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## OPD Resource Library - Materials by Title

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QTY	Title	Type	Author	Competency	Sub-Category
	100 Ways to Motivate Others	CD	Chandler, Steve	Coach,Teacher,Mentor , Role Model	Leadership Competency
	101 Creative Problem Solving				Technical
1	Techniques	Book	Higgins, James	Problem Solving	Competency
1	360 Feedback	Book	Collins, Michelle Leduff	Interdependence	People Competency
					Leadership
1	136 Effective Presentation Tips	Book	Jeary, Tony, Cottrel, David	Communication	Competency
	175 Ways to Get More Done in Less				Technical
1	Time	Book	Cottrell, David	Time Management	Competency
				Coach,Teacher,Mentor	Leadership
1	180 Ways to Walk the Recognition Talk	Book	Harvey, Eric	, Role Model	Competency
	50 One-Minute Tips for Retaining		Hayes, David K. PhD, &	Coach,Teacher,Mentor	Leadership
1	Employees	Book	Ninemeier, Jack D.PhD	, Role Model	Competency
	50 One-Minute Tips to Better				Leadership
1	Communication	Book	Bozek, Phillip E. PhD	Communication	Competency
			Haberer, JoAnn B., &		Technical
1	50 Ways to Make it Work for You	Book	Webb, Marylou W.	Project Management	Competency
	7 Moments That Define Excellent			Coach,Teacher,Mentor	Leadership
1	Leaders	Book	Colan, Lee	, Role Model	Competency
2	Achieving Consensus	Book	Scott, Jon	Facilitation	People Competency
	A Guide to the Project Management				Technical
2	Body of Knowledge	Book	Global Standart	Project Management	Competency
			Hateley, BJ Gallagher, &		
1	A Peacock in the Land of Penguins	Book	Schmidt Warren H.	Career Development	Business Competency

1	A Winning Attitude	Book	Poley, Michelle	Career Development	Business Competency
1	Accountability: Getting A Grip on Results	Book	Klatt, Bruce, Murphy, Shaun, & Irvine, David	Performance Management	Business Competency Leadership
1	Adapting to Change	Book	Goman, Carol	Change Management	Competency
1	Advanced Team Facilitation	Book	Bens, Ingrid	Facilitation Coach,Teacher,Mentor	People Competency Leadership
1	Advanced Supervisory Practices American Speaker (your guide to successful speaking)	Book	Matzer, John, Jr. Georgetown Publishing House	, Role Model	Competency Leadership
1	Banishing Bureaucracy	Book	Osborne, David / Plastrik, Peter	Communication	Competency Technical
1	Basic Business Math	Book	Truchon, Richard P.	Project Management	Competency
1	Becoming a More Versatile Learner	Book	Dalton, Maxine	Financial	Business Competency
1	Benchmarking Basics	Book	Patterson, James G.	Career Development	Business Competency
1	BLUR	Book	Davis, Stan & Meyer, Christopher	Performance Measures	Business Competency Leadership
1	Boundary Crossers	Book	Pierce, Neil & Johnson, Curtis	Sharing	Leadership
1	Built To Last Successful Habits of Visionary Companies	CD	Collins, Jim, Porras, Jerry Roosevelt, R Thomas, Jr., & Woodruff, Marjorie I.	Vision/Mission	Competency
1	Building A House for Diversity	Book	Brandi, Joanna	Sharing	Leadership
1	Building Customer Loyalty	Book		Vision/Mission	Competency
1	Bull's Eye Business Writing	Book	Pincu, Gloria	Career Development	Business Competency
1	Business Dynamics	Book	Sterman, John	Diversity	People Competency
1	Business Process Improvement Toolbox	Book	Anderson, Bjorn	Conflict Resolution	People Competency Leadership
3	Business as Unusual	Book	Price Pritchett & Ron Pound	Communication	Competency
				Process Development	Technical
				Process Development	Technical Leadership
				Change Management	Competency

1	But I Don't Have Customers- Internal Customer Service	Video / Book	AMI	Customer Analysis/Focus	Business Competency
1	The Career Counselor's Handbook	Book	Figler, Howard & Bolles, Richard N.	Career Development	Business Competency
1	Calming Upset Customers	Book	Morgan, Rebecca L.	Customer Analysis/Focus	Business Competency
1	Career Anchors	Book	Schein, Edgar H.	Career Development	Business Competency
1	Career Compass	Book	Simonsen, Peggy	Sharing Vision/Mission	Leadership Competency
1	Carpe Manana	Book	Prichett, Price	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Celebrate the Butterflies	Book	Gower, Stephen M.	Communication	Leadership Competency
1	CEO of Self	Book	Cain, Herman	Career Development	Business Competency
1	Change Management Excellence	Book	Harrington, James	Change Management	Leadership Competency
2	Coaching and Counseling	Book	Minor, Marianne	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Coaching for Top Performance	Video	AMA	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Commonsense Time Management	Book	AMA	Time Management	Technical
1	Computerzied Work Management Systems for Utility and Plant	Book	Lutchman, Roopchan	IT Knowledge Skills	Technical Competency
1	Consulting on the Inside	Book	Scott, Beverly	Customer Internal Consulting	Business Competency
1	Cornerstones of Quality	Video	Kantola Productions	Project Management	Technical
1	Cost Containment	Book	Richardson, Peter R.	Financial	Business Competency
1	Creating Cool Web Pages with HTML	Book	Taylor, Dave	IT Knowledge Skills	Technical
1	Creating Mentoring and Coaching Programs	Book	Stromei, Linda	Coach,Teacher,Mentor , Role Model	Leadership Competency

1	Creating You & Co	Book	Bridges, William	Career Development	Business Competency Technical
1	Crystal Reports 8.5	Book	Peck, George	IT Knowledge Skills	Competency Leadership
1	Culture Shift	Book	Price Pritchett & Ron Pound	Change Management	Competency
1	Customer at the Crossroads	Book	Hateley, BJ Gallagher, & Schmidt Warren H.	Customer Analysis/Focus Customer	Business Competency
1	Customer Service Excellence	Book	Macneill, Debra J.	Analysis/Focus Customer	Business Competency
1	Customer Service Training Games	Book	Carlaw, Peggy, & Deming, Vasudha Kathleen	Analysis/Focus	Business Competency Leadership
1	Deal Maker	Cassette Video /	Kuhn, Robert Lawrence, PHD	Influence Customer	Competency
1	Dealing with Disappointed Customers	Book	Tomlin, Lily	Analysis/Focus Performance	Business Competency
1	Delegate for Results	Book	NPR	Management	Business Competency
1	Delight Me--The Ten Commandments of Customer Service	Book	George, Richard J. & Stanton, John L.	Customer Analysis/Focus	Business Competency
2	Delivering Community Outcomes	CD	SCGOV	Performance Measures	Business Competency
1	Delivering Knock Your Socks off Service	Book	Zemke, Ron, Anderson, Kristin	Customer Analysis/Focus Sharing	Business Competency Leadership
	Destination Profit	Book	Cawood, Scott, Bailey, Rita	Vision/Mission	Competency
	Developmental Assisgnments Creating Learning Experiences without Changing				
1	Jobs	Book	McCauley, Cynthia	Career Development	Business Competency
1	Development First Workbook	Book	Personnel Decisions International	Career Development	Business Competency

