HUMAN RESOURSE OFFICE

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CATALOG



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Category Catalog # Item Title/Description

**APPRAISALS/PERFORMANCE MANAGEMENT**

HRO0001 CARE AND CANDOR (DVD)

Making Performance Appraisals Work

HRO0002 DEVELOPING A HIGH-PERFORMANCE WORKFORCE (BOOK)

Published by Ragan’s Management Resources

HRO0003A EFFECTIVE PERFORMANCE MANAGEMENT (BOOK)

By Sheila J. Costello

HRO0003B EFFECTIVE PERFORMANCE MANAGEMENT (CD AUDIO)

HRO0003C EFFECTIVE PERFORMANCE MANAGEMENT (DVD)

HRO0004A EMPOWERING EMPLOYEES (BOOK)

By L. Kristi Long

HRO0004B EMPOWERING EMPLOYEES (CD AUDIO)

HRO0004C EMPOWERING EMPLOYEES (DVD)

HRO0005 POWERFUL PERFORMANCE APPRAISALS (BOOK)

By Karen McKirchy

**BUSINESS**

HRO0050A THE BEAR ESSENTIALS OF BUSINESS (FACILITATOR’S GUIDE)

By Jack Wilson & Associates

HRO0050B THE BEAR ESSENTIALS OF BUSINESS (POWERPOINT)

HRO0050C THE BEAR ESSENTIALS OF BUSINESS (DVD)

HRO0051A BUSINESS ETIQUETTE (BOOK)

By Marjorie Brody & Barbara Pachter

HRO0051B BUSINESS ETIQUETTE (CD AUDIO)

HRO0051C BUSINESS ETIQUETTE (DVD)

Category Catalog # Item Title/Description

HRO0052A THE ESSENTIALS OF BUSINESS WRITING (BOOK)

By National Press Publications

HRO0052B THE WRITE STUFF (CD AUDIO)

HRO0052C THE WRITE STUFF (DVD)

HRO0053A NEGOTIATING FOR BUSINESS RESULTS (BOOK)

By Judith E. Fisher

HRO0053B NEGOTIATING FOR BUSINESS RESULTS (CD AUDIO)

HRO0053C NEGOTIATING FOR BUSINESS RESULTS (DVD)

HRO0054A WRITING FOR BUSINESS RESULTS (BOOK)

By Patricia E. Seraydarian

HRO0054B WRITING FOR BUSINESS RESULTS (CD AUDIO)

HRO0054C WRITING FOR BUSINESS RESULTS (DVD)

**COMMUNICATION SKILLS/CUSTOMER SERVICE**

HRO0075 OUTSTANDING CUSTOMER SERVICE (BOOK)

By David E. Deviney, D.B.A.

HRO0076A 50 POWERFUL IDEAS YOU CAN USE TO KEEP

CUSTOMERS (BOOK)

By Paul R. Timm, Ph.D.

HRO0076B 50 WAYS TO KEEP YOUR CUSTOMERS (CD AUDIO)

HRO0076C 50 WAYS TO KEEP YOUR CUSTOMERS (DVD)

HRO0077A WINNING CUSTOMER LOYALTY VOL1 ELIMINATE

CUSTOMER TURNOFFS (BOOK)

By Paul R. Timm, Ph.D.

HRO0077B WINNING CUSTOMER LOYALTY VOL 1 (CD AUDIO)

HRO0077C WINNING CUSTOMER LOYALTY VOL 1 (DVD)

Category Catalog # Item Title/Description

HRO0078A WINNING CUSTOMER LOYALTY VOL 2 EXCEED

CUSTOMER EXPECTATIONS (BOOK)

By Paul R. Timm, Ph.D.

HRO0078B WINNING CUSTOMER LOYALTY VOL 2 (CD AUDIO)

HRO0078C WINNING CUSTOMER LOYALTY VOL 2 (DVD)

HRO0079A THE BASICS OF PROFITABLE CUSTOMER SERVICE (BOOK)

By Jeff Blackman

HRO0079B BASICS OF PROFITABLE CUSTOMER SERVICE (CD AUDIO)

HRO0079C THE BASICS OF PROFITABLE CUSTOMER SERVICE (DVD)

HRO0080A THE POWER OF CUSTOMER SERVICE (BOOK)

By Paul R. Timm, Ph.D.

