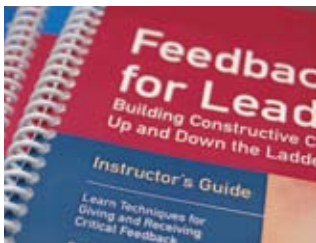


Crisp Series™

 **CRISP** series : THE BEST IN PERSONAL AND PROFESSIONAL DEVELOPMENT LEARNING MATERIALS : 2008



The Crisp Series

The best in personal and professional development learning materials

Series Highlights



Instructor Guides for the Crisp Fifty-Minute™ Series

Instructor Guides turn our award-winning self-study books into an instructor-led solution. Combined with Fifty-Minute Series workbooks, these spiral-bound manuals provide a turnkey solution for highly-interactive, fast-paced, and fun classroom training. *(See page 37)*



Crisp with e-Learning—Experience True Blended Learning

Our high-quality Crisp Fifty-Minute Series titles are now available with engaging e-Learning. Enjoy the benefits of a workbook-style Crisp book enhanced by interactive e-Learning activities and assessments. *(See page 42)*



Custom Solutions—Easily Structure and Create Custom Materials

License or customize the most popular Fifty-Minute courses with our easy-to-use Crisp CustomCourse customization engine. Output your course as a Word document, PDF file, or Web page, or let us do the work for you. *(See page 45)*



New and Improved Learning Tracks

Designed for self-directed, in-depth learning, our Crisp Learning Tracks bring together the best Crisp books on a topic area into one cost-effective bundle. Available for key subject areas such as leadership, customer service, and supervision. *(See page 47)*

Dear friends and colleagues:

For over 20 years, the Fifty-Minute™ Series has continued to be the best in business and professional development books available anywhere.

In the last year, we've had some exciting developments:

- **Great new titles**—The series contains more than 250 books, featuring new titles on important and current topics, such as Sarbanes-Oxley, e-mail management, and event planning (*see book listing starting on page 6*).
- **Instructor Guides**—Perfect for classroom learning, our new, fully scripted Instructor Guides are filled with resources and tips (*see page 37*).
- **The Crisp Retailing Smarts Series**—This outstanding series, created in partnership with the National Retail Federation, has been improved and updated (*see page 41*).
- **Crisp with e-Learning**—New highly-interactive packages feature a Crisp Fifty-Minute book with e-Learning (*see page 42*).

With all of these timely updates, Crisp continues to be the accessible, easy-to-use series that you know and love. As always:

- Crisp books are written by top experts in their fields, many of whom are also classroom instructors.
- The concise, user-friendly, interactive format makes learning fast, easy, and fun.
- Highly-interactive Fifty-Minute Series titles include exercises, case studies, and contemporary examples throughout.

As we begin our fifth year publishing the Crisp Series, I'd like to thank you for your interest and business. If you've been a long-time Crisp user—we appreciate your loyalty and think you'll be excited by our expanded offerings. And if you're new to Crisp—welcome, and we hope you enjoy.

