict on the Job	Book
Working with Emotional Intelligence	Book
Working Wounded: Advice that Adds Insight to injury	Book
Your Sacred Self: Making the Decision to Be Free	Book
Your Work Matters to God	Book

Support Staff	Media Type
Gregg Transcription Simplified	Book
New Robert's Rules of Order	Book
Roget's II: The New Thesaurus	Book
Secretary's Guide to Modern English Usage	Book
The Dictation Book: Letters and Memos	Book
The Gregg Reference Manual	Booklet
The New St. Martin's Handbook	Book
Webster's Home and Office Handbook	Book
Webster's New Collegiate Dictionary	Book
Webster's Secretarial Handbook: Second Edition	Book

Time Management	Media Type
10 Natural Laws of Successful Time and Life Management	Audio Cassettes
Can I...?: Making Your Time Count	CD/Workbook
Can I...?: Turning Problems into Opportunities	CD/Workbook
Personal Time Management	Workbook
Personal Time Management (Revised Edition)	Workbook

Trainer Resources (Matt's office)	Media Type
1997 Annual: Vol. 1 (Training), Vol. 2 (Consulting)	notebook
2000/2001 ASTD Distance Learning Yearbook, The	Book
2003 Annual - Consulting	Reference Book
2003 Annual - Training	Reference Book
2005 Annual - Consulting	Reference Book
2005 Annual - Training	Reference Book
50 Activities for Effective Problem Solving	Book
Adult Learner: A Neglected Species, The	Book
Adult Learning in Your Classroom	Book
Andragogy in Action	Book
Approaches to Training & Development	Book
Big Book of Business Games, The	Book
Creative Training Techniques	Spiral Notebook (4 copies)
Creativity Games for Trainers	Notebook
Creativity games for trainers	Binder
Do Right with Lou Holtz of Notre Dame	Video
Evaluating Trainer Effectiveness	Book
Facilitator's Tool Kit, The	Notebook
Fieldbook of Team Interventions, The	Book
Games Trainers Play	Book (2 copies)
Great sessions, openers, closers, and energizers	Manual
Helping Adults Learn	Book
How to Teach Grown-Ups	Workbook
In Action - Creating the Learning Organization	Book
Instructing for Results	Book
Managing The Front-End of Training	Book
New Employee Orientation: Manual of Successful Programs	Notebook
Quality games for trainers	Manual
Reality Games	Book
Self-Directed Learning	Reference Guide
So Now You're a Trainer	Book
Team turbo training	Binder
The essentials of situational leadership	Binder
What Keeps You Up At Night? 672 of Your Issues & Challenges	Notebook
Winning Trainer, The	Spiral Notebook