1	Developing Positive Assertiveness	Book	Lloyd, Sam R.	Communication	Leadership Competency
1	Digital Darwinism	Book	Schwartz, Evan I. Trainer's Toolkit/Coastal	IT Knowledge Skills	Technical
1	Diversity - Food for Thought	Video	HR	Diversity	People Competency
40	Diversity - Food for Thought	Pamphlet	Trainer's Toolkit/Coastal	Diversity	People Competency
1	Diversity in the Workplace	Video	Coastal/ HR	Diversity	People Competency
1	Do What You Are	Book	Tieger,Paul, Barron, Barbara	Career Development	Business Competency
	Drive Business Performance Enabling				Leadership
1	Culture of Intelligent Execution	Book	Aziza, Bruno, Fitts, Joey	Change Management	Competency
					Leadership
1	Effective Listening Skills	Book	Kratz, Dennis	Communication	Competency
2	Effective Meeting Skills	Book	Haynes, Marion E.	Time Management	Technical
				Coach,Teacher,Mentor	Leadership
1	Effective Supervisory Practices	Book	ICMA	, Role Model	Competency
1	Effective Work Breakdown Structures	Book	Hagan, Gregory	Project Management	Technical
1	Electronic Job Search Revolution	Book	Kennedy, Joyce, Morrow, T.	Career Development	Business Competency
					Leadership
1	Emotional Intelligence	Book	Goleman, Daniel	Emotional Intelligence	Competency
					Leadership
1	Emotional Intelligence	Video	Goleman, Daniel	Emotional Intelligence	Competency
1	Employers Guide to Sexual	Book	Thompson Publishing	Respectful Behavior	People Competency
			Kouzes, James M./ Posner,		
1	Encouraging The Heart	Book	Barry Z.	Relationship Building	People Competency
				Coach,Teacher,Mentor	Leadership
1	Enlightened Leadership	Book	Ed Oakley & Doug Krug	, Role Model	Competency
1	Ergonomics is Good Economics	Book	CEM	Financial/Risk	Business Competency
1	Everyone's Teamwork Role	Video	Briefings	Interdependence	People Competency
1	Every Woman's Guide to Career	Book	Dudley,Denise	Career Development	Business Competency

1	Excellence in Supervision Execution the Discipline of Getting	Book	Conlow, Rick	Coach,Teacher,Mentor , Role Model Performance	Leadership Competency
1	Things Done	CD Video	Lloyd, John	Management Customer	Business Competency
1	Exceptional Customer Service	(Vols 1-3)	Fred Pryor Seminars	Analysis/Focus	Business Competency
1	Facilitating To Lead!	Book	Bens, Ingrid	Facilitation	People Competency
1	Facilitating With Ease	Book / CD	Bens, Ingrid	Facilitation	People Competency
1	Facilitative Leadership in Local Gov't.	Book	Svara, James	Facilitation	People Competency
1	Facilitation Skills for Team Leaders	Book	Hackett, Donald	Facilitation	People Competency Leadership
1	Fast Growth	Book	Price Pritchett & Ron Pound	Change Management	Competency
1	Financial Analysis	Book	Gill, James O.	Financial	Business Competency
1	Financial Modeling	Book	Benninga, Simon	Financial	Business Competency
1	Financial Strategies for Successful Retirement	Book	Unknown Buckingham, Marcus &	Financial	Business Competency
1	First Break All the Rules	Book	Coffman, Curt Buckingham, Marcus &	Relationship Building	People Competency
1	First Break All the Rules	CD	Coffman, Curt	Relationship Building	People Competency
1	FISH Work, Play Book	Book	Charthouse Learning	Team Building	People Competency
6	FISH A Remarkable Way to Boost Morale & Improve Results	Book	Lundin, Stephen C., Paul, Harry, Christensen, John	Team Building	People Competency
1	FISH Catch the energy. Release the potential.	Guide	Charthouse Learning	Team Building	People Competency
1	FISH Catch the energy. Release the potential.	Video	Charthouse Learning Lundin, Stephen C., Paul,	Team Building	People Competency
3	FISH Tales	Book	Harry, Christensen, John	Team Building	People Competency

1	Five Start Teamwork	Book	Templin, Michelle	Team Building Customer Internal	People Competency
1	Flawless Consulting	Book	Block, Peter	Consulting	Business Competency
2	Flight of the Buffalo	Book	Belasco, James A. & Stayer, Ralph C.	Interdependence	People Competency
1	Focus Groups	Book	Bader, Gloria & Rossi, Catherine	Facilitation	People Competency
1	For Your Improvement	Book	Lombardo, Michael M &Eichinger, Robert W.	Career Development Coach,Teacher,Mentor	Business Competency Leadership
1	From Technical Specialist to Supervisor	Book	Shandler, Donald, PhD	, Role Model	Competency
1	Fundamentals of Project Management	Book	Lewis, James	Project Management	Technical
1	Get More Done in Less Time	Video	Communication Briefings	Career Development Knowledge Sharing	Business Competency Technical
1	Getting to Innovation	Book	VanGundy, Arthur B.	Management	Competency
1	Get Paid More and Promoted Faster	Book	Tracy, Brian	Career Development	Business Competency
1	Goals and Goal Setting	Book	Rouillard, Larrie A.	Performance Measures Sharing	Business Competency Leadership
	Good to Great	CD	Collins, Jim	Vision/Mission	Competency
2	Green to Gold	Book	Esty, Daniel	Project Management	Technical
			Blanchard, Ken / Bowles,	Coach,Teacher,Mentor	Leadership
1	Gung Ho!	Book	Sheldon	, Role Model	Competency
			Blanchard, Ken / Bowles,	Coach,Teacher,Mentor	Leadership
1	Gung Ho!	Cassette	Sheldon	, Role Model	Competency
1	Handling Diversity in the Workplace	Book	DuPont, Kay, CSP	Diversity	People Competency
2	Handling the Difficult Employee	Book	Brounstein, Marty	Conflict Resolution	People Competency
	High Impact Telephone Networking for				
1	Job Hunters	Book	Armstrong,Howard	Career Development	Business Competency Leadership
1	How to be a Great Communicator	Video	Qubein, Nido	Communication	Competency

1	How to Get What you Want at Work	Book	Gray, John	Career Development	Business Competency
1	How to Get Your Point Across in 30 Seconds or Less	CD	Frank, Milo	Communication	Leadership Competency
1	How to Measure Service Quality and Customer Satisfaction	Book	Chakrapani, Chuck	Conflict Resolution	People Competency
1	How to Sell Yourself	Book	Lustberg, Arch	Career Development	Business Competency Leadership
2	How to Speak & Listen Effectively	Book	Robbins, Harvey A .	Communication	Competency
1	How To Speak TV, Print & Radio	Book	Jones, Clarence	Media Relations	Business Competency
1	Idea Power	Book	VanGundy, Arthur B.	Project Management	Technical
1	Introduction to Knowledge Management	Book	Groff, Todd, Jones, Thomas	Knowledge Sharing Management	Technical Competency
1	It's All Within Your Reach	Cassette	Wickett, Mike Software Publishers Association	Career Development	People Competency
1	It's Just Not Worth the Risk	Video	Association	Financial/Risk Sharing	Business Competency Leadership
2	John P Kotter <b>On</b> What Leaders Really Do	Book	Kotter, John P. Tubesing, Nancy Loving, & Donald A.	Vision/Mission	Competency
1	Kicking Your Holiday Stress Habits	Book	Harrington, James, Voehl, Frank	Health/Wellness Knowledge Sharing Management	Business Competency Technical Competency
1	Knowledge Management Excellence	Book	Frank	Knowledge Sharing Management	Technical Competency
1	Knowledge Management in Theory and Practice	Book	Dalkir, Kimiz Peterson, David B. PhD, & Hicks, Mary Dee, PhD	Coach, Teacher, Mentor , Role Model	Leadership Competency
1	Leader as a Coach	Book	Hicks, Mary Dee, PhD	, Role Model	Competency
1	Leaders Priority for Life	Video	Cooper, Robert K.	Continuous Learner Sharing	Leadership Skills Leadership
1	Leading Leaders	Book	Salacuse, Jeswald	Vision/Mission	Competency
1	Leading with Authenticity in Times of Transition	Book	Bunker, Kerry, Wakefield, Michael	Change Management	Leadership Competency

1	Leading with Values	Book	Binachi, Bud	Sharing Vision/Mission Coach,Teacher,Mentor	Leadership Competency
1	Leading Quietly	Book	Badaracco, Joseph L. Jr.	, Role Model	Leadership Competency
1	Leading Teams (Setting the stage for great performances)	Book	Hackman, J. Richard	Team Building	People Competency
2	Leadership Courage	Book	Cottrell, David, Harvey, David	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Leading Teams (The Skills for Success)	Book	Lloyd, Sam R.	Team Building	People Competency
1	Love 'Em or Lose 'Em	Book	Kaye, Beverly	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Maintenance Benchmarking and Best Practices	Book	Peters, Ralph	Performance Management	Business Competency
1	Make it Happen Before Lunch	Book	Schiffman, Stephan	Management	Business Competency
1	Making Mentoring Happen	Book	Lacey, Kathy	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Make Success Measurable	Book	Smith, Douglas	Performance Measures	Business Competency
1	Making Technology Strategic	Video	Innovation Group	IT Knowledge Skills	Technical
1	Making the ADA Work for You	Video	AMI	Financial/Risk	Business Competency
1	Managing Change at Work	Book	Scott, Cynthia D, PhD, MPH, Jaffe, Dennis T. PhD, Axelrod, Richard H.	Change Management	Leadership Competency
1	Managing Contract Quality	Book	Pennella, Robert	Project Management	Technical Leadership
1	Managing Organizational Change	Book	Scott, Cynthia	Change Management	Competency
1	Management Insights	Book	Carnes, Ken	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Managing Maintenance Planning & Scheduling	Book	Brown, Michael	Coach,Teacher,Mentor , Role Model	Leadership Competency

