

TRAINING & DEVELOPMENT RESOURCE LIBRARY

West Virginia University

One Waterfront Place

(304)293-7217

We are pleased that you have chosen to borrow one of our many training resources.

By following these simple guidelines, employees can benefit from quality training resources:

- ◆ Resources can be picked up from 8:15 am-4:45 pm, Monday through Friday, on the 2nd Floor, Human Resources Lobby, One Waterfront Place. Please borrow and return materials in person. Generally, resources will *NOT* be mailed.
- ◆ You may check out up to three (3) items at a time for a maximum of two (2) weeks.
- ◆ Please remember that it is *illegal* to duplicate any copyrighted material without permission. T&D requires that anyone borrowing films, tapes, books, etc., observe all copyright laws.

To check out materials, please email us at traindev@mail.wvu.edu or telephone at(304)293-7217.

COMMUNICATION SKILLS . . .

Assertive Advantage, The	Book/218 pgs.
Assertiveness Training for Professionals	4 Audio tapes
Bad Apples: How to Deal with Difficult Attitudes	Video/23 mins
Best of Career Track, The (Volumes I & II)	Video/155 mins
Best of Career Track, The (Volume III)	4 Audio tapes
Communicating Non-Defensively	Video/20 mins
Communication Skills for Secretaries	6 Audio tapes
Coping with Difficult People	6 Audio tapes
Dealing with Conflict	Book/114 pgs.
Dealing with Negativity in the Workplace (live workshop)	6 Video tapes
Difficult People: How to Deal with Them	Video/38 mins.
Effective Meeting Skills: A Practical Guide for More Productive Meetings	Book/87 pgs.
Fish! (Includes Facilitator's Guide, Participant's Workbook)	Video/17 mins.
Giving and Receiving Criticism	Book/69 pgs.
Grammar for Business Professionals	6 Audio tapes
How to Deal With Difficult People (Volumes I & II)	Video/190 mins
How to Deal with Difficult People	4 Audio tapes
How to Deal With Difficult People	Book/71 pgs.
How to Influence Motivation	Video 30 min.
How to Run a Successful Meeting--In Half the Time	Video/13 mins.
How to Speak Up, Set Limits, and Say No	4 Audio tapes
Listen Your Way to Success	3 Audio tapes
Manager of the Year: A Film about Effective Listening	Video/20 mins.
Manners at Work	Video/18 mins.
Mind Your Manners	Game
Negotiate Like the Pros	6 Audio tapes
Power Networking	4 Audio tapes
Power Talking Skills	2 Audio tapes
Professional Business Communications	Video/(5) 6hrs. wkbook
Seven Habits of Highly Effective People	6 Audio tapes
Telephone Courtesy Pays #1&2	Video/15 mins.
Telephone Skills from A-Z	Book/106 pgs.
Tools to Make Your Life Easier	Booklet/37 pgs.
Walk A While In My Shoes: Gut-Level, Real-World Messages from Employees to Managers	Book/24 pgs.
Working Together Works	Video/28 mins.

CUSTOMER SERVICE . . .

Building a Customer Driven Organization (Volumes 1 through 3)	Video
Built to Last: Successful Habits of Visionary Companies	Book 322 pgs.
Coping with Difficult People	6 Audio tapes
Delivering Quality Service	Book/218 pgs.
Difficult People: How to Deal with Them	Video/38 mins.
Fish! (Includes Facilitator's Guide, Participant's Workbook)	Video/17mins.
How to Be An Outstanding Receptionist	Video.
How to Deal With Difficult People (Volumes I & II)	Video/190 mins
How to Deal with Difficult People	6 Audio tapes
How to Deal With Difficult People	Book/71pgs.
How to Give Exceptional Customer Service (Volumes 1 through 4)	Videos
Listen Your Way to Success	3 Audio tapes
Managing Difficult Customers 1...2...3	Video/18 mins.
Quick & Easy Tips you Can Use to Keep Your Customers	Book/44 pgs.
Service Excellence	Book/31 pgs.
Telephone Courtesy Pays	Video/23 mins.
Telephone Skills from A-Z	Book/106 pgs.
The Hidden Customer	Video/19 mins
WVU Student Success: You Can Make the Difference (live workshop)	Video/approx. 3 hrs.

INTERVIEWING SKILLS . . .