Sincerely,
Mike Springer

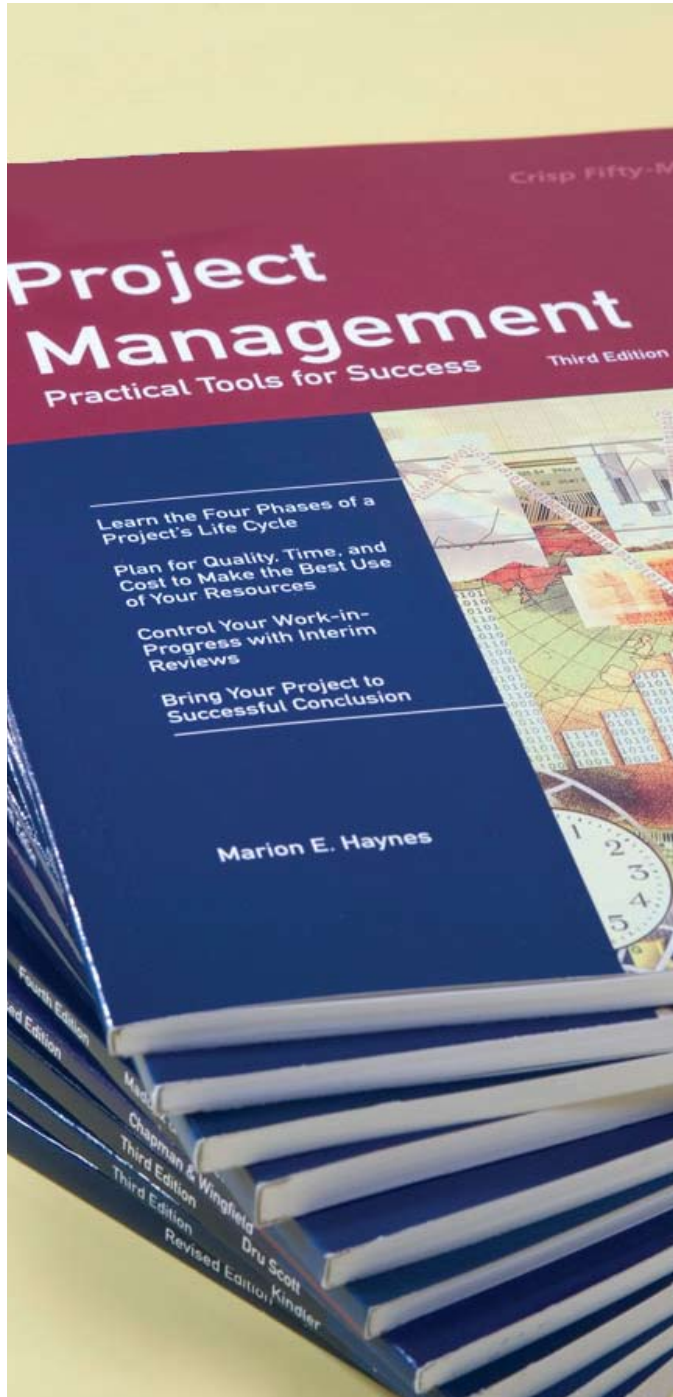


President and CEO

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The Crisp Fifty-Minute Series™



Easy-to-use, interactive books for personal and professional development

Crisp Fifty-Minute™ Series books are designed to communicate important, relevant information in an accessible, easy-to-use format. Packed with activities, self-evaluations, planning tools, and effective, real-life examples, these widely acclaimed books deliver lessons on basic business and professional skills essential to employees at all levels of an organization.

With the largest selection of affordable professional development training materials in the industry, the Crisp Series offers reliable, enjoyable solutions for both self-paced and classroom learning. Each title is carefully developed around specific learning objectives supported by a professionally developed assessment.

New offerings such as Instructor Guides, improved Learning Tracks, and e-Learning packages, along with the Fifty-Minute Series and the Crisp CustomCourse customization engine, make the Crisp Series the most flexible, extensive soft-skills training solution available today.

The Downloads section of our Web Site Offers Outstanding Resources and Support— www.axzopress.com

Visit our dedicated support site for instructors.
Key tools include:

- Free Crisp assessments
- Lists of the most recently published titles
- In addition, PDF previews of Crisp courses are also available on individual book pages at www.axzopress.com

Six reasons to put the Crisp Series to work:

1. Books are developed by top experts in their fields.
2. The user-friendly, interactive format makes learning fast, easy, and fun.
3. The series covers a wide range of important soft-skills topics—over 250!
4. Fully scripted Instructor Guides let you turn Crisp Fifty-Minute books into an instructor-led solution complete with PowerPoint slides, overhead masters, and classroom handouts.
5. Highly interactive Fifty-Minute titles include exercises, case studies, and examples throughout.
6. Test learners' knowledge of the subject matter before or after a course, using a free 25-question assessment.



Competency-Based Learning

Comprised of more than 250 titles, the Crisp Series offers broad coverage of important and current soft skills topics. To see a matrix which lists Crisp Fifty-Minute Series books and notes which key topic areas they cover, as well as which ancillaries are available to complement each book, visit our Web site: www.axzopress.com/instructor.