1	Managing Myself (Learning to Live Well w/Asthma)	Video	Zeneca	Health/Wellness	Business Competency
1	Managing Organizational Change	Book	Scott, Cynthia D., PhD, MPH, Jaffe, Dennis T. PhD	Process Improver	Change Management Leadership
2	Managing Transitions	Book	Bridges, William	Change Management	Competency
1	Making Your Own Luck	Video	AMA	Career Development	People Competency
1	Mapping Work Processes Second Edition	Book	Anderson, Bjorn	Process Development	Technical Competency
1	Mastering Information Overload	CD	Covey, Franklin	TimeMgmt/Priority Setting	Technical Competency
1	Maximize Your Performance With The Media	Book	Voss, David R.	Media Relations	Business Competency
1	Maximum Success	Book	Waldroop, PhD, James & Butler, PhD, Timothy	Career Development	People Competency
14	Measuring Up	Book	Walters, Jonathan	Performance Measures	Business Competency
1	Measuring Up to the Baldrige	Book	Fisher, Donald C.	Performance Measures	Business Competency Leadership
1	Meetings, Bloody Meetings	Video	Video Arts	Communication	Competency
1	Mentoring that Makes a Difference	Video	Phillip-Jones, Linda	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Minute Motivators for Leaders	Book	Toler, Stan	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Monday Morning Leadership	Book	Cottrell, David	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Motivating Others	Video	AMA	Team Building	People Competency
1	My Life is Failure 100 things you should know to be a Successful Project	Book	Johnson, Jim	Project Management	Technical Competency
1	Myths & Facts / How to Manage Sexual Harassment Situations	Video	Anderson-Davis Inc /BNA Communications, Inc	Respectful Behavior	People Competency

	Myths & Facts / How to Recognize &				
1	Confront Subtle Sexual Harassment	Video	BNA Communications, Inc	Respectful Behavior	People Competency
3	Negaholics	Video	Carter-Scott,Cherie	Conflict Resolution	People Competency Leadership
1	Networking	Book	SkillPath	Communication	Competency
1	New - Dress for Success	Book	Molloy's , John T.	Career Development	People Competency
1	No More Test Anxiety	Book	Newman, Ed Ph.D.	Career Development	People Competency
1	No Problem	Book	Lowy, Alex	Interdependence	People Competency
1	Now Discover Your Strengths	CD	Buckingham, Marcus & Coffman, Curt	Career Development	People Competency
1	Now Discover Your Strengths	Book	Buckingham, Marcus & Coffman, Curt	Continuous Learner	Leadership Skills Technical
2	Office 2000, IE5, Windows 95 + 98	CD	Personal CBT	IT Knowledge Skills	Competency
1	One Minute Manager Meets the	Book	Blanchard, Ken	Time Management	Technical
	One Ringy Dingy- You Are the	Video /		Customer	
1	Company (Customer Service Training	Book	Tomlin, Lily	Analysis/Focus	Business Competency
1	Organizing Your WorkSpace	Book	Pollock, Odette	Time Management	Technical
1	People Power	Book	Fisher, Donna	Relationship Building	People Competency
			Langdon, Ken & Osborne,	Performance	
14	Performance Reviews	Book	Christina	Management	Business Competency
1	Personal Time Management	Book	Hayes, Marion	Time Management	Technical
1	Please Understand Me II	Book	Keirse, David	Career Development	Business Competency
1	PM Crash Course	Book	Mulcahy, Rita	Project Management	Technical
1	Prescription for Nutritional Healing	Book	Balch, James	Health/Wellness	Business Competency
	Prevent Sexual Harassment in the				
2	Workplace	Video	Jwvideo	Respectful Behavior	People Competency
1	Power Under Pressure	Cassette	Kriegel, Robert PhD	Career Development	Business Competency
		Video		Customer	
1	Powerful Telephone Tips	(Vols 1-3)	Fred Pryor Seminars	Analysis/Focus	Business Competency

1	Powerful Time Management Skills	CD	Covey, Franklin Barrett, Katherine &	Career Development	People Competency Technical
2	Powering Up Preparing for the Behavior-Based	Book	Greene, Richard	IT Knowledge Skills	Competency
1	Interview	Book	Fitzwater, Terry L.	Career Development	Business Competency
1	Principle-Centered Leadership	Book	Covey, Stephen R.	Continuous Learner	Leadership Skills
1	Project Management Excellence	Book	Harrington, James	Project Management	Technical
1	Project Mgmt - Planning & Scheduling	CD	AMA	Project Management	Technical
1	Process Management Excellence	Book	Harrington, James	Process Development	Technical Leadership
1	Putting Emotional Intelligence to Work Q & A's for the PMBOK Guide Third	Book	Ryback, David	Emotional Intelligence	Competency Technical
11	Edition	Book	PMI	Project Management Coach,Teacher,Mentor	Competency Leadership
1	Quality Interviewing Quality Tools for Continuous	Book	Crip Productions	, Role Model	Competency Technical
1	Improvement Quality (You Don't Have to Get Sick to	CD	AMA	IT Knowledge Skills	Competency Technical
1	Get Better)	Video	AMI	Project Management Coach,Teacher,Mentor	Competency Leadership
1	Radical Trust	Book	Healey, Joe	, Role Model	Competency
1	Reaching Your Development Goals	Book	McCauley,C, Martineaur J	Career Development	Business Competency
1	Reengineering ToolKit	Book	Cheryl Currid & Company Osborne, David / Gaebler,	Project Management	Technical Technical
1	Reinventing Government	Book	Ted Cathcart, Jim, & Alessandra,	Project Management	Competency
1	Relationship Strategies	Cassette	Tony	Relationship Building	People Competency
1	Resource Management Excellence	Book	Harrington, James	Project Management	Technical
1	Resumes in Cyberspace	Book	Criscito, Pat	Career Development	People Competency

1	Results - Based Leadership	Book	Ulrich, Dave Zenger, Jack & Performance Smallwood, Norm	Management	Business Competency
1	Retaining Your Employees	Book	Wingfield, Barb & Berry, Janice	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Risk Management	Book	Crouhy, Michel; Galai, Dan, & Mark, Robert	Financial/Risk	Business Competency
2	Robert's Rules of Order	Book	Robert, Major Henry M.	Time Management	Technical
1	Root Cause Analysis Simplified Tools and Techniques	Book	Anderson, Bjorn, Fagerhaug Tom	Process Development	Technical Competency
1	Seeing David in the Stone	Book	Swartz, James	Relationship Building	People Competency
1	Sexual Harassment	Video	Pool & Crew Communications	Respectful Behavior	People Competency
1	Shaping the Future	Book	Keen, Peter G.W.	IT Knowledge Skills	Technical
1	Smart Risk Taking	Video	AMA	Financial/Risk Coach,Teacher,Mentor	Business Competency Leadership
1	Strategies for Mentoring	Book	Conway, Christopher	, Role Model	Competency
1	Strategies for Stress Free Living	Cassette	Sherman, Dr Clay	Health/Wellness	Business Competency
1	Stress Control	Book	Bell, Steve	Health/Wellness	Business Competency
1	Stress That Motivates	Book	Scott, Dru PhD	Career Development	People Competency
1	Subtle Sexual Harassment	Video	Quality Media Resources	Respectful Behavior Sharing	People Competency Leadership
1	Successful Executive's Handbook	Book	Personnel Decisions Int'l	Vision/Mission Coach,Teacher,Mentor	Competency Leadership
1	Successful Leadership	CD	AMA	, Role Model Coach,Teacher,Mentor	Competency Leadership
1	Successful Public Meetings	Book	Cogan, Elaine	, Role Model Coach,Teacher,Mentor	Competency Leadership
1	Systematic Succession Planning	Book	Wolfe, Rebecca Luhn, PhD	, Role Model	Competency
1	Take Charge!	Book	McCord, Dr. Kerry	Health/Wellness	Business Competency