For the Interviewer:

Conducting an Effective Job Interview	Video/18 mins.
Effective Interviewing--A Guide for Managers	Book/275 pgs.
Interview Guide for Supervisors	Video/16 mins.
Legal & Effective Interviewing	Video/18 mins.
Quality Interviewing: A Step-by-Step Action Plan for Success	Book/66 pgs.
Recruiting, Interviewing, Selecting, & Orienting a New Employee	Book/177 pgs

For the Interviewee:

Interviewing w/Confidence	Video
Sell Yourself: Successful Job Interviewing	Video 23 min./Booklet

MANAGERIAL/SUPERVISORY SKILLS . . .

Achieving Professional Excellence (live workshop)	6 Video tapes
ADA WVU	Video/ 57 mins.
An Honest Day's Work: Motivating Employees to Give Their Best	Book/72 pgs.
Avoiding Litigation Landmines: A Survival Guide for Managers	Video/30 mins.
Be Prepared to Lead	Video/26 mins.
Better Business Writing	Book/69 pgs.
Built to Last	Book/322 pgs
Career Discovery Program, The	Book/73 pgs.
Creating a Flexible Workplace: How to Select & Manage Alternative Work Options	Book/402 pgs.

Dealing with Negativity in the Workplace (live workshop)	6 Video tapes.
Delegating	Video/28 mins.
Documenting Discipline	Video/22mins.
Documenting Employee Discipline	Booklet/64pgs.
Dynamic Delegation	Book/77 pgs.
Employee Handbook for Organizational Change, The	Book/40 pgs.
Everyone's Here--It Must Be Pay Day	Video/16 mins.
Firing Up Commitment During Organizational Change	Book/30 pgs.
First-Time Manager	6 Audio tapes
Fish! (includes Facilitator's Guide, Participant's Workbook)	Video/ 17 mins.
Forget for Success: Walking Away from Outdated, Counterproductive Beliefs and People Practices	Book/48 pgs.
From Downsizing to Recovery: Strategic Transition Options	Book/240 pgs
Getting a Good Start	Video/14 mins.
Getting to Yes!	Book/200 pgs.
Giving and Receiving Criticism	Book/69 pgs.
Heroz: Empower Yourself, Your Co-workers, and Your Company	Book/203 pgs.
How to Be An Effective Supervisor	6 Audio tapes
How to Delegate Work	4 Audio tapes
How to Get Results with People	4 Audio tapes
How to Recognize and Reward employees	Book/107 pgs.
How to Run a Successful Meeting--In Half the Time	Video/13 mins.
I'm Glad You Noticed (Employee Motivation)	Video/25 mins.
Knowing-Doing Gap, The	Book/314 pgs.
LEAD Supervisory Program Orientation	Video/63 mins
Leadership Challenge, The: How to Get Extraordinary Things Done	Book/362 pgs.
Learning to Think Like a Manager	Video/25 mins.
Making Meetings Work	2 Audio tapes
Manager As Coach, The (Volumes I & II)	Video/152 mins.
Manager of the Year: A Film About Effective Listening	Video/20 mins.
Managers as Mentors; Building Partnerships for Learning	Book/175 pgs.
Manager's Portfolio of Model Memos	Book/327 pgs.
Managing and Achieving Organizational Goals	Self-Study Course-121 pgs.
Managing Employee Productivity	Booklet/20 pgs.
Managing a Successful Team	4 Audio tapes
Managing People	Video/1 Audio tape/52 mins.
Managing Web Based Training	Book/158 pgs.
Negotiate Like the Pros	6 Audio tapes
New Work Habits for a Radically Changing World: 13 Ground Rules for Job Success in the Information Age	Book/51 pgs.
NUTS! Southwest Airlines' Crazy Recipe for Business and Personal Success	Book/351 pgs.
101 Ideas to Organize Your Business Life	2 Audio tapes
101 Sample Write-ups for documenting Employee Performance Problems	Book/369 pgs/1CD
1001 Ways to Reward Employees	Book/276 pgs.
1001 Ways to Reward Employees: How to Provide Low- or No-Cost Recognition	Video/10 mins.
One Minute Manager, The (Management Styles)	6 Audio tapes
One Minute Manager, The	Book/111 pgs.
Peer Training: Improved Performance One by One	Book/326 pgs.
Power Networking	4 Audio tapes