“ Why do I use Crisp books? Because they are high-quality materials. They focus on key important points for each topic—and they make students think. Crisp books provide a well-paced reflective process, with practical exercises—the type of process needed to teach the “soft skills,” management skills, and personal development skills the books focus on... I also like the books because they are simple, clear, and straightforward without “talking down” to students... Students appreciate the practical nature of the books, and the “real-world” examples and exercises. ”

—Marguerite Langlois, community college instructor and training consultant

Crisp Fifty-Minute Series™ Titles

BUSINESS ACCOUNTING



The Accounting Cycle, Second Edition

Jay L. Jacquet and William C. Miller, Jr.



Written for the beginner, this concise guide maps out the accounting cycle: balance sheets, income statements, ledger transactions, trial balances, and closing entries. Ideal for small or new businesses, this book explains single-entry and double-entry accounting, and cash versus accrual accounting.

1-56052-667-X \$13.95

CBT • IG



Accounting Essentials

Jay L. Jacquet



Understanding the numbers associated with day-to-day operations is no longer just the domain of the finance and accounting departments. Everyone should learn the fundamentals of the cost of their organization's products or services, the price strategies involved, and the impact that short- and long-term decisions have on the bottom line.

1-56052-698-X \$13.95

CBT

Sarbanes-Oxley

Editors of Crisp



1-4239-5049-6 \$13.95

CBT • IG

BUSINESS & OFFICE SKILLS



E-Mail Management

Nancy Flynn



This book, from industry expert Nancy Flynn, offers expert advice and best practices for individuals and organizations eager to get a grip on e-mail overload. Self-assessments and exercises allow readers to put the fifty strategic tips and best practices to work on the development and implementation of a customized e-mail management program.

1-4239-1799-5 \$13.95

IG



Event Planning for Everyone

Kathleen Begley, Ph.D.



This book will take you through all the steps on your way to planning, organizing, marketing, and pulling off a fun, memorable, and successful event. From developing a framework for the event to negotiating with vendors to preventing problems and recovering from those that occur to reviewing the event after it's over, *Event Planning for Everyone* provides tips and tools to help you manage the process of planning successful events.

1-4239-5528-5 \$13.95



Meeting Skills for Leaders, Third Edition

Marion E. Haynes



Use this planning guide to help you eliminate time-wasting components and benefit from lean, productive meetings. Formerly titled *Effective Meeting Skills*, this book includes helpful tips, exercises, and checklists.

1-4188-6489-7 \$13.95

CBT • IG

Also available:

CBT = Computer-based training (see p. 42)

IG = Instructor Guide (see p. 37)



Office Management, Second Edition

Marilyn Manning and Patricia Haddock

A concise guide to effective office management. You'll learn how to plan, organize, and establish controls for better results.

Exercises and case studies cover leadership in the office, performance measurement, coaching and counseling skills, and more.

1-56052-604-1..... \$13.95



Organizing Your Work Space, Second Edition

Odette Pollar

Tackle that endless flow of paper, e-mail, and other incoming information with creative filing tips, clutter-busters, and workable action plans. Start today! Manage your desk and your desktop. Keep clutter away permanently.

1-56052-522-3..... \$13.95

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Basics of Inventory Management

J. David Viale

1-56052-361-1..... \$13.95

Basics of Manufacturing

J. David Viale

1-56052-303-4..... \$13.95

Business Etiquette & Professionalism, Second Edition

M. Kay DuPont

1-56052-475-8..... \$13.95

Disaster Preparedness

Julie Freestone and Rudi Raab

1-56052-495-2..... \$13.95

Employee Suggestion Systems

Robert Bassford

1-56052-395-6..... \$13.95

Ethics in Business

Robert B. Maddux

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Eleanor Davidson

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JIT Forecasting and Master Scheduling

J. David Viale

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Rebecca Luhn-Wolfe

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Steve Mandel

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Professionalism in the Office

Marilyn Manning

1-56052-606-8..... \$13.95

Sales Conferences and Meetings

Kathleen Begley, Ph.D.

1-4239-5730-X..... \$13.95

Starting Your New Business, Second Edition

Charles L. Martin, Ph.D.

1-56052-144-9..... \$13.95

The Telephone and Time Management

Dru Scott

0-931961-53-X..... \$13.95

Also available:

CBT = Computer-based training (see p. 42)

IG = Instructor Guide (see p. 37)

Writing Effective E-Mail, Second Edition

Nancy Flynn and Tom Flynn

1-56052-681-5 \$13.95



CHANGE MANAGEMENT



Change Management, Third Edition

Cynthia D. Scott, M.P.H., Ph.D. and Dennis T. Jaffe, Ph.D.