1	Taking Aim on Leadership	Book	Capezio,P, Morehouse, D	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	Tapping into Your Creativity	Video	AMA	Team Building	People Competency
2	Team Launch (Strategies for new team Start-Ups)	Book	Bens, Ingrid	Facilitation	People Competency
1	Teams at the Top	Book	Katzenbach, Jon R.	Team Building	People Competency
1	Teamwork from Start to Finish	Book	Rees, Fran	Team Building	People Competency Leadership
1	Terms of Engagement	Book	Axelrod, Richard H.	Change Management	Competency
1	Test-Taking Strategies & Study Skills	Book	Rozakis, Laurie Ph.D.	Career Development	People Competency
1	The 101 Best Web Sites (for Business Executives)	Book	Johnson, Mike	IT Knowledge Skills	Technical Competency
1	The 5 Essential People Skills	CD	Carnegie, Dale	Coach,Teacher,Mentor , Role Model	Leadership Competency
1	The 108 Skills of Natural Born Leaders	Book	Blank, Warren	Sharing	Leadership Competency
1	The 12 Bad Habits That Hold Good	Book	Waldrop, James, PhD, &	Vision/Mission	Competency
1	People Back	Book	Butler, Timothy, PhD	Career Development	People Competency
1	The 1200-Calorie-A-Day Menu	Book	Hughes, Nancy S.	Health/Wellness	Business Competency
1	Cookbook	Book	Covey, Franklin	Relationship Building	People Competency
2	The 7 Habits of Highly Effective People	CD	Covey, Franklin	Relationship Building	People Competency
1	The 8th Habit	Book	Covey, Stephen R.	Relationship Building	People Competency
1	The ABC's of Building a Business Team That Wins	CD	Singer, Blair	Team Building	People Competency
1	The Accountability Revolution	Book	Samuel, Mark	Performance	Business Competency
1	The ADA on Video/ Employment	Video	Quality Media Resources	Management	Business Competency
1	The answer to how is yes	Book	Block, Peter	Financial/Risk	Business Competency
1	The Art of Innovation	Book	Kelley, Tom	Relationship Building	People Competency
				Project Management	Technical

3	The Associated Press- Stylebook	Book	Goldstein, Norm	Communication	Leadership Competency
3	The Associated Press- Stylebook and Libel Manual	Book	Goldstein, Norm	Communication	Leadership Competency
1	The Bad Attitude Survival Guide	Book	Chambers, Harry E.	Conflict Resolution	People Competency Leadership
1	The Breakthrough Principles of 16X	Book	Koch, Richard Figler, Howard & Bolles, Richard N.	Emotional Intelligence	Competency
1	The Career Counselor's Handbook	Book	Crier, Katherine	Continuous Learner Environment	Change Management Business Competency
1	The Case Against Lawyers	Book			Leadership Competency
1	The Change Agent's Handbook	Book	Hutton, David W.	Change Management	Competency
1	The Continuously Improving Self	Book	Lickson, Jeffrey E. PhD	Career Development Customer	People Competency
1	The Customer Service Connection	Video	Kantola Productions	Analysis/Focus	Business Competency
	The Dale Carnegie Leadership Mastery Course How to Challenge yourself and Others to Greatness	CD	Carnegie, Dale	Career Development	People Competency
1	Doing It Now	Cassette	Bliss, Edwin C.	Career Development Sharing	People Competency Leadership
1	The Death of Common Sense	Book	Howard, Philip	Vision/Mission	Competence Leadership
1	The Double Win/Success a 2-Way Street	Cassette	Waitley, Denis	Influence	Competency Leadership
1	The Emotional Intelligence Activity Book	Book	Lynn, Adele B.	Emotional Intelligence	Competency Leadership
4	The Employee Handbook of New Work	Book	Price Pritchett & Ron Pound	Change Management	Competency Leadership
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	The Employee Handbook for Organizational Change	Book			Leadership Competency

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1	The Heart of Change	Book	Kotter, John P.	Sharing Coach,Teacher,Mentor	Leadership Competency
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3	Appraisal	Book	Cadwell, Charles M.	Management	Business Competency
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	The Leadership Challenge Planner- An action guide to achieving your personal				
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1	The Little, Brown Handbook	Book	Fowler, H. Ramsey	Communication	Leadership Competency
	The Management Moment of Truth	Book	Bodaken, Bruce & Fritz, Robert	Coach,Teacher,Mentor , Role Model	Leadership Competency
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1	The Next Level	Book	Cottrell, David	Vision/Mission	Competency
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1	Goals and Goal Setting	Book	Rouillard, Larrie A.	Performance	Business Competence
1	Test-Taking Strategies & Study Skills	Book	Rozakis, Laurie Ph.D.	Career Development	People Competence
1	The Gregg Reference Manual	Book	Sabin, William A.	Communication	Leadership Competence
1	The Accountability Revolution	Book	Samuel, Mark	Performance Management	Business Competence
2	Delivering Community Outcomes	CD	SCGOV	Measures	Business Competence
1	Career Anchors	Book	Schein, Edgar H.	Career Development	Business Competence
1	Make it Happen Before Lunch	Book	Schiffman, Stephan	Performance Management	Business Competence
1	Digital Darwinism	Book	Schwartz, Evan I.	IT Knowledge Skills	Technical Competence
1	Consulting on the Inside	Book	Scott, Beverly	Customer Internal Consulting	Business Competence
1	Managing Change at Work	Book	Scott, Cynthia D, PhD, MPH, Jaffe, Dennis T. PhD, Axelrod, Richard H.	Change Management	Leadership Competence
1	Managing Organizational Change	Book	Scott, Cynthia D., PhD, MPH, Jaffe, Dennis T. PhD	Change Management	Leadership Competence
1	Stress That Motivates	Book	Scott, Dru PhD	Change Management	Leadership Competence
1	Achieving Consensus	Book	Scott, John & Flannigan, Eileen	Career Development	People Competence
1	The Fifth Discipline	CD	Senge, Peter	Facilitation	People Competence
1	From Technical Specialist to Supervisor	Book	Shandler, Donald, PhD	Sharing	Leadership Competence
1	Strategies for Stress Free Living	Cassette	Sherman, Dr Clay	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Career Compass	Book	Simonsen, Peggy	Health/Wellness Sharing	Business Competence
1	The ABC's of Building a Business Team That Wins	CD	Singer, Blair	Vision/Mission	Leadership Competence
1	Make Success Measurable	Book	Smith, Douglas	Team Building	People Competence
1	The HR Answer Book	Book	Smith & Mazin	Measures	Business Competence
				Coach,Teacher,Mentor, Role Model	Leadership Competence

1	It's Just Not Worth the Risk	Video	Software Publishers Association	Financial/Risk	Business Competence
1	Facilitative Leadership in Local Government	Book	Svara, James	Facilitation	People Competence
1	Facilitative Leadership in Local Government	Book	Svara, James	Facilitation	People Competence
1	The Third Wave	Book	Toffler, Alvin	Project Management	Technical Competence
1	Minute Motivators for Leaders	Book	Toler, Stan	Continuous Learner	Supervisory Skills
1	Dealing with Disappointed Customers	Video / Book	Tomlin, Lily	Customer Analysis/Focus	Business Competence
1	The Seven Deadly Sins of Customer Service	Video / Book	Tomlin, Lily	Customer Analysis/Focus	Business Competence
1	Get Paid More and Promoted Faster	Book	Tracy, Brian	Career Development	Business Competence
1	Diversity - Food for Thought	Video	Trainer's Toolkit/Coastal HR	Diversity	People Competence
40	Diversity - Food for Thought	Pamphlet	Trainer's Toolkit/Coastal HR	Diversity	People Competence
1	Basic Business Math	Book	Truchon, Richard P.	Financial	Business Competence
1	Kicking Your Holiday Stress Habits	Book	Tubesing, Nancy Loving, & Donald A.	Health/Wellness	Business Competence
1	Results - Based Leadership	Book	Ulrich, Dave Zenger, Jack & Smallwood, Norm	Performance Management	Business Competence
1	Financial Strategies for Successful Retirement	Book	Unknown	Financial	Business Competence
1	Getting to Innovation	Book	VanGundy, Arthur B.	Knowledge Sharing Management	Technical Competence
1	Idea Power	Book	VanGundy, Arthur B.	Project Management	Technical Competence
1	Verbal Advantage Memory Advantage	CD	Verbal Advantage	Communication	Leadership Competence
1	Meetings, Bloody Meetings Maximize Your Performance	Video	Video Arts	Communication	Leadership Competence
1	With The Media	Book	Voss, David R.	Media Relations	Business Competence
1	The Double Win/Success a 2-Way Street	Cassette	Waitley, Denis	Influence	Leadership Competence
1	Maximum Success	Book	Waldrop, PhD, James & Butler, PhD, Timothy	Career Development	People Competence
1	The 12 Bad Habits That Hold Good People Back	Book	Waldrop, James, PhD, & Butler, Timothy, PhD	Career Development	People Competence
2	Web-Based Human Resources	Book	Walker, Alfred J. & Perrin Towers	IT Knowledge Skills	Technical Competence
14	Measuring Up	Book	Walters, Jonathan	Performance	Business Competence
1	The Womentor Guide	Book	Washington, Paula PhD & Scott , Diana	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	It's All Within Your Reach	Cassette	Wickett, Mike	Career Development	People Competence