Professional Supervision Skills	6 Audio tapes
Project Management	Book/ 190 Pgs.
Project Management I (Planning & Organizing)	Video/58 mins.
Project Management II (Tracking, Control & Follow-Up)	Video/79 mins.
Pursuit of WOW!	Book/349 pgs.
Re-engineering Management: The Mandate for New Leadership	Book/212 pgs.
Re-engineering the Cooperation: A Manifesto for Business Revolution	Book/223 pgs.
Re-engineering your Business: Reassess, Reposition, Reconfigure, Restructure, and Revitalize	Book/247 pgs.
Seven Habits of Highly Effective People	6 Audio tapes
75 Greatest Management Decisions Ever Made, The	Book/238 pgs
Skillful Supervisor, The	Book/60 pgs.
Simple Truths	Book/159 pgs.
Stress of Organizational Change, The	Book/36 pgs.
Supervisor's Handbook, The	Book/52 pgs.
Supervisor's Handbook, The	Book/70 pgs.
Team Reconstruction	Booklet 28 pgs.
Teambuilding	Book/71 pgs.
Total Quality Management (Volume I, II, III)	3 Video tapes/Wkbook
Trainer's Guide to Web-Based Instruction, A	Book/81 pgs.
Why Didn't I Think of That? (creative problem solving)	Video/22 mins.
Winds of Change	Video/9 mins.

PERSONAL ENHANCEMENT . . .

Achieving Professional Excellence (live workshop)	6 Video tapes
Basic Relaxation	1 tape
Building Self-esteem in Your Child	Workbook/30 pgs.
Business Etiquette in Brief	Book/144 pgs.
Career Discovery Program, The	Book/73 pgs.
CareerTracking—26 Success Shortcuts to the Top	Book/286 pgs.
Comfort Zones: A Practical Guide for Retirement Planning	Book/308 pgs.
Continuously Improving Self	Book/101 pgs.
Creative Thinking	6 Audio tapes
Employee Handbook of Organizational Change, The	Book/40 pgs.
Empowerment	Booklet 90 pgs. 1991
Family Talk About Drinking	Video/32 mins.
Fish! (includes Facilitator's Guide, Participant's Workbook)	Video/17 mins.
Focus on Volunteering (ready-to-print resources for volunteer organizations)	Notebook
Gesundheit! "A book full of wisdom that ought to be read by everyone."	Book/208 pgs.
Getting to Yes!	Book/200 pgs.
Heroz: Empower Yourself, Your Co-workers, and Your Company	Book/201 pgs.
High Velocity Culture Change	Booklet/pgs. 44
How to Raise Happy, Confident Kids	3 Audio tapes
Image & Self-Projection for Today's Women	4 Audio tapes
Just a Little Problem (explains Employee Assistance Programs)	Video/3½ mins.
Life By Design	4 Audio tapes/Workbook

Managing Multiple Priorities #1	Videos 6 Hours
Managing Multiple Priorities #2	Videos 6 Hours
Mega Memory	9 Audio tapes
Mega Memory (advanced)	6 Audio tapes
Memory System, The	Book/201 pgs.
Mentoring: A Practical Guide	Book/89 pgs.
Motivation & Goal-Setting: The Keys to Achieving Success	Book/100 pgs.
101 Ideas to Organize Your Business Life	2 Audio tapes
Organizing Your Workspace	Booklet
Principle-Centered Living: Timeless Principles of Effectiveness	2 Video tapes/1 hr. ea.
Pursuit of WOW!	Book/330 pgs.
Psychology of Achievement, The	Audio/6 CD's
Road Less Traveled, The	6 Audio tapes
Self-Esteem & Peak Performance (Volumes I & II)	Video/185 mins.
Self-Esteem & Peak Performance	6 Audio tapes
Self-Esteem for Women	6 Audio tapes
Seven Habits of Highly Effective People	Audio/CD's
Simple Truths	Book/159 pgs.
Speed Reading	6 Audio tapes
Staying on Top When Your World Turns Upside Down	1 Audio tape
Study Skills Strategies: Your Guide to Critical Thinking	Book/62 pgs.
Success Self-Programming	2 Audio tapes
21 Ways to Self-Discovery	4 Audio tapes/Workbook
Turning Negatives into Positives	1 Audio tape
Use Both Sides of Your Brain (creative thinking)	Book/150 pgs.
Voices of Experience: 1500 Retired People Talk About Retirement	Book/194 pgs.
Who Moved My Cheese?	Book
Who Moved My Cheese?	Video
Who moved My Cheese?	Tape
Who moved My Cheese?	3 Workbooks
Why Didn't I Think of That? (creative problem solving)	Video/22 mins.
Winning Woman, The	6 Audio tapes

PRESENTATION/TRAINER SKILLS . . .