With today's fast-paced and hectic way of doing business, change in the workplace has become an everyday reality. Major

changes, such as mergers, takeovers, and layoffs, can leave employees feeling confused, fearful, or disheartened. Formerly titled *Managing Change at Work*, this book helps managers work through organizational change with strategies for providing positive leadership while dealing effectively with resistance and other trouble spots.

1-4188-8915-6 \$13.95

CBT • IG



Coping with Workplace Grief, Second Edition

J. Shep Jeffreys

The losses we experience are seldom ones we have control over. Changes in the workplace, such as mergers, downsizing, and reorganization, or the death or serious

illness of a loved one or a co-worker, affect our morale and productivity. If you are coping with major changes in your life, you may be feeling pain, anger, or fear. *Coping with Workplace Grief* shows you that you are not alone. You will learn about the sources of change in the workplace, and explore the different ways people react to change.

1-56052-676-9 \$13.95



Managing Personal Change, Second Edition

Cynthia D. Scott, Ph.D., M.P.H. and Dennis T. Jaffe, Ph.D.

It has been said that change is the only constant, and all of us will experience changes, both large and small, in our lives. In today's fast-moving world, we are all confronted with changes daily whether we are "ready or not," leaving many of us feeling overwhelmed, confused, or uncertain about the future. *Managing Personal Change* will help you understand your reactions to change while suggesting ways you can respond more positively and productively through transition periods.

1-56052-680-7 \$13.95

IG



Stress That Motivates, Second Edition

Dru Scott

Stress is an inevitable part of life. There are many books out there that seek to eliminate stress, but what about putting stress to work instead? This book introduces readers to this revolutionary way of thinking through "self-talk secrets" and insights that will not only help them recognize their stress triggers but will motivate them to consciously change the way they think and react to stress.

1-56052-537-1 \$13.95

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Elwood N. Chapman

1-56052-195-3 \$13.95

Stress Management, Third Edition

Merrill F. Raber M.S.W., Ph.D., George Dyck M.D., and Barbara Preheim

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Systematic Succession Planning

Sandy Pokras

1-56052-380-8 \$13.95

Understanding Organizational Change

Lynn B. Fossum

0-931961-71-8 \$13.95

COACHING & MENTORING



Be Your Own Coach

Barbara Braham, M.S.W. and Chris Wald, M.A., Ed.

This book will show you how to recognize opportunities for personal and professional growth, define commitments to yourself and keep them, develop greater self-confidence and self-awareness, and understand the power of your feelings, moods, and reactions. It is possible for you to develop your own approach to learning and excel without the benefit of a formal coach. By developing self-coaching skills, you will empower yourself by creating new possibilities for growth for yourself and your organization.

1-56052-581-9 \$13.95

CBT



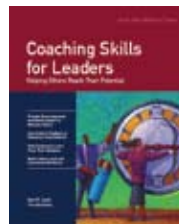
Coaching and Counseling, Third Edition

Marianne Minor, M.S.W.

Fine-tune your skills as a motivating manager, supervisor, or advisor with this proven self-study primer. Learn the differences between counseling and coaching, and understand when to apply each technique for the best results. Hands-on chapters help you identify your weaker coaching and counseling skills and build upon your stronger ones.

1-56052-655-6 \$13.95

IG



Coaching Skills for Leaders

Sam R. Lloyd and Tina Berthelot



In today's business environment, the ability to coach employees is increasingly found in many managers' job descriptions. Traditionally, a manager's responsibilities have included providing direction to others, setting goals, overseeing work, and solving problems. While these duties are still part of any manager's job, more and more organizations are recognizing the need to retain managers who are also coaches—leaders and teachers who can motivate people, provide encouragement, and give positive feedback to help others do their best.

1-4188-6492-7 \$13.95

CBT • IG



Making the Most of Being Mentored

Gordon F. Shea



This book will teach you how to create a strong mentor/mentee relationship, and how to grow from that partnership. You will learn what mentors can offer you, how mentoring can help you manage your self-development, and how to pick a mentor. As a well-prepared mentee, you can look forward to a rewarding opportunity for personal and professional development.