1	Retaining Your Employees Systematic Succession	Book	Wingfield, Barb & Berry, Janice	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Planning Managing Myself (Learning to	Book	Wolfe, Rebecca Luhn, PhD	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Live Well w/Asthma)	Video	Zeneca	Health/Wellness	Business Competence

## Technical Competency

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QTY	Title	Type	Author	Category	Sub-Category
1	Crystal Reports 8.5 Computerized Work Management	Book	Peck, George	IT Knowledge Skills	Technical Competence
1	System for Utility and Plant	Book	Lutchman, Roopchan	IT Knowledge Skills	Technical Competence
1	Digital Darwinism	Book	Schwartz, Evan I.	IT Knowledge Skills	Technical Competence
1	Making Technology Strategic	Video	Innovation Group	IT Knowledge Skills	Technical Competence
1	Powering Up Quality Tools for Continuous Improvement	Book	Barrett, Katherine & Greene, Richard	IT Knowledge Skills	Technical Competence
1	Shaping the Future	CD	AMA	IT Knowledge Skills	Technical Competence
1	The 101 Best Web Sites (for Business Executives)	Book	Keen, Peter G.W.	IT Knowledge Skills	Technical Competence
1	Using Quality Improvement Tools	Book	Johnson, Mike	IT Knowledge Skills	Technical Competence
1	Web-Based Human Resources	Book	AMA Walker, Alfred J. & Perrin Towers	IT Knowledge Skills	Technical Competence
1	Who Knows 175 Ways to Get More done in Less Time	Book	Cavoukian, Ann PhD & Tapscott, Don	IT Knowledge Skills	Technical Competence
1	Commonsense Time Management	Book	Cottrell, David	Time Management	Technical Competence
2	Effective Meeting Skills One Minute Manager Meets the Monkey	Book	AMA Haynes, Marion E.	Time Management	Technical Competence
1		Book	Blanchard, Ken	Time Management	Technical Competence

1	Organizing Your Workspace	Book	Pollock, Odette	Time Management	Technical Competence
1	Personal Time Management	Book	Hayes, Marion Robert, Major Henry	Time Management	Technical Competence
2	Robert's Rules of Order	Book	M. Communication	Time Management	Technical Competence
1	Time Management (Ideas that Work)	Video	Briefings	Time Management	Technical Competence
1	TimeQuest	CD ROM	Covey, Franklin Haberer, JoAnn B., & Webb, Marylou W.	Time Management	Technical Competence
1	50 Ways to Make it Work for You A Guide to the Project Management	Book		Project Management	Technical Competence
2	Body of Knowledge	Book	Global Standart Osborne, David /	Project Management	Technical Competence
1	Banishing Bureaucracy	Book	Plastrik, Peter	Project Management	Technical Competence
1	Cornerstones of Quality	Video	Kantola Productions	Project Management	Technical Competence
1	Effective Work Breakdown Structures	Book	Haugan, Gregory	Project Management	Technical Competency
1	Fundamentals of Project Management	Book	Lewis, James	Project Management	Technical Competence
2	Green to Gold	Book	Esty, Daniel	Project Management	Technical Competence
1	Idea Power	Book	VanGundy, Arthur B.	Project Management	Technical Competence
1	Managing Contract Quality Requirements	Book	Pennella, Robert	Project Management	Technical Competency
1	My Life is Failure 100 things you should know to be a Successful Project Quality (You Don't Have to Get Sick to Get Better)	Book	Johnson, Jim	Project Management	Technical Competency
1	PM Crash Course	Video	AMI	Project Management	Technical Competence
1	Project Management Excellence	Book	Mulcahy, Rita	Project Management	Technical Competency
1	Project Mgmt - Planning & Scheduling Q & A's for the PMBOK Guide Third Edition	Book	Harrington, James AMA PMI	Project Management	Technical Competency
11		CD			

1	Reengineering ToolKit	Book	Cheryl Currid & Company Osborne, David /	Project Management	Technical Competence
1	Reinventing Government	Book	Gaebler, Ted	Project Management	Technical Competence
1	Resource Management Excellence	Book	Harrington, James	Project Management	Technical Competency
1	The Art of Innovation	Book	Kelley, Tom	Project Management	Technical Competence
3	The Process Analysis Workbook for Gov't (How to Achieve More w/ Less)	Book	Bruno, Gerard	Project Management	Technical Competence
1	The Third Wave	Book	Toffler, Alvin	Project Management	Technical Competence

1	Building A House for Diversity	Book	Roosevelt, R Thomas, Jr., & Woodruff, Marjorie I. Trainer's	Diversity	People Competence
1	Diversity - Food for Thought	Video	Toolkit/Coastal HR Trainer's	Diversity	People Competence
40	Diversity - Food for Thought	Pamphlet	Toolkit/Coastal HR	Diversity	People Competence
1	Diversity in the Workplace	Video	Coastal/ HR	Diversity	People Competence
1	Handling Diversity in the	Book	DuPont, Kay, CSP	Diversity	People Competence
1	A Peacock in the Land of Penguins	Book	Hateley, BJ Gallagher, & Schmidt Warren H. Kouzes, James M./	Diversity	People Competence
1	Encouraging The Heart	Book	Posner, Barry Z.	Relationship Building	People Competence
1	First Break All the Rules	Book	Buckingham, Marcus & Coffman, Curt	Relationship Building	People Competence
1	First Break All the Rules	CD	Buckingham, Marcus & Coffman, Curt	Relationship Building	People Competence
1	People Power	Book	Fisher, Donna	Relationship Building	People Competence
1	Relationship Strategies	Cassette	Cathcart, Jim, & Alessandra, Tony	Relationship Building	People Competence
1	Seeing David in the Stone	Book	Swartz, James	Relationship Building	People Competence
1	Teamwork from Start to Finish	Book	Rees, Fran	Team Building	People Competence
1	The 7 Habits of Highly Effective People	Book	Covey, Franklin	Relationship Building	People Competence
2	The 7 Habits of Highly Effective People	CD	Covey, Franklin	Relationship Building	People Competence
1	The 8th Habit	Book	Covey, Stephen R.	Relationship Building	People Competence
1	The 8th Habit	CD	Covey, Stephen R.	Relationship Building	People Competence
1	The answer to how is yes	Book	Block, Peter	Relationship Building	People Competence
1	The Heart of a Leader	Book	Blanchard, Ken	Relationship Building	People Competence