HRO0080B THE POWER OF CUSTOMER SERVICE (CD AUDIO)

HRO0080C THE POWER OF CUSTOMER SERVICE (DVD)

HRO0081A TELEPHONE SKILLS AT WORK (BOOK)

By Judith E. Fisher

HRO0081B TELEPHONE SKILLS AT WORK (CD AUDIO)

HRO0081C TELEPHONE SKILLS AT WORK (DVD)

HRO0082A WINNING TELEPHONE TIPS (BOOK)

By Paul R. Timm, Ph.D.

HRO0082B WINNING TELEPHONE TIPS (CD AUDIO)

HRO0082C WINNING TELEPHONE TIPS (DVD)

HRO0083A USE THE TELEPHONE THE RIGHT WAY (BOOK)

By Jack Wilson & Associates

HRO0083B USE THE TELEPHONE THE RIGHT WAY (CD AUDIO)

HRO0083C USE THE TELEPHONE THE RIGHT WAY (DVD)

Category Catalog # Item Title/Description

HRO0084A EFFECTIVE TEAMWORK (BOOK)

By Michael D. Maginn

HRO0084B EFFECTIVE TEAMWORK (CD AUDIO)

HRO0084C EFFECTIVE TEAMWORK (DVD)

HRO0085A EFFECTIVE LISTENING SKILLS (BOOK)

By Dennis M. Kratz & Abby Robinson Kratz

HRO0085B LISTEN AND WIN (CD AUDIO)

HRO0085C LISTEN AND WIN (DVD)

HRO0086 YOU’RE NOT LISTENING (DVD)

HRO0087A LISTENING THE FORGOTTEN SKILL (BOOK)

By Madelyn Burley-Allen

HRO0087B SUCCEED BY LISTENING (CD AUDIO)

HRO0087C SUCCEED BY LISTENING (DVD)

HRO0088A POSITIVE ATTITUDES AT WORK (BOOK)

By Sharon K. Ferrett

HRO0088B POSITIVE ATTITUDES AT WORK (CD AUDIO)

HRO0088C POSITIVE ATTITUDES AT WORK (DVD)

HRO0089 MOTIVATION IN THE WORKPLACE (BOOK)

By Lydia Banks

HRO0090 IMPROVING WORKPLACE PERFORMANCE THROUGH

COACHING (BOOK)

By Karen Lawson, PH.D.

HRO0091 ASSERTIVE COMMUNICATION SKILLS FOR

PROFESSIONALS (DVD)

HRO0092 EVERYDAY COMMUNICATION TECHNIQUES (BOOK)

By Deborah S. Roberts

Category Catalog # Item Title/Description

HRO0093A EFFECTIVE INTERPERSONAL RELATIONSHIPS (BOOK)

By Robert W. Lucas

HRO0093B HOW TO DEVELOP EFFECTIVE COMMUNICATION

SKILLS (CD AUDIO)

HRO0093C HOW TO DEVELOP EFFECTIVE COMMUNICATION

SKILLS (DVD)

HRO0094A COMMUNICATION SKILLS THAT BUILD WINNING

RELATIONSHIPS (BOOK)

By Jack Wilson & Associates

HRO0094B COMMUNICATION SKILLS THAT BUILD WINNING

RELATIONSHIPS (CD AUDIO)

HRO0094C COMMUNICATION SKILLS THAT BUILD WINNING

RELATIONSHIPS (DVD)

HRO0095 COMMUNICATION SKILLS..WHAT EVERYONE NEEDS TO

KNOW (DVD)

HRO0096 COMMUNICATION BREAKDOWN (DVD)

HRO0097 RELATIONSHIP STRATEGIES (DVD)

HRO0098 SELF-DISCIPLINE & EMOTIONAL CONTROL (DVD)

HRO0099 GETTING PAST NO – NEGOTIATING YOUR WAY FROM

CONFRONTATION TO COOPERATION (BOOK)

By William Ury

HRO0100 CONFLICT RESOLUTION – A WIN/WIN APPROACH (DVD)

HRO0101 DEALING WITH CONFLICT & CONFRONTATION (DVD)

HRO0102 BETWEEN YOU AND ME – SOLVING CONFLICT (DVD)

HRO0103A MANAGING CONFLICT AT WORK (BOOK)

By Jim Murphy

Category Catalog # Item Title/Description

HRO0103B MANAGING CONFLICT AT WORK (CD AUDIO)

HRO0103C MANAGING CONFLICT AT WORK (DVD)

HRO0104 THE CRITICAL EDGE – HOW TO CRITICIZE UP AND DOWN

YOUR ORGANIZATION AND MAKE IT PAY OFF (BOOK)

By Hendrie Weisinger, Ph.D.