1-56052-546-0 \$13.95

CBT • IG

Also available:

CBT = Computer-based training (see p. 42)

IG = Instructor Guide (see p. 37)



Mentoring, Third Edition

Gordon F. Shea



You'll find this updated best-seller to be an insightful guide to better mentoring in today's workplace. This quick-read manual teaches you the skills for becoming a competent, inspiring teacher. It explains the many styles of mentoring, ways to understand mentee needs, and types of behaviors to practice and avoid. Features real-world, ready-to-use advice, with a special section for handling unique situations, including cross-cultural and gender issues.

1-56052-642-4 \$13.95

CBT • IG



Performance Management, Fourth Edition

Robert B. Maddux



In this book—formerly titled *Effective Performance Appraisals*—you will learn how to maximize employee input and participation during an appraisal, how to

maintain positive communication about expectations versus performance, and how to follow up on agreements reached. The techniques outlined in this book will help you fashion a well-planned and thoughtful process for creating an open atmosphere for discussion and for leading the way for employees' personal development and growth.

1-4188-8914-8 \$13.95

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Coaching for Development

Marianne Minor, M.S.W.

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John Wade



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Multipoint Feedback

Deborah Jude-York

1-56052-427-8 \$13.95

Partners in Performance

Tony Moglia

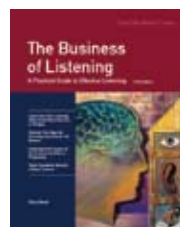
1-56052-446-4 \$13.95

Personal Counseling, Third Edition

Richard Knowdell

1-56052-184-8 \$13.95

COMMUNICATION



The Business of Listening, Third Edition

Diana Bonet



It's a fact—most of us use only one-third of our listening capacity! Learn how to expand your listening abilities and become a more effective communicator. This easy step-by-step improvement program teaches you how to take in greater amounts of information, remember more, and "hear between the lines."

1-56052-590-8 \$13.95

CBT • IG



Communication Skills for Leaders, Third Edition

Bert Decker



Formerly titled *The Art of Communicating*, this valuable guide teaches the nationally famous Decker system—a powerful communication tool that emphasizes the role of posture, gesture, dress, voice, and humor in making an impact. You will discover proven techniques for getting and holding your audience's attention, nine skills to enhance your credibility, and a discussion of how our habits affect our communication.

1-4188-6490-0 \$13.95

CBT • IG



Creating Rapport, Second Edition

Elaina Zuker

This book provides students with the information to develop rapport skills to better understand and communicate with people. Students will learn refined listening skills and how to discover other people’s decision-making strategies, which will enable students to enhance their ability to influence other people’s decisions and communicate flexibly.

1-4188-4688-0 \$13.95



Face-to-Face Communication

Kathleen Begley, Ph.D.



Even as technology has allowed us to connect with an ever-expanding global network with the click of a mouse, face-to-face communication is still as important as ever. Improving one’s in-person communication may seem quaint in this computerized age, but most workplace situations, especially those involving conflicts, feelings, or other sensitive issues, still demand human contact and effective interaction.

1-56052-699-8 \$13.95

CBT • IG



Making Your Message Memorable

Deborah Shouse, Ron Zoglin, and Susan Fenner, Ph.D.

Delivering your message through stories is an excellent way to break the ice, inspire people, share good news, build team spirit, and more. This book shows you how you can put stories to work in everyday business situations. You will learn a number of techniques for turning your experiences into effective stories, as well as advice on getting to know your audience, finding your storytelling style, and bringing your story to life.

1-56052-688-2 \$13.95



Networking for Success

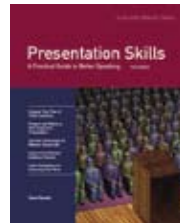
Nancy Flynn



This book will help you build the tools to initiate a networking plan with specific goals, establish relationships that are meaningful and long-term, use electronic media to expand your network, and develop ways to promote yourself through your networking. Everyone has a personal networking style, and this book will help you understand your style, and design an approach that will work for you.