1	The Tipping Point	Book	Gladwell, Malcolm Otto Kroeger with Janet Thuesen and Hile	Relationship Building	People Competence
13	Type Talk at Work	Book	Rutledge Lundin, Stephen C., Paul, Harry,	Relationship Building	People Competence
6	FISH A Remarkable Way to Boost Morale & Improve Results	Book	Christensen, John	Team Building	People Competence
1	Five Start Teamwork	Book	Templin, Michelle	Team Building	People Competence
1	Leading Teams (The Skills for Success)	Book	Lloyd, Sam R.	Team Building	People Competence
1	Teams at the Top	Book	Katzenbach, Jon R.	Team Building	People Competence
1	Motivating Others	Video	AMA	Team Building	People Competence
1	Tapping into Your Creativity	Video	AMA	Team Building	People Competence
	The ABC's of Building a Business Team That Wins	CD	Singer, Blair	Team Building	People Competence
	The Five Dysfunctions of a Team	CD	Lencioni, Patrick	Team Building	People Competence
1	The Five Dysfunctions of a Team	Book	Lencioni, Patrick	Team Building	People Competence
1	The New Why Teams Don't Work	Book	Robbins, H, Finley, M. Harrington-Mackin,	Team Building	People Competence
1	The Team Building Tool Kit	Book	Deborah	Team Building	People Competence
1	World Class	Video	Lessons in Leadership	Team Building	People Competence
1	Advanced Team Facilitation	Book	Bens, Ingrid	Facilitation	People Competence
2	Achieving Consensus	Book	Scott, Jon	Facilitation	People Competence
1	Facilitating with Ease	Book	Bens, Ingrid	Facilitation	People Competence
1	Facilitating To Lead!	Book	Bens, Ingrid	Facilitation	People Competence
1	Facilitation Skills for Team Facilitative Leadership in Local Gov't.	Book	Hackett, Donald	Facilitation	People Competence
1	Focus focus groups	Book	Svarra, James	Facilitation	People Competence
1	Focus focus groups	Book	Bader, Gloria	Facilitation	People Competence
2	Team Launch	Book	Bens, Ingrid	Facilitation	People Competence

			Collins, Michelle		
1	360 Feedback	Book	Leduff PhD	Interdependence	People Competence
1	Everyone's Teamwork Role	Video	Briefings	Interdependence	People Competence
			Belasco, James A. &		
2	Flight of the Buffalo	Book	Stayer, Ralph C.	Interdependence	People Competence
1	No Problem	Book	Lowy, Alex	Interdependence	People Competence
	ZAPP! - The Lightning of		Byham, William C.		
1	Empowerment	Book	PhD	Interdependence	People Competence
1	Building Customer Loyalty	Book	Brandi, Joanna	Conflict Resolution	People Competence
2	Handling the Difficult Employee	Book	Brounstein, Marty	Conflict Resolution	People Competence
	How to Measure Service Quality				
1	and Customer Satisfaction	Book	Chakrapani, Chuck	Conflict Resolution	People Competence
3	Negaholics	Video	Carter-Scott, Cherie	Conflict Resolution	People Competence
1	The Bad Attitude Survival Guide	Book	Chambers, Harry E.	Conflict Resolution	People Competence
	Employers Guide to Sexual				
1	Harrasment	Book	Thompson Publishing	Respectful Behavior	People Competence
10	The Gift of Fear	Book	Becker, Gavin D.	Respectful Behavior	People Competence
	Myths & Facts / How to Recognize				
	& Confront Subtle Sexual		BNA Communications,		
1	Harassment	Video	Inc	Respectful Behavior	People Competence
	Myths & Facts / How to Manage		Anderson-Davis Inc		
1	Sexual Harassment Situations	Video	/BNA	Respectful Behavior	People Competence
	Prevent Sexual Harassment in the		Communications, Inc		
2	Workplace	Video	Jwvideo	Respectful Behavior	People Competency
			Pool & Crew		
1	Sexual Harassment	Video	Communications	Respectful Behavior	People Competence
			Quality Media		
1	Subtle Sexual Harassment	Video	Resources	Respectful Behavior	People Competence

1 Workplace Violence: Recognizing  
& Defusing Aggressive Behavior Video Amer. Training Respectful Behavior People Competence

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1	BLUR	Book	Davis, Stan & Meyer, Christopher	Sharing Vision/Mission	Leadership Competence
1	Boundary Crossers	Book	Pierce, Neil & Johnson, Curtis	Sharing Vision/Mission	Leadership Competence
1	Built To Last Successful Habits of Visionary Companies	CD	Collins, Jim, Porras, Jerry	Sharing Vision/Mission	Leadership Competence
1	Career Anchors	Book	Schein, Edgar H.	Sharing Vision/Mission	Leadership Competence
1	Career Compass	Book	Simonsen, Peggy	Sharing Vision/Mission	Leadership Competence
	Destination Profit	Book	Cawood, Scott, Bailey, Rita	Sharing Vision/Mission	Leadership Competence
	Good to Great	CD	Collins, Jim	Sharing Vision/Mission	Leadership Competence
2	John P Kotter <b>On</b> What Leaders Really Do	Book	Kotter, John P.	Sharing Vision/Mission	Leadership Competence
1	Leading Leaders	Book	Salacuse, Jeswald	Sharing Vision/Mission	Leadership Competence
1	Leading with Values	Book	Bilanchi, Bud	Sharing Vision/Mission	Leadership Competence
1	Successful Executive's Handbook	Book	Personnel Decisions Int'l	Sharing Vision/Mission	Leadership Competence
1	The 108 Skills of Natural Born Leaders	Book	Blank, Warren	Sharing Vision/Mission	Leadership Competence

1	The Death of Common Sense	Book	Howard, Philip	Sharing Vision/Mission	Leadership Competence
1	The Fifth Discipline	CD	Senge, Peter	Sharing Vision/Mission	Leadership Competence
1	The Heart of Change	Book	Kotter, John P.	Sharing Vision/Mission	Leadership Competence
1	The Leadership Challenge Planner- An action guide to achieving your personal best	Book	Kouzes, James M./ Posner, Barry Z.	Sharing Vision/Mission	Leadership Competence
1	The Leadership Challenge Planner- An action guide to achieving your personal best	Book	Kouzes, James M./ Posner, Barry Z.	Sharing Vision/Mission	Leadership Competence
1	The Leadership Secrets of Santa Claus	Book	Ventura, Steve	Sharing Vision/Mission	Leadership Competency
1	The Next Level	Book	Cottrell, David	Sharing Vision/Mission	Leadership Competency
1	Value Leadership	Book	Harris, Michael C.	Sharing Vision/Mission	Leadership Competence
1	Emotional Intelligence	Book	Goleman, Daniel	Emotional Intelligence	Leadership Competence
1	Emotional Intelligence	Video	Goleman, Daniel	Emotional Intelligence	Leadership Competence
1	Putting Emotional Intelligence to Work	Book	Ryback, David	Emotional Intelligence	Leadership Competence
1	The Breakthrough Principles of 16X	Book	Koch, Richard	Emotional Intelligence	Leadership Competence
1	The Emotional Intelligence Activity Book	Book	Lynn, Adele B.	Emotional Intelligence	Leadership Competence
1	Working with Emotional Intelligence	Audio	Goleman, Daniel	Emotional Intelligence	Leadership Competence

1	Working with Emotional Intelligence	Book	Goleman, Daniel	Emotional Intelligence	Leadership
1	7 Moments That Define Excellent Leaders	Book	Colan, Lee	Coach,Teacher,Mentor, Role Model	Competence Leadership
1	50 One Minute Tips for Retaining Employees	Book	Hayes, David	Coach, Teacher,Mentor, Role Model	Competency Leadership
	100 Ways to Motivate Others	CD	Chandler, Steve	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	180 Ways to Walk the Recognition Talk	Book	Harvey, Eric	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	1001 Ways to Energize Employees	Book	Nelson, Bob	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Advanced Supervisory Practices	Book	Matzer, John, Jr.	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Carpe Manana	Book	Prichett, Price	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Coaching for Top Performance	Video	AMA	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Creating Mentoring and Coaching Programs	Book	Stromei, Linda	Coach, Teacher,Mentor, Role Model	Leadership Competence
2	Coaching and Counseling	Book	Minor, Marianne	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Coaching for Top Performance	Video	AMA	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Enlightened Leadership	Book	Ed Oakley & Doug Krug	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Effective Supervisory Practices	Book	ICMA	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Excellence in Supervision	Book	Conlow, Rick	Coach,Teacher,Mentor, Role Model	Leadership Competence