HRO0105 THE ATTITUDE VIRUS: CURING NEGATIVITY IN THE

WORKPLACE (DVD)

HRO0106 HOW TO OVERCOME NEGATIVITY IN THE

WORKPLACE (DVD)

HRO0107 HOW TO DEAL WITH DIFFICULT PEOPLE (DVD)

HRO0108A HOW TO HANDLE DIFFICULT PEOPLE VOL 1

THE DIFFEREINCE IN PEOPLE (BOOK) By Chuck Dymer

HRO0108B HOW TO HANDLE DIFFICULT PEOPLE VOL 1 (DVD)

HRO0109A HOW TO HANDLE DIFFICULT PEOPLE VOL 2

DEALING WITH DIFFICULT PEOPLE (BOOK)

By Chuck Dymer

HRO0109B HOW TO HANDLE DIFFICULT PEOPLE VOL 2 (DVD)

HRO0110A HOW TO HANDLE DIFFICULT PEOPLE VOL 3

STRATEGIES FOR INCREASING SELF-ESTEEM

By Chuck Dymer

HRO0110B HOW TO HANDLE DIFFICULT PEOPLE VOL 3 (DVD)

HRO0111 COMMUNICATING NON-DEFENSIVELY (DVD)

HRO0112 DEALING WITH CONFLICT (DVD)

HRO0113 SOLVING CONFLICT (DVD)

Category Catalog # Item Title/Description

HRO0114 THE 10 COMMANDANTS OF COMMUNICATING WITH

PEOPLE WITH DISABILITIES (DVD)

HRO0115 WORKPLACE VIOLENCE – CALM BEFORE THE STORM (DVD)

**EO/EEO/ETHICS/HARRASSMENT/DISCRIMINATION/DIVERSITY**

HRO0175 ETHICS – THE L.O.G.I.C. OF RIGHT (DVD)

HRO0176 ETHICS 4 EVERYONE (KIT)

HRO0177 PLEASE RESPECT MY GENERATION! 5

GENERATIONS AT WORK (DVD)

HRO0178 MIXING FOUR GENERATIONS IN THE WORKPLACE (DVD)

HRO0179 GENERATIONS IN THE WORKPLACE (DVD)

HR0180A CULTURAL DIVERSITY IN THE WORKPLACE (BOOK) By Sally J. Walton

HRO0180B CULTURAL DIVERSITY IN THE WORKPLACE (CD AUDIO)

HRO0180C CULTURAL DIVERSITY IN THE WORKPLACE (DVD)

HRO0181 COMMUNICATING DIVERSITY (DVD)

HRO0182 COMPLIANCE AND DIVERSITY (DVD)

HRO0183 OUCH! THAT STEREOTYPE HURTS (DVD)

HRO0184 IS IT BIAS? MAKING DIVERSITY WORK (DVD)

HRO0185 DIVERSITY – THE REAL SCENE (DVD)

HRO0186 A PEACOCK IN THE LAND OF PENGUINS (KIT)

HRO0187 LINGUISTIC PROFILING (DVD)

HRO0188 THE ABCS OF DISCRIMINATION (DVD)

HRO0189 AND DON’T CALL ME A RACIST (BOOK)

Selected and arranged by Ella Mazel

HRO0190A LET’S GET HONEST (DVD)

HRO0190B LETS GET HONEST (TRAINERS RESOURCE GUIDE)

Category Catalog # Item Title/Description

HRO0190C HE SAID SHE SAID (DVD)

HRO0191 IN THIS TOGETHER (DVD)

HRO0192 SEXUAL HARASSMENT (PAMPHLET)

