

Idaho National Guard
Human Resources Office
Gowen Field

To check-out any of the below resources, please visit HRO in Bldg. 442, Office 1 (Learning & Development) or call 272-4226

BOOK CATALOG LIBRARY

<u>Catalog #</u>	<u>Title/Description</u>	<u>W/DVD</u>	<u>Author</u>
HRO0002	DEVELOPING A HIGH-PERFORMANCE WORKFORCE		RAGAN'S MANAGEMENT RESOURCES
HRO0003A	EFFECTIVE PERFORMANCE MANAGEMENT	✓	SHEILA J. COSTELLO
HRO0004A	EMPOWERING EMPLOYEES		L. KRISTI LONG
HRO0005	POWERFUL PERFORMANCE APPRAISALS		KAREN MCKIRCHY
HRO00180A	CULTURAL DIVERSITY IN THE WORKPLACE		SALLY J. WALTON
HRO0050A	THE BEAR ESSENTIALS OF BUSINESS	✓	JACK WILSON & ASSOCIATES
HRO0051A	BUSINESS ETIQUETTE		MARJORIE BRODY AND BARBARA PACHTER
HRO0052A	THE ESSENTIALS OF BUSINESS WRITING		NATIONAL PRESS PUBLICATIONS
HRO0053A	NEGOTIATING FOR BUSINESS RESULTS	✓	JUDITH E. FISHER
HRO0054A	WRITING FOR BUSINESS RESULTS		PATRICIA E. SERAYDARIAN
HRO0075	OUTSTANDING CUSTOMER SERVICE: THE KEY TO CUSTOMER LOYALTY		DAVID E. DEVINEY
HRO0076A	50 POWERFUL IDEAS YOU CAN USE TO KEEP YOUR CUSTOMERS	✓	PAUL R. TIMM
HRO0077A	WINNING CUSTOMER LOYALTY VOL. 1	✓	PAUL R. TIMM
HRO0078A	WINNING CUSTOMER LOYALTY VOL. 2	✓	PAUL R. TIMM

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HRO0079A	THE BASICS OF PROFITABLE CUSTOMER SERVICE	✓	JEFF BLACKMAN
HRO0081A	TELEPHONE SKILLS AT WORK	✓	JUDITH E. FISHER
HRO0082A	WINNING TELEPHONE TIPS	✓	PAUL R. TIMM
HRO0083A	USE THE TELEPHONE THE RIGHT WAY	✓	JWA VIDEO
HRO0084A	EFFECTIVE TEAMWORK	✓	MICHAEL D. MAGINN
HRO0085A	EFFECTIVE LISTENING SKILLS		DENNIS M. KRATZ AND ABBY ROBINSON KRATZ
HRO0087A	LISTENING: THE FORGOTTEN SKILL		MADELYN BURLEY-ALLEN
HRO0088A	POSITIVE ATTITUDES AT WORK		SHARON K. FERRETT
HRO0089	MOTIVATION IN THE WORKPLACE, INSPIRING YOUR EMPLOYEES		LYDIA BANKS
HRO0090	IMPROVING WORKPLACE PERFORMANCE THROUGH COACHING		KAREN LAWSON
HRO0092	EVERYDAY COMMUNICATION TECHNIQUES FOR THE WORKPLACE		DEBORAH S. ROBERTS
HRO0093A	EFFECTIVE INTERPERSONAL RELATIONSHIPS		ROBERT W. LUCAS
HRO0094A	COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS	✓	JWA VIDEO
HRO0099	GETTING PAST NO		WILLIAM URY
HRO0103A	MANAGING CONFLICT AT WORK	✓	JIM MURPHY
HRO0104	THE CRITICAL EDGE		HENDRIE WEISINGER

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<u>Catalog #</u>	<u>Title/Description</u>	<u>W/DVD</u>	<u>Author</u>
HRO0108A	HOW TO HANDLE DIFFICULT PEOPLE VOL. 1	✓	CHUCK DYMER
HRO0109A	HOW TO HANDLE DIFFICULT PEOPLE VOL. 2	✓	CHUCK DYMER
HRO0110A	HOW TO HANDLE DIFFICULT PEOPLE VOL. 3	✓	CHUCK DYMER
HRO0189	AND DON'T CALL ME A RACIST		ELLA MAZEL
HRO0275	THE DO'S AND DON'TS OF WORK TEAM COACHING		HERBELIN PUBLISHING
HRO0276	COACHING FOR IMPROVED WORK PERFORMANCE		FERDINAND F. FOURNIES
HRO0277A	COACHING SKILLS (A GUIDE FOR SUPERVISORS)	✓	ROBERT W. LUCAS
HRO0280A	SUPERVISING THE DIFFICULT EMPLOYEE	✓	ANN M. MCGILL
HRO0281A	THE NEW SUPERVISOR	✓	BRUCE E. TEPPER
HRO0283A	FEEDBACK SKILLS FOR SUPERVISORS	✓	JWA VIDEO
HRO0284A	HOW TO SUPERVISE PEOPLE	✓	NATIONAL PRESS PUBLICATIONS
HRO0286	NUTS!		KEVIN & JACKIE FREIBERG
HRO0288	THE STARFISH AND THE SPIDER		ORI BRAFMAN AND ROD A. BECKSTROM
HRO0291	NOW, DISCOVER ALL YOUR STRENGTHS		MARCUS BUCKINGHAM & DONALD O. CLIFTON
HRO0292	FIRST, BREAK ALL THE RULES		MARCUS BUCKINGHAM & CURT COFFMAN

