





## Reference (cont'd)

Questions of Health – *South Jersey Regional Library Cooperative*

From the Front of the Room: Trainers Discuss Diversity Training

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### OUR NEWEST ACQUISITIONS:

#### CUSTOMER SERVICE

Customer Service Excellence: It's in the Details

Customer Service: You're in Control

Optimizing Customer Value

Ten Skills for Better Telephone Communication

Trading Places with Difficult Customers

The Secret: Customer Service Uncovered: Shed new light on the fundamentals of great service. *This video comes with a guide.*

But I Don't Have Customers – Internal Customer Service: Recognize that you do have internal customers. *This video comes with a guide.*

Telephone Courtesy Pays Off II: Maximize telephone skills and show customers you care! *This video comes with a guide.*

Just Incredible! A Customer Service Story: This will help viewers see themselves as customers see them. *This video comes with a guide.*

Winning Customer Loyalty: Volume One – Eliminate Customer Turnoffs  
Volume Two – Exceed Customer Expectations

Telephone Skills at Work: How to correctly handle calls; the basics of telephone etiquette.

The Power of Customer Service: A How-To Approach to Successful Customer Service by Paul R. Timm Ph.D.  
Customer Service...With Spirit

The 48-Hour Dilemma: A Program on Internal Customer Service



## SUPERVISORY SKILLS

The New Supervisor: Skills for Success: How to develop necessary leadership skills to be the best supervisor you can be! *Includes audiocassette, video and guide.*

Exercises in Communication Skills: Interactive skill-building training for supervisors.

Correcting & Rewarding Employee Behavior

How to Legally Document Employee Discipline

Team Up for Success: Building Effective Teams in the Workplace

Teamwork: Ten Questions and Solutions to Achieve it

Legal Issues for Managers

Conflict Management: The Your Turn, My Turn Resolution

Conducting the Performance Appraisal: Be a Coach, Not a Judge

Legal issues for Managers: A basic knowledge of employment law

Performance Excellence: Coaching to resolve conflict

We've got to Stop Meeting Like This! – How to create a detailed meeting agenda. *This video comes with a guide.*

Documenting Discipline: Legally documenting employee performance. *This video comes with a guide.*

The Legal Side of Evaluating Performance: Does your company follow a specific procedure for evaluating performance? *This video comes with a guide.*

Team Player: Function more effectively as a team. *This video comes with a guide (binder).*

Not Just another Meeting: Conducting a Successful Performance Appraisal – How to plan for the appraisal and prepare appropriate documentation.

The Human Touch Performance Appraisal II: This video can help managers understand that performance appraisal doesn't begin and end in the annual meeting *Includes audiocassette..*

You be the Judge: Ask legal interview questions  
*This video comes with a guide.*

In an Instant: Immediate Solutions to Basic Business Problems

Volume 1: Dealing with an Individual who is Late  
How to respond to someone with poor hygiene  
How to deal with substance abuse  
It's not my job, man (how to work as a team player)  
How to discipline effectively



## SUPERVISORY SKILLS (cont'd)

In an Instant: Immediate Solutions to Basic Business Problems (cont'd)

- Volume 2:     How to be an effective time manager  
                  How to sell effectively  
                  How to hire effective people  
                  How to terminate people  
                  How to run an effective meeting
- Volume 3:     How to give feedback  
                  How to get commitment for action  
                  How to be an effective motivator  
                  How to help people be effective decision makers  
                  How to help your people manage stress effectively
- Volume 4:     How to deal with close-mindedness  
                  How to deal with procrastination  
                  How to strengthen interpersonal impact  
                  How to delegate effectively  
                  Dealing with Conflicting Employees

Effective Teamwork: What teams are all about and why they are important to you and your organization? *Includes audiocassette, video and guide.*

Succeed by Coaching: Coaching Skills for Supervisors – learn why to coach, when to coach and how to evaluate your employees. *Includes audiocassette, video and guide.*

32 Activities for Coaching and Mentoring (*Guide only*)

The Fair Way to Manage Diversity: Create a work environment where differences help – instead of hinder – productivity  
*This video comes with a guide.*

## MORE SUBJECTS

The Seven Keys To Developing Charisma

The Six Essentials of Effective Listening with Ed Brodow

High Impact Training

Juggling Priorities: How to Balance Your Life

Simplifying Your Work & Your Life

The Platinum Rule with Tony Alessandra

Solving Your Communication Crisis

Listening: The Problem Solver

Difficult People: How to Deal with Them



## MORE SUBJECTS (cont'd)

The Creative Use of Conflict (these are audio cassettes - 2)

Humor, Risk and Change (these are audio cassettes – 3)

Successful Consultative Selling

Conflicts, Conflicts

Two Part Series:

Relationship Strategies: Part One Understand and Identify – Identify your own behavior styles.