HRO0193A PREVENT SEXUAL HARASSMENT IN THE WORK

PLACE (CD AUDIO)

HRO0193B PREVENT SEXUAL HARASSMENT IN THE WORK

PLACE (DVD)

HRO0194 DROP BY DROP (DVD)

HRO0195 HARASSMENT TRAINING FOR SUPERVISORS

LET’S FACE IT (DVD)

HRO0196 SEXUAL HARASSMENT – IT’S EVERYONE’S

RESPONSIBILITY (DVD)

HRO0197 HARASSMENT FOR MANAGERS (DVD)

HRO0198A SEXUAL HARASSMENT IN THE WORK PLACE (DVD)

MANAGER’S VERSION

HRO0198B SEXUAL HARASSMENT IN THE WORK PLACE (DVD)

EMPLOYEE’S VERSION

HRO0199 HARASSMENT IS…..(DVD)

HRO0200A VEILS 1, EO/POSH CD#1 (DVD)

HRO0200B VEILS 1, EO/POSH CD#2 (DVD)

HRO0201 EQUAL EMPLOYMENT OPPORTUNITY (DVD)

HRO0202 STATE EO PRESENTATION (DVD)

HRO0203 THE ABC’S OF EEO (DVD)

HRO0204 EEO RESPONSIBILITIES (DVD)

HRO0205 ARMY NATIONAL GUARD EQUAL OPPORTUNITY

REPRESENTATIVE TRAINING (DVD)

Category Catalog # Item Title/Description

HRO0206 NO GREATER HERITAGE (DVD

HRO0207 THE WARRIOR – SPIRIT OF THE PAST – SERVING

WOMEN VETERANS OF TODAY (DVD)

HRO0208 WOMEN IN COMBAT – ONE BROADCASTERS STORY (DVD)

HRO0209 ALTERNATIVE DISPUTE RESOLUTION: MEDIATION (DVD)

HRO0210 ALTERNATE DISPUTE RESOLUTION AWARENESS

HRO0211 ALTERNATIVE DISPUTE RESOLUTION: EXECUTIVE

BRIEFING (DVD)

**LEADERSHIP/SUPERVISON/MANAGEMENT**

HRO0275 THE DOS AND DONTS OF WORK TEAM COACHING (BOOK)

By Herbelin Publishing

HRO0276 COACHING FOR IMPROVED WORK PERFORMANCE (BOOK)

By Ferdinand F. Fournies

HRO0277A COACHING SKILLS A GUIDE FOR SUPERVISORS (BOOK)

By Robert W. Lucas

HRO0277B COACHING SKILLS A GUIDE FOR SUPERVISORS (CD AUDIO)

HRO0277C COACHING SKILLS A GUIDE FOR SUPERVISORS (DVD)

HRO0278 AFTER ALL, YOU’RE THE SUPERVISOR! (KIT)

HRO0279 THE KEYS TO EFFECTIVE SUPERVISION (DVD)

HRO0280A SUPERVISING THE DIFFICULT EMPLOYEE (BOOK)

By Ann M. McGill

HRO0280B SUPERVISING THE DIFFICULT EMPLOYEE (CD AUDIO)

HRO0280C SUPERVISING THE DIFFICULT EMPLOYEE (DVD)

HRO0281A THE NEW SUPERVISOR – SKILLS FOR SUCCESS (BOOK)

By Bruce B. Tepper

HRO0281B THE NEW SUPERVISOR – SKILLS FOR SUCCESS (CD AUDIO)

Category Catalog # Item Title/Description

HRO0281C THE NEW SUPERVISOR – SKILLS FOR SUCCESS (DVD)

HRO0282 THE FRONT OF THE CLASS – LEARNING TO LEAD (DVD)

HRO0283A FEEDBACK SKILLS FOR SUPERVISORS (BOOK)

By Jack Wilson & Associates

HRO0283B FEEDBACK SKILLS FOR SUPERVISORS (CD AUDIO)

HRO0283C FEEDBACK SKILLS FOR SUPERVISORS (DVD)

HRO0284A HOW TO SUPERVISE PEOPLE (BOOK)

By National Press Publications

HRO0284B HOW TO SUPERVISE PEOPLE (CD AUDIO)

HRO0284C HOW TO SUPERVISE PEOPLE (DVD)