1	From Technical Specialist to Supervisor	Book	Shandler, Donald, PhD	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Gung Ho!	Book	Blanchard, Ken / Bowles, Sheldon	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Gung Ho!	Cassette	Blanchard, Ken / Bowles, Sheldon	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Leader as a Coach	Book	Peterson, David B. PhD, & Hicks, Mary Dee, PhD	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Leader As Coach	Book	Personnel Decisions International	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Leading Quietly	Book	Badaracco, Joseph L. Jr.	Coach,Teacher,Mentor, Role Model	Leadership Competence
2	Leadership Courage	Book	Cottrell, David, Harvey, David	Coach,Teacher,Mentor, Role Model	Leadership Competency
1	Love 'Em or Lose 'Em	Book	Kaye, Beverly	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Managing Maintenance and Planning & Scheduling	Book	Brown, Michael	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Making Mentoring Happen	Book	Lacey, Kathy	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Minute Motivators for Leaders	Book	Toler, Stan	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Monday Morning Leadership	Book	Cottrell, David	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Successful Public Meetings	Book	Cogan, Elaine	Coach,Teacher,Mentor, Role Model	Leadership Competency
1	The HR Answer Book	Book	Smith & Mazin	Coach,Teacher,Mentor, Role Model	Leadership Competence

1	The One Minute Manager	Cassette	Blanchard, Kenneth, PhD, & Johnson, Spencer, MD	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Management Insights	Book	Carnes, Ken	Coach,Teacher,Mentor, Role Model	Leadership Competence
	The Management Moment of Truth	Book	Bodaken, Bruce & Fritz, Robert	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	The Power of Alignment	Book	Labovitz, George, Rosansky, Victor	Coach,Teacher,Mentor, Role Model	Leadership Competency
2	The Power of Full Engagement	Book	Loehr, Jim & Schwartz, Tony	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	The Practical Coach	Book / Video	Media Partners Corporation	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	The Womentor Guide	Book	Washington, Paula PhD & Scott , Diana	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Practical Coaching Skills for Managers	Video	Seymour, Rick	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Quality Interviewing	Book	Crip Productions	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Radical Trust	Book	Healey, Joe	Coach,Teacher,Mentor, Role Model	Leadership Competency
1	Retaining Your Employees	Book	Wingfield, Betty	Coach, Teacher,Mentor, Role Model	Leadership Competence
1	Strategies for Mentoring	Book	Conway, Christopher	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Successful Leadership	CD	AMA	Coach,Teacher,Mentor, Role Model	Leadership Competence
1	Systematic Succession Planning	Book	Wolfe, Rebecca Luhn, PhD	Coach,Teacher,Mentor, Role Model	Leadership Competence

1	Taking Aim on Leadership	Book	Capezio, P, Morehouse D	Coach, Teacher, Mentor, Role Model	Leadership Competence
1	Value-Centered Ethics	Book	Kerns, Charles	Coach, Teacher, Mentor, Role Model	Leadership Competence
1	Walk the Talk	Book	Harvey, Eric & Lucia Al	Coach, Teacher, Mentor, Role Model	Leadership Competence
1	Adapting to Change	Book	Goman, Carol	Change Management	Leadership Competence
3	Business as Unusual	Book	Price Pritchett & Ron Pound	Change Management	Leadership Competence
1	Change Management Excellence	Book	Harrington, James	Change Management	Leadership Competency
1	Culture Shift	Book	Price Pritchett & Ron Pound	Change Management	Leadership Competence
1	Drive Business Performance Enabling Culture of Intelligent Execution	Book	Aziza, Bruno, Fitts, Joey	Change Management	Leadership Competency
1	Fast Growth	Book	Price Pritchett & Ron Pound	Change Management	Leadership Competence
1	Leading with Authenticity in Times of Transition	Book	Bunker, Kerry, Wakefield, Michael	Change Management	Leadership Competency
1	Managing Change at Work	Book	Scott, Cynthia D, PhD, MPH, Jaffe, Dennis T. PhD, Axelrod, Richard H.	Change Management	Leadership Competence
1	Managing Organizational Change	Book	Scott, Cynthia	Change Management	Leadership Competence
2	Managing Transitions	Book	Bridges, William	Change Management	Leadership Competence
1	Terms of Engagement	Book	Axelrod, Richard H.	Change Management	Leadership Competence

1	The Change Agent's Handbook	Book	Hutton, David W.	Change Management	Leadership Competence
4	The Employee Handbook of New Work Habits for a Radically Changing World	Book	Price Pritchett & Ron Pound	Change Management	Leadership Competence
3	The Employee Handbook for Organizational Change	Book	Pritchett, Price & Pound, Ron	Change Management	Leadership Competence
1	The Process -Focused Organization A Transition Strategy for Success	Book	Gardner, Robert	Change Management	Leadership Competency
1	The Process-Based Organization	Book	Crosetto, Gustavo	Change Management	Competence Leadership
1	The Stress of Organizational Change	Book	Price Pritchett & Ron Pound	Change Management	Competence Leadership
1	The Secrets of Power Persuasion	Cassette	Dawson, Roger	Influence	Competence Leadership
1	The Secrets of Power Negotiation	Cassette	Dawson, Roger	Influence	Competence Leadership
1	50 One-Minute Tips to Better Communication	Book	Bozek, Phillip E. PhD Jeary, Tony, Cottrel,	Communication	Competence Leadership
1	136 Effective Presentation Tips	Book	David	Communication	Competence Leadership
1	American Speaker (your guide to successful speaking)	Book	Georgetown Publishing House	Communication	Competence Leadership
1	Celebrate the Butterflies	Book	Gower, Stephen M.	Communication	Competence Leadership
1	Developing Positive Assertiveness	Book	Lloyd, Sam R.	Communication	Competence Leadership
	How to be a Great Communicator In person, on Paper and at the Podium	CD	Qubein,Nido	Communication	Competence
1	How to Get Your Point Across in 30 Seconds or Less	CD	Frank, Milo	Communication	Leadership Competence

2	How to Speak & Listen Effectively	Book	Robbins, Harvey A .	Communication	Leadership Competence
1	Bull's Eye Business Writing	Book	Pincu, Gloria	Communication	Leadership Competence
1	Effective Listening Skills	Book	Kratz, Dennis	Communication	Leadership Competence
1	Meetings, Bloody Meetings	Video	Video Arts	Communication	Leadership Competence
1	Networking	Book	SkillPath	Communication	Leadership Competence
3	The Associated Press- Stylebook	Book	Goldstein, Norm	Communication	Leadership Competence
3	The Associated Press- Stylebook and Libel Manual	Book	Goldstein, Norm	Communication	Leadership Competence
3	The Best-Kept Secrets of Great Communicators	Book	Goldstein, Norm	Communication	Leadership Competence
1	Communicators	CD	Thomson, Peter	Communication	Leadership Competence
1	The Gregg Reference Manual	Book	Sabin, William A.	Communication	Leadership Competence
1	The Little, Brown Handbook	Book	Fowler, H. Ramsey	Communication	Leadership Competence
1	Verbal Advantage Memory Advantage	CD	Verbal Advantage	Communication	Leadership Competence

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QTY	Title	Type	Author	Category	Sub-Category
	Making the ADA Work for You	Video	AMI	Financial/Risk	Business Competence
1	Ergonomics is Good Economics	Book	AEM	Financial/Risk	Business Competence
			Crouhy, Michel;		
1	Risk Management	Book	Galai, Dan, & Mark,	Financial/Risk	Business Competence
1	Smart Risk Taking	Video	AMA	Financial/Risk	Business Competence
			Quality Media		
1	The ADA on Video/ Employment Issues	Video	Resources	Financial/Risk	Business Competence
1	Basic Business Math	Book	Truchon, Richard P.	Financial	Business Competence
1	Cost Containment	Book	Richardson, Peter R.	Financial	Business Competence
1	Financial Analysis	Book	Gill, James O.	Financial	Business Competence
1	Financial Modeling	Book	Benninga, Simon	Financial	Business Competence
	Financial Strategies for Successful				
1	Retirement	Book	Unknown	Financial	Business Competence
1	The Case Against Lawyers	Book	Crier, Catherine	Environment	Business Competence
1	The Death of Common Sense	Book	Howard, Philip	Environment	Business Competence
1	How To Speak TV, Print & Radio	Book	Jones, Clarence	Media Relations	Business Competence
	Maximize Your Performance With The				
1	Media	Book	Voss, David R.	Media Relations	Business Competence
2	Winning with the News Media	Book	Jones, Clarence	Media Relations	Business Competence
			Hateley, BJ Gallagher,		
1	A Peacock in the Land of Penguins	Book	& Schmidt Warren H.	Career Development	Business Competence
1	A Winning Attitude	Book	Poley, Michelle	Career Development	Business Competence
1	Becoming a More Versatile Learner	Book	Dalton, Maxine	Career Development	Business Competence
			Tieger,Paul, Barron,		
1	Do What You Are	Book	Barbara	Career Development	Business Competence