Relationship Strategies: Part Two Adapt – shows viewers how each style can adjust to better communication.

Beyond Sexual Harassment and Discrimination: Other forms of harassment and discrimination – Identify behaviors that can be considered harassment.

*This video comes with a guide.*

Between You and Me: Solving Conflict – Take responsibility for solving conflict

You're not Listening 2<sup>nd</sup> Edition: Identify common barriers to listening and how to overcome them

Time Trap II: Effective Time Management – Uses successful techniques to help you escape the “time trap” and put time on your side

*This video comes with a guide.*

Humor, Risk, & Change (Parts A, B, & C – all in one video) Overcome the fear of embarrassment and failure

*This video comes with a guide.*

The Goal: The How-To Version – learn how to identify and eliminate system bottlenecks

Leading Teams: Discusses the important responsibilities of being a team leader

Negotiate with Confidence: You will learn the four key elements of successful negotiation

How to be a Master Motivator by Joe D. Batten: How do you motivate others?

Brian Tracy on Time: Two- part cassette focusing on establishing important priorities and making the best use of your valuable time.

Conflict for Individuals (course guide but no video to accompany it)

The Importance of Mistakes – 3 copies

Creativity in Management – 3 copies

Winning with Women: Changing the Way We Lead with Anson Dorrance



## MORE SUBJECTS (cont'd)

Gender Gems

Conscious Oversight with Charlotte Robert

Employee Assistance: A Management Intervention Program (2<sup>nd</sup> Edition)

Workplace Violence: Customer Service and Field Personnel

Workplace Violence: Employee Awareness

Workplace Violence: Recognizing and Defusing Aggressive Behavior – 2 copies

Employee Awareness: Sexual Harassment – 2 copies

Proactive Management and Sexual Harassment

Change: Making It Works for You: Three fundamental guidelines show how accepting and becoming part of change leads to successful transitions

Correcting and Rewarding Employee Behavior

Decision Exercises: Dealing with Difficult Situations: Dramatic portrayals of difficult yet commonly occurring situations supervisors and managers must be prepared to handle

LeaderTalk! With Garrison Krause series

- LeaderTalk DEMO Tape

- Leading Innovation & Creativity

- Leading from the Mission

- Inside the Circle of Innovation and other Guru Stuff

- Balancing a Successful Career with a Fulfilling Life

- Diversity is not an Obstacle

- Values still Matter

- Differences do make a difference

- Boomers vs Busters: Managing the Emerging Generations

- Leadership on the Line

Instant Negotiator SuccessPak: The complete course for building success in business and in life.  
*This includes video, workbook & action guide, audio cassette, CD, and pocket guide.*

Fundamentals of Finance and Accounting for Nonfinancial Managers 3<sup>rd</sup> edition by American Management Association (*guide only*)

Sexual Harassment: Is It or Isn't It? Situations for Discussion  
*This video comes with a guide.*

Beyond Sexual Harassment: Other forms of Harassment and Discrimination  
*This video comes with a guide.*



## MORE SUBJECTS (cont'd)

Sexual Harassment in the Workplace: Identify. Stop. Prevent. *Includes a guide.*

There are guides for Sexual Harassment: Desk reference guide. (3 copies)

Sexual Harassment: Situations for Discussion by Business Advantage Inc.

Preventing Sexual Harassment: Some Practical Answers by The Federal Personnel Management Institute, Inc.

1001 WAYS Series: by Bob Nelson (three videos)

- 1) 1001 Ways to Energize Individuals
- 2) 1001 Ways to Energize Teams
- 3) 1001 Ways to Energize Organizations

### **Audio Cassettes**

-Getting It Done: How to lead when you're not in charge

These are two cassettes about lateral leadership: the idea that all members of team use the secrets of leadership to reach the ultimate goal of successful collaboration.

-Job Shock: How to be a Winner in the New Workplace

Companies are experiencing fundamental changes. Layoffs, plant closings, cost cutting and benefit slashing have created a climate of uncertainty and fear.