HRO0285 LEADERSHIP AND SELF-DECEPTION (BOOK)

By The Arbinger Institute

HRO0286 NUTS! – SOUTHWEST AIRLINES’ CRAZY RECIPE FOR

BUSINESS AND PERSONAL SUCCESS (BOOK)

By Kevin & Jackie Freiberg

HRO0287 PEER TODAY, BOSS TOMORROW – NAVIGATING YOUR

CHANGING ROLE (KIT)

HRO0288 THE STARFISH AND THE SPIDER – THE UNSTOPPABLE

POWER OF LEADERLESS ORGANIZATIONS (BOOK)

By Ori Brafman & Rod A. Beckstrom

HRO0289 PRIORITIES FOR LIFE – LEADERSHIP (DVD)

HRO0290 LEADERS OF CHARACTER – LEADERSHIP THE WEST POINT WAY (KIT)

HRO0291 NOW, DISCOVER YOUR STRENGTHS (BOOK)

By Marcus Buckingham & Donald O. Clifton, Ph.D.

Category Catalog # Item Title/Description

HRO0292 FIRST, BREAK ALL THE RULES – WHAT THE WORLD’S

GREATEST MANAGERS DO DIFFERENTLY (BOOK)

By Marcus Buckingham & Curt Coffman

HRO0293 WHAT EVERY MANAGER SHOULD KNOW ABOUT

TRAINING (BOOK)

By Dr. Robert F. Mager

HRO0294A HIRING THE BEST (BOOK)

By Ann M. McGill

HRO0294B HIRING THE BEST (CD AUDIO)

HRO0294C HIRING THE BEST (DVD)

HRO0295A KEEPING THE GOOD ONES (BOOK)

By Media Partners

HRO0295B KEEPING THE GOOD ONES (DVD)

HRO0296 HIRE FOR ATTITUDE (DVD)

HRO0297 INTERVIEWING: A PAIN IN THE GUT (DVD)

HRO0298A PAINLESS PERFORMANCE IMPROVEMENT (MANAGER’S

WORKBOOK)

By Media Partners

HRO0298B PAINLESS PERFORMANCE IMPROVEMENT (DVD)

HRO0299 THE SID STORY (DVD)

HRO0300 MANAGING EMPLOYEES WITH MENTAL DISORDERS:

UNIQUE CHALLENGERS, BEST PRACTICES (DVD)

HRO0301 OFFICE SAFETY – IT’S A JUNGLE IN THERE (DVD)

**MEETINGS/PRESENTATIONS/CHANGE**

HRO0400A HOW TO HOLD SUCCESSFUL MEETINGS (BOOK)

By Paul R. Timm Ph.D.

Category Catalog # Item Title/Description

HRO0400B HOW TO HOLD SUCCESSFUL MEETINGS (CD AUDIO)

HRO0400C HOW TO HOLD SUCCESSFUL MEETINGS (DVD)

HRO0401A HOW TO MAKE WINNING PRESENTATIONS (BOOK)

By Paul R. Timm Ph.D.

HRO0401B HOW TO MAKE WINNING PRESENTATIONS (CD AUDIO)

HRO0401C HOW TO MAKE WINNING PRESENTATIONS (DVD)

HRO0402 MAKING CHANGE WORK FOR YOU! (BOOK)

By Provant Media

HRO0403 YOUR NEXT SPEECH – 75 WAYS TO IMPROVE IT (BOOK) By Ragan’s Management Resources

HRO0404 THE BASICS OF HOW TO PLAN, WRITE AND GIVE A

WINNING PRESENTATION (DVD)

**SPECIAL EMPHASIS**

HRO0450 CRUCIBLES OF COURAGE (DVD)

HRO0451 THE BORINQUENEERS (DVD)

HRO0452 MAKE INJUSTICE VISIBLE – THE ROSE BEAL STORY (DVD)

HRO0453 LIONESS (DVD)

HRO0454 14 WOMEN – THEY’RE WOMEN. THEY’RE POWERFUL (DVD)

**SELF IMPROVEMENT/TIME MANAGEMENT**

HRO0500 GET THE MOST OUT OF YOUR TIME (DVD)