1	Doing It Now	Cassette	Bliss, Edwin C.	Career Development Business Competence
1	The Career Counselor's Handbook	Book	Figler, Howard & Bolles, Richard N.	Career Development Business Competence
	Developmental Assisgnments Creating Learning Experiences without Changing			
1	Jobs	Book	McCauley, Cynthia	Career Development Business Competence
1	Career Anchors	Book	Schein, Edgar H.	Career Development Business Competence
1	CEO of Self	Book	Cain, Herman	Career Development Business Competency
1	Creating You & Co	Book	Bridges, William	Career Development Business Competence
			Personnel Decisions	
1	Development First Workbook	Book	International Kennedy, Joyce,	Career Development Business Competence
1	Electronic Job Search Revolution	Book	Morrow, T.	Career Development Business Competence
1	Every Woman's Guide to Career Success	Book	Dudley,Denise Lombardo, Michael M	Career Development Business Competence
1	For Your Improvement	Book	&Eichinger, Robert	Career Development Business Competence
			Communication	
1	Get More Done in Less Time	Video	Briefings	Career Development Business Competence
1	Get Paid More and Promoted Faster	Book	Tracy, Brian	Career Development Business Competence
	High Impact Telephone Networking for			
1	Job Hunters	Book	Armstrong,Howard	Career Development Business Competence
1	How to Sell Yourself	Book	Lustberg, Arch	Career Development Business Competence
1	How to Get What you Want at Work	Book	Gray, John	Career Development Business Competence
			Communication	
1	If You Really Want to Get Ahead	Video	Briefings	Career Development Business Competence
1	It's All Within Your Reach	Cassette	Wickett, Mike	Career Development Business Competence
1	Making Your OwnLuck	Video	AMA Waldroop, PhD, James & Butler, PhD,	Career Development Business Competence
1	Maximum Success	Book	Timothy	Career Development Business Competence

1	New - Dress for Success	Book	Molloy's , John T.	Career Development Business Competence
1	No More Test Anxiety	Book	Newman, Ed Ph.D. Buckingham, Marcus	Career Development Business Competence
	Now Discover Your Strengths	Book	& Coffman, Curt	Career Development Business Competence
	Please Understand Me II	Book	Keirse, David	Career Development Business Competence
	Power Under Pressure	Cassette	Kriegel, Robert PhD	Career Development Business Competence
	Powerful Time Management Skills	CD	Covey, Franklin	Career Development Business Competence
	Preparing for the Behavior-Based	Book	Fitzwater, Terry L. McCauley,C,	Career Development Business Competence
	Reaching Your Development Goals	Book	Martineaur J	Career Development Business Competence
	Resumes in Cyberspace	Book	Criscito, Pat	Career Development Business Competence
	Stress That Motivates	Book	Scott, Dru PhD	Career Development Business Competence
	Test-Taking Strategies & Study Skills	Book	Rozakis, Laurie Ph.D. Lickson, Jeffrey E.	Career Development Business Competence
	The Continuously Improving Self	Book	PhD Waldrop, James, PhD, & Butler, Timothy,	Career Development Business Competence
	The 12 Bad Habits That Hold Good People Back	Book	PhD	Career Development Business Competence
	The Dale Carnegie Leadership Mastery Course How to Challenge yourself and Others to Greatness	CD	Carnegie, Dale Douglass, Dr Merrill, & Baker, Dr Larry	Career Development Business Competence
	The New Time Management	Cassette		Career Development Business Competence
	Thriving On Chaos	Cassette	Peters, Tom	Career Development Business Competence
	What Color is your Parachute	Book	Bolles,Richard	Career Development Business Competence
	What do you really Want	Book	Bachel, Beverly Klatt, Bruce, Murphy,	Career Development Business Competence Performance
1	Accountability: Getting A Grip on Results	Book	Shaun, & Irvine,	Management Business Competence Performance
1	Delegate for Results	Book	NPR	Management Business Competence

1	Execution the Discipline of Getting Things Done	CD	Lloyd, John	Performance Management	Business Competence
1	Maintenance Benchmarking and Best Practices	Book	Peters, Ralph	Performance Management	Business Competence
1	Make it Happen Before Lunch	Book	Schiffman, Stephan	Performance Management	Business Competence
14	Performance Reviews	Book	Langdon, Ken & Osborne, Christina	Performance Management	Business Competence
1	Results - Based Leadership	Book	Ulrich, Dave Zenger, Jack & Smallwood, Norm	Performance Management	Business Competence
1	The Accountability Revolution	Book	Samuel, Mark	Performance Management	Business Competence
1	The Human Touch Performance Appraisal	Book	Cadwell, Charles M.	Performance Management	Business Competence
1	The Oz Principle	Book	Connors, Roger, Smith, Tom & Hickman, Craig	Performance Management	Business Competence
3	Benchmarking Basics	Book	Patterson, James G.	Performance Measures	Business Competence
2	Delivering Community Outcomes	CD	SCGOV	Performance Measures	Business Competence
1	Goals and Goal Setting	Book	Rouillard, Larrie A.	Performance Measures	Business Competence
1	Make Success Measurable	Book	Smith, Douglas	Performance Measures	Business Competence
1	Measuring Up to the Baldrige	Book	Fisher, Donald C.	Performance Measures	Business Competence
14	Measuring Up	Book	Walters, Jonathan	Performance Measures	Business Competence

1	The Goal: The How to Version	Video	AMI	Performance Measures Customer	Business Competence
1	Calming Upset Customers	Book	Morgan, Rebecca L. Hateley, BJ Gallagher, & Schmidt Warren H.	Analysis/Focus Customer	Business Competence
1	Customer at the Crossroads	Book		Analysis/Focus Customer	Business Competence
1	Customer Service Excellence	Book	Macneill, Debra J. Carlaw, Peggy, & Deming, Vasudha Kathleen	Analysis/Focus Customer	Business Competence
1	Customer Service Training Games	Book		Analysis/Focus Customer	Business Competence
1	Dealing with Disappointed Customers	Video	Tomlin, Lily	Analysis/Focus Customer	Business Competence
1	Delight Me--The Ten Commandments of Customer Service	Book	George, Richard J. & Stanton, John L. Zemke, Ron,	Analysis/Focus Customer	Business Competence
1	Delivering Knock Your Socks off Service	Book	Anderson, Kristin	Analysis/Focus Customer	Business Competency
1	Exceptional Customer Service	Video	(Vols 1-3) Fred Pryor Seminars	Analysis/Focus Customer	Business Competence
1	One Ringy Dingy- You Are the Company (Customer Service Training Series)	Video / Book		Analysis/Focus Customer	Business Competence
1	Powerful Telephone Tips	Video	(Vols 1-3) Fred Pryor Seminars	Analysis/Focus Customer	Business Competence
1	The Customer Service Connection	Video	Kantola Productions	Analysis/Focus Customer	Business Competence
1	The Seven Deadly Sins of Customer Service	Video / Book		Analysis/Focus Customer	Business Competence
1	We are Customers to Each Other	Video	Tomlin, Lily Telephone Doctor	Analysis/Focus Customer	Business Competence

	Consulting on the Inside	Book	Scott, Beverly	Customer Internal Consulting	Business Competence
	Flawless Consulting	Book	Block, Peter	Customer Internal Consulting	Business Competence
6	The Future of Staff Groups	Book	Henning, Joel P. Tubesing, Nancy	Customer Internal Consulting	Business Competence
1	Kicking Your Holiday Stress Habits	Book	Loving, & Donald A.	Health/Wellness	Business Competence
1	Managing Myself (Learning to Live Well w/Asthma)	Video	Zeneca	Health/Wellness	Business Competence
1	Prescription for Nutritional Healing	Book	Balch, James	Health/Wellness	Business Competence
1	Strategies for Stress Free Living	Cassette	Sherman, Dr Clay	Health/Wellness	Business Competence
1	Stress Control	Book	Bell, Steve	Health/Wellness	Business Competence
1	Understanding Lower Back Pain1	Video	Cigna Healthcare	Health/Wellness	Business Competence
1	Take Charge!	Book	McCord, Dr. Kerry	Health/Wellness	Business Competence
1	The 1200-Calorie-A-Day Menu Cookbook	Book	Hughes, Nancy S.	Health/Wellness	Business Competence

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