

HUMAN RESOURCES REFERENCE LIBRARY

The following books, videos and cassette tapes are available for employees to borrow:

Books/Booklets

Attitude: Your Most Priceless Possession
Calming Upset Customers
Customer Satisfaction
Disability Etiquette, Copy 1
Disability Etiquette, Copy 2
Disability Etiquette, Copy 3
Dogbert's Top Secret Management Handbook
Managing Quality Customer Service
Memory Skills In Business
New Employee Orientation
Quality Customer Service
Quality Interviewing
Telephone Courtesy And Customer Service
The 50-Minute Supervisor
The Winning Formula: Successful Management

Other books:

Alaska: North To The Future
How Our Laws Are Made
Sitka Community Profile 2003
Sitka Through Four Seasons (with town map)
The Constitution Of The United States Of America

Videos

Coaching Skills For Managers And Supervisors, Volume 1
Coaching Skills For Managers And Supervisors, Volume 2
Coaching Skills For Managers And Supervisors, Volume 3
Excellence In The Public Sector
How To Manage Conflict, Anger And Emotion, Volume 1
How To Manage Conflict, Anger And Emotion, Volume 2
How To Manage Conflict, Anger And Emotion, Volume 3
How To Supervise People, Volume 1
How To Supervise People, Volume 2
How To Supervise People, Volume 3
Interpersonal Communication Skills, Volume 1
Interpersonal Communication Skills, Volume 2
Interpersonal Communication Skills, Volume 3
Professional Supervision Skills, Volume 1
Professional Supervision Skills, Volume 2
Professional Supervision Skills, Volume 3
Professional Telephone Skills
The Winning Formula

Cassette tape:

How To Give Exceptional Customer Service