HRO0501 SELF PROFILE – UNDERSTANDING YOURSELF AND OTHERS

ON AND OFF THE JOB

By National Press Publications

HRO0502A GETTING THINGS DONE – AN ACHIEVER’S GUIDE TO

TIME MANAGEMENT (BOOK)

By National Press Publications

Category Catalog # Item Title/Description

HRO0502B GETTING THINGS DONE (CD AUDIO)

HRO0502C GETTING THINGS DONE (DVD)

HRO0503 TIME MANAGEMENT (BOOK)

By Marc Mancini

HRO0504A HOW TO SET AND REALLY ACHIEVE YOUR

GOALS (BOOK)

By Jeff Blackman

HRO0504B HOW TO SET AND REALLY ACHIEVE YOUR GOALS (CD AUDIO)

HRO0504C HOW TO SET AND REALLY ACHIEVE YOUR

GOALS (DVD)

HRO0505A HOW TO ACHIEVE ULTIMATE SUCCESS (BOOK)

By Paul R. Timm Ph.D.

HRO0505B HOW TO ACHIEVE ULTIMATE SUCCESS (CD AUDIO)

HRO0505C HOW TO ACHIEVE ULTIMATE SUCCESS (DVD)

HRO0506A MANAGE YOUR TIME BETTER (BOOK)

By Jack Wilson & Associates

HRO0506B MANAGE YOUR TIME BETTER (CD AUDIO)

HRO0506C MANAGE YOUR TIME BETTER (DVD)

HRO0507A BETTER MEETING MANAGEMENT (BOOK)

By Jack Wilson & Associates

HRO0507B BETTER MEETING MANAGEMENT (CD AUDIO)

HRO0507C BETTER MEETING MANAGEMENT (DVD)

HRO0508A MEMORY SKILLS IN BUSINESS (BOOK)

By Madelyn Burley-Allen

HRO0508B MEMORY SKILLS IN BUSINESS (CD AUDIO)

Category Catalog # Item Title/Description

HRO0508C MEMORY SKILLS IN BUSINESS (DVD)

HRO0509 DEVELOPING YOUR EMOTIONAL INTELLIGENCE

(PAMPHLETS)

By National Seminars Group

HRO0510A OVERCOMING ANXIETY AT WORK (BOOK)

By Vincent Miskell & Jane R. Miskell

HRO0510B OVERCOMING ANXIETY AT WORK (CD AUDIO)

HRO0510C OVERCOMING ANXIETY AT WORK (DVD)

HRO0511 ADULT LEARNING BASICS (BOOK)

By William J. Rothwell

HRO0512 NEEDS ASSESSMENT BASICS (BOOK)

By Deborah Tobey

HRO0513 TRAINER BASICS (BOOK)

By George M. Piskurich

HRO0514 SELF-ESTEEM & PEAK PERFORMANCE (CD AUDIO)

HRO0515 CHICKEN SOUP FOR THE SOUL (BOOK)

By Jack Canfield, Mark Victor Hansen & Patty Hansen

HRO0516 EVELYN WOOD READING DYNAMICS (DVD)

HRO0517 LIGHTEN UP – SURVIVAL SKILLS FOR PEOPLE UNDER

PRESSURE (BOOK)

By C.W. Metcalf & Roma Felible

HRO0518 PERSONALITY ON THE JOB (BOOK)

By Kevin Narramore

Category Catalog # Item Title/Description

**TRAINING**

HRO0600 CREATIVE TRAINING TECHNIQUES HANDBOOK (BOOK)

By Robert W. Pike, CSP, CPAE

HRO0601 INTRO TO RESOURCE MANAGEMENT (DVD)

HRO0602 FISCAL LAW COURSE 2011 (DVD)

HRO0603 MICROSOFT OFFICIAL COURSE 2262B – SUPPORTING

USERS RUNNINIG APPLICATIONS ON A MICROSOFT

WINDOWS XP OPERATING SYSTEM (BOOK)

By Microsoft

HRO0604 MICROSOFT OFFICIAL COURSE 2261C – SUPPORTING

USERS RUNNING THE MICROSOFT WINDOWS XP

OPERATING SYSTEM

By Microsoft

HRO0605 FORKLIFT OPERATOR SAFETY TRAINING (KIT)