1-56052-682-3 \$13.95

CBT • IG



Presentation Skills, Third Edition

Steve Mandel

Enhance your presentation skills and shine in any meeting with this friendly, concise best-seller, formerly titled *Effective Presentation Skills*. Includes everything you need to know to deliver a solid sales pitch or presentation with clarity, credibility, and confidence. You’ll learn how to organize your thoughts and data for maximum impact, develop eye-catching visual aids, and use effective body language. Also includes the how-tos of conducting effective question-and-answer sessions.

1-4188-8912-1 \$13.95

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50 One-Minute Tips to Better Communication, Second Edition

Phillip E. Bozek, Ph.D.

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Frank Corrado



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Michael Kravitz and Susan Schubert

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Norman Hill

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Terry L. Paulson, Ph.D.

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Claire Raines

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Diana Bonet

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COMPUTING



Excel 2003 Now!

Learn how to use Microsoft® Excel for tasks ranging from fundamental spreadsheet functions to integration with other Microsoft Office programs. The step-by-step instructions in this book will help you learn the basics of this spreadsheet program so you can create easy-to-manage and professional-looking spreadsheets.

1-4188-4109-9..... \$13.95



PowerPoint 2003 Now!

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1-4188-4116-1..... \$13.95

CBT



Word 2003 Now!

Master this essential software in just a few short lessons. Many office workers use Microsoft® Word on a daily basis to write letters, formulate reports, and build Web pages. This interactive book encourages you to work at your own pace, with plenty of exercises and examples to help you along the way.

1-4188-4115-3..... \$13.95

CBT

KAZ (Keyboarding A to Z)

Editors of Crisp

1-4188-4108-0..... \$13.95

Also available:

CBT = Computer-based training (see p. 42)

IG = Instructor Guide (see p. 37)

CREATIVITY



Clear and Creative Thinking

Herb Kindler, Ph.D.

Develop the kind of breakthrough thinking that generates new ideas, creative solutions, and sustained success. This book will show you how to think outside the box, overcome obstacles to problem solving, and find your

way to great ideas.

1-56052-672-6..... \$13.95

CBT • IG



Creative Decision Making, Second Edition

H. B. Gelatt and Carol Gelatt

You have probably been taught to use logic and reasoning to make the best decisions. Although this is certainly sensible advice, the future is unpredictable, and uncertainty can never be eliminated. The key is to be

positive about uncertainty: that is, approach every decision with an open mind to create more possibilities. *Creative Decision Making* helps you do just that by presenting four paradoxical principles designed to expand the way you think about the decisions you make.

1-56052-690-4..... \$13.95

CBT • IG



Creativity in Business, Second Edition

Carol Kinsey Goman, Ph.D.

Creativity provides a competitive advantage! Learn how to spot creative blocks (fear of failure, rule-following, making assumptions, etc.) and how to be a blockbuster. Learn such techniques such as idea generating,

point-of-view exercises, journaling, the use of metaphor and analogy, problem solving, and visual thinking—plus group creativity and ways to sell ideas.

1-56052-533-9..... \$13.95

CBT • IG

Making Humor Work

Terry L. Paulson, Ph.D.

0-931961-61-0..... \$13.95

CUSTOMER SERVICE



Calming Upset Customers, Third Edition

Rebecca L. Morgan

Handling an upset customer is one of the more delicate aspects of customer service, but it is a skill that can be learned.

This book offers sensible advice for managing these often tense and stressful situations while staying cool-headed and effective. The Third Edition includes new information on calming upset customers via e-mail, as well as updated research and statistics about handling customer complaints and calming customers.

1-56052-669-6..... \$13.95

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Customer Satisfaction, Third Edition

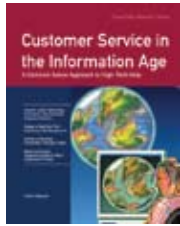
Dru Scott

Want to build trust and encourage repeat business? This highly motivating book will show you how to quickly improve customer service skills inside your organization—and

see a significant impact at the consumer level. This book teaches employees the people skills they need to handle irate clients and co-workers, defuse anger, avoid complaints, prevent burnout, and enhance communication—all essentials for every business.