Confident Public Speaking (Volumes I & II)	Video/174 mins.
Creative Training & Presentation Techniques: Tips, Tactics, & Strategies	4 Videos/48 mins.
Delivering Training: Mastery in the Classroom	Book/156 pgs.
Effective Presentation Skills: A Practical Guide for Better Speaking	Book/59 pgs.
High Impact Presentations	Video/62 mins.
How to Make a Large Group Presentation	Book/20 pgs.
How to Prepare and Use Effective Visual Aids	Book/14 pgs.
Make Every Presentation a Winner	Book/16 pgs.
Powerful Presentation Music	3 Audio tapes
Powerful Presentation Skills	6 Audio tapes
Top Notch Training With Partners	Book/15 pgs.

PROFESSIONAL ENHANCEMENT . . .

Achieving Professional Excellence (live workshop)	6 Video tapes
Better Business Writing	Book/69 pgs.
Communication Skills for Secretaries (includes workbook to keep)	6 Audio tapes
Dealing With Negativity in the Workplace (live workshop)	6 Video tapes
Filing and Records Management Skills	2 Videos/158 mins.
Getting Organized	Book/352 pgs.
Grammar for Business Professionals	6 Audio tapes
Gregg Reference Manual, The (7th edition)	Book/410 pgs.
How to File and Find It	Booklet 64pgs.
How to Present a Professional Image Vol. I&II	2 Videos/1 hr. each
Professional Excellence for Secretaries	Book/72 pgs.
Professional Secretary's Handbook	Book/354 pgs.
Proofreading & Editing Skills (workbook included)	3 Videos/70 mins. each
Quick & Quick and Easy Medical Terminology	Book/310 pgs.
Secretarial Accounting	Text book/811 pgs.
Telephone Courtesy Pays	Video/23 mins.
Telephone Tips	Folder
Telephone Skills From A-Z	Book/106 pgs.
Tools to Make Your Life Easier	Booklet/37 pgs.

STRESS MANAGEMENT . . .

Adapting to Stress	Video/15 mins.
Adapting to Stress	Book/27 pgs.
Building Skills for Stress Management	Book/32 pgs.
Controlling Anger	4 Audio tapes
Dealing With Negativity in the Workplace (live workshop)	6 Video tapes
Dealing With Stress	Video/39 mins.
Pursuit of WOW!	Book/330 pgs.
Relax, Renew & Re-Energize	2 Audio tapes
Stress Management for Professionals	4 Audio tapes
Winds of Change	Video/9 mins.

TIME MANAGEMENT . . .

Business Letters for Busy People	Book/272 pgs.
Clean Up Your Act! Effective Ways to Organize Paperwork and Get It Out of Your Life!	Book/173 pgs.
Fundamentals of Planning, The	Book/108 pgs.
Get More Done in Less Time	Video/12 mins.
Getting Organized	Book/352 pgs.
Getting Things Done	4 Audio tapes
How to De-Junk Your Life	Book/128 pgs.
How to Get Things Done	Book/116 pgs.
How to Manage Projects, Priorities & Deadlines	6 Audio CD's

How to Run a Successful Meeting--In Half the Time	Video/13 mins.
Making Meetings Work	2 Audio tapes
Manage Your Time Your Work Yourself	Book/194 pgs.
Managing Multiple Priorities (live workshop)	5 Videos/6 hrs.
Organized Files & Records	Vidio/67mins/Book/114
pgs.	
Organized to be Your Best!	Book/275 pgs.
101 Ideas to Organize Your Business Life	2 Audio tapes
Overcoming Procrastination	2 Audio tapes
Prioritize Organize	Book/323 pgs.
Time For Success: A Goal-Setters Strategy	Book/174 pgs.
Time In, Time Out, Time Enough: A Time Management Guide for Women	Book/200 pgs.
Time Trap, The	Book/228 pgs.
Your Time and Your Life	10 Audio tapes

WRITING SKILLS . . .

Better Business Grammar	Video/12 mins.
Better Business Writing	Book/69 pgs.
Business Writing Skills (Volumes I & II)	Video/165 mins.
Business Writing Skills	Audio tapes
Elements of Style--Strunk & White	Video/112 mins.
Gregg Reference Manual, The (7th edition)	Book/410 pgs.
Manager's Portfolio of Model Memos	Book/327 pgs.
Non-Designers Design Book, The	Book/191 pgs.
Resumes That Knock'em Dead	Book/312 pgs
Proofreading & Editing Skills (workbook included)	3 Videos/70 mins. each
Writing With Precision	6 Audio tapes
Writing That Works	Workbook/44 pgs.
Yes! You Can Write	6 Audio tapes

For more information or to check out materials, please email traindev@mail.wvu.edu or call 293-7217.