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<u>Catalog #</u>	<u>Title/Description</u>	<u>W/DVD</u>	<u>Author</u>
HRO0293	WHAT EVERY MANAGER SHOULD KNOW ABOUT TRAINING		ROBERT F. MAGER
HRO0294A	HIRING THE BEST	✓	ANN M. MCGILL
HRO0295A	KEEPING THE GOOD ONES	✓	MEDIA PARTNERS
HRO0298A	PAINLESS PERFORMANCE IMPROVEMENT	✓	MEDIA PARTNERS
HRO0400A	HOW TO HOLD SUCCESSFUL MEETINGS	✓	PAUL R. TIMM
HRO0402	MAKING CHANGE WORK FOR YOU: HOW TO HANDLE ORGANIZATIONAL CHANGE		RICHARD S. DEEMS
HRO0403	YOUR NEXT SPEECH: 75 WAYS TO IMPROVE IT		RAGAN'S MANAGEMENT RESOURCES
HRO0501	SELF PROFILE		NATIONAL PRESS PUBLICATIONS
HRO0503	TIME MANAGEMENT		MARK MANCINI
HRO0504A	HOW TO SET AND REALLY ACHIEVE YOUR GOALS	✓	JEFF BLACKMAN
HRO0505A	HOW TO AHCIEVE ULTIMATE SUCCESS	✓	PAUL R. TIMM
HRO0506A	MANAGE YOUR TIME BETTER	✓	JWA VIDEO
HRO0507A	BETTER MEETING MANAGEMENT	✓	JWA VIDEO
HRO0508A	MEMORY SKILLS IN BUSINESS (BASIC TECHNIQUES FOR MEMORY IMPROVEMENT)		MADELYN BURLEY-ALLEN
HRO0511	ADULT LEARNING BASICS		WILLIAM J. ROTHWELL
HRO0512	NEEDS ASSESSMENT BASICS		DEBORAH TOBEY

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HRO0513	TRAINER BASICS		GEORGE M. PISKURICH
HRO0517	LIGHTEN UP, SURVIVAL SKILLS FOR PEOPLE UNDER PRESSURE		C.W. METCALF AND ROMA FELIBLE
HRO0518	PERSONALITY ON THE JOB		KEVIN NARRAMORE
HRO0600	CREATIVE TRAINING TECHNIQUES HANDBOOK		ROBERT W. PIKE
HRO0080A	THE POWER OF CUSTOMER SERVICE	✓	JWA VIDEO
HRO0601	THE ESSENTIALS OF COMMUNICATING WITH TACT AND FINESSE		NATIONAL SEMINARS GROUP
HRO0602	COACHING AND MENTORING SKILLS FOR MANAGERS AND SUPERVISORS		NATIONAL SEMINARS GROUP
HRO0603	DEVELOPING YOUR EMOTIONAL INTELLIGENCE		NATIONAL SEMINARS GROUP
HRO0604	HOW TO IMPROVE COLLABORATION, COOPERATION, AND COMMUNICATION		NATIONAL SEMINARS GROUP
HRO0605	STRESS MANAGEMENT AND LIFE BALANCE		NATIONAL SEMINARS GROUP
HRO0606	CREATIVITY DAY CAMP FOR MANAGERS AND SUPERVISORS		NATIONAL SEMINARS GROUP
HRO0607	DEVELOPING YOUR EMOTIONAL INTELLIGENCE		NATIONAL SEMINARS GROUP
HRO0608	ASSERTIVENESS SKILLS FOR MANAGERS AND SUPERVISORS		NATIONAL SEMINARS GROUP
HRO0609	BUILDING BETTER MANAGEMENT TEAMS		NATIONAL SEMINARS GROUP

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HRO0610	LEADERS OF CHARACTER: LEADERSHIP THE WEST POINT WAY	✓	CRM LEARNING