

INVENTORY OF HR REFERENCE MATERIALS

No.	TITLE	AUTHOR's LAST NAME	AUTHOR's FIRST NAME	TYPE OF MATERIAL	QUANTITY
1	Harbrace College Handbook 12th Edition	Hodges, Honer, Webb & Miller	Various	Book	1
2	Writing from A to Z the Easy to Use Reference Handbook	Barr Ebest, Alred, Brusaw & Oliu	Sally, Gerald, Charles & Walter	Book	1
3	The Writers Brief Handbook	Eschholz	Rosa	Book	1
4	Risky Business: Managing Employee Violence in the Workplace	Falkin McClure	Lynne	Book	1
5	Connections: Practice for Excellence Path to Success	Tschohl, Hovland & Hillman	John, Michael & Jo	Book	1
6	12 Choices That Lead to Your Success	Cottrell	David	Book	1
7	Who Moved My Cheese	Spencer	Johnson	Book	30
8	Guide to Cross Cultural Communication	Reynolds & Valentine	Sana & Deborah	Book	7
9	Organizations, Third Edition	Gibson, Ivancevich & Donnelly	Various	Book	1
10	Handbook for Developing Competency-Based Training Programs	Blank	William	Book	1
11	How To Say It	Kantola	Productions	Video	1
12	Instructions to the Wise: Time Tested Advise for Higher Education HR Professionals	CUPA for HR	HEa	video	1
13	The Art of Resolving Conflicts in the Workplace	Kantola	Productions	Video	1

14	Dealing with the Irate Customer	Advance Media & Kantola	Productions	Video	1
15	Telephone Courtesy: You are the Company	Advance Media & Kantola	Productions	Video	1
16	Using the language of Positive Communication	Noel-Levitz	Connections	Video	1
17	Meeting and Exceeding Student Expectations	Noel-Levitz	Connections	Video	1
18	Understanding Why People Do What they Do	Noel-Levitz	Connections	Video	1
19	Living Leadership Delivering Results the Right Way	Bossidy, Collins, Blanchard, Gorbachev, Drucker, Simmons, Moss Kanter, Trump, Maxwell	Various Leaders	Book	1
20	Connections: Practice for Excellence Path to Success. Customer Service Training Program for Supporting Staff	Tschohl	John	Book	1
21	Webster's New World: Robert Rules of Order	McConnell	Robert	Book	1
22	The Leadership Secrets of Santa Claus	Harvey, Cottrell & Lucia	Various	Book	3
23	Moving from Conflict to Collaboration	Szenger, Miller	Sub HEA	CD, Floppy, other	1
24	Team Roles Analysis: Self Assessment Form for Team Building	Hiam	Alexander	Book	1
25	Supervisory Skills	DC Education Fund	HEa	Boolelt	1
26	English Language Skills			Booklet	1
27	Citywide Training Catalog 2004			Package	1
28	Recruitment Strategy	Aguirre & Johnston	Daniel & Elizabeth	PowerPoint Presentation	1

29	Staff Development & Training Program	Sen	Nila	PowerPoint Presentation	1
30	Family Medical Leave	Johnston	Elizabeth	PowerPoint Presentation	1
31	Cross Cultural Competency for Faculty	Reynolds	Sana	PowerPoint Presentation	1
32	New Employee Orientation for Classified Staff	Carozza	Raymond	PowerPoint Presentation	1
33	New Employee Orientation Faculty – CLT – HEO Staff	Carozza	Raymond	PowerPoint Presentation	1
34	Motivation Workshop: Civil Service Staff	Carozza	Raymond	PowerPoint Presentation	1
35	Motivation Workshop: Instructional Staff, HEO and CLT	Carozza	Raymond	PowerPoint Presentation	1
36	Human Reseources Adding Value in Higher Education	Brault & Beckwith	Albert & Cynthia	Book	1