1-56052-523-1..... \$13.95

CBT • IG



Customer Service in the Information Age

JoAnn Haberer

Customer service has changed dramatically over the past few decades. New technology has given customer service personnel more options for reaching customers, even as it has given consumers easier access to data and information. *Customer Service in the Information Age* explains how businesses can still provide great customer service with a personal touch—whether it is through e-mail, the telephone, or a company Web site.

0-619-25909-4 \$13.95

CBT



Measuring Customer Satisfaction

Richard Gerson

Everyone is aware of the importance of satisfying customers—but how do you measure their satisfaction? This book walks you through quality and customer satisfaction measurement by teaching you what to measure, when to measure it, how to measure it, how to analyze the data, and what to do with your results.

1-56052-178-3 \$13.95



Quality Customer Service, Fourth Edition

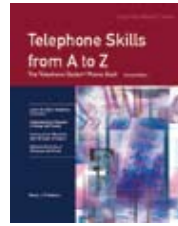
William B. Martin, Ph.D.

Enjoy fast turnaround training in customer service with this hands-on guide. By teaching employees how to present a positive attitude, read customer needs, and fulfill those needs,

this book provides the keys to generating repeat business. The lively format includes exercises, quizzes, and case studies to reinforce the skills that will make every employee aware of the importance of excellent customer service.

1-56052-599-1 \$13.95

CBT • IG



Telephone Skills from A to Z, Second Edition

Nancy J. Friedman

Your company's reputation is on the line—literally. Make good phone skills a standard throughout your organization with this practical guide to the basics. This book teaches everyone how to adopt a professional, friendly tone from the initial greeting to the final good-bye—and how to handle whatever arises in between. A vital reference tool.

1-56052-580-0 \$13.95

Beyond Customer Service, Second Edition

Richard Gerson

1-56052-461-8 \$13.95

Call Center Success

Lloyd C. Finch

1-56052-578-9 \$13.95

Managing Quality Customer Service

William B. Martin, Ph.D.

0-931961-83-1 \$13.95

Telemarketing Tips from A to Z

Nancy J. Friedman

1-56052-603-3 \$13.95

Telephone Courtesy & Customer Service, Third Edition

Lloyd C. Finch

1-56052-577-0 \$13.95

Also available:

CBT = Computer-based training (see p. 42)

IG = Instructor Guide (see p. 37)

DIVERSITY



Dynamics of Diversity

Odette Pollar and Rafael Gonzalez

Diversity is a key element in any successful workplace, but to be successful, a diverse workforce must learn to work together. This book helps you implement a company-wide diversity training program. Learn how to expose key issues, get your management's buy-in, develop and implement your plan, and more.

1-56052-247-X..... \$13.95

CBT • IG



Putting Diversity to Work

Simma Lieberman, George Simons, D. Min., and Kate Berardo

Creating a diverse workforce is not just a matter of complying with laws—it makes good business sense. An organization made up of people with various skills, perspectives, and experience does better in the global marketplace and encourages employees to put their unique talents to use while adding value to the organization. *Putting Diversity to Work* addresses ways to recruit and retain multitalented employees.

1-56052-695-5..... \$13.95

CBT • IG



Working Together, Third Edition

George Simons, D. Min.

Today's workplace brings together a variety of people with very diverse backgrounds and behaviors. Discover how culture and politics affect your organization, learn how to reverse prejudicial thinking, and understand how gestures and body language can differ between cultures. This book will help you evaluate how you think about yourself and others, learn how to speak and listen effectively to people with different backgrounds, and pay closer attention to where, when, and how you do things.

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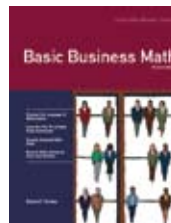
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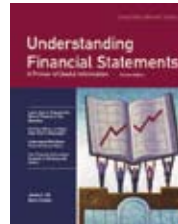
James O. Gill and Moira Chatton

Written by the author of *Understanding Financial Statements*, this book provides information on topics such as forecasting, budgeting techniques, corporate statements,

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*Emmanuel Fragniere and
George Sullivan*

Risk management is not a “rocket science” discipline. It is based on common sense, but it must be grounded in systematic and rigorous approaches. *Risk Management*

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protects the interests of investors and employees by making corporate disclosures more accurate and reliable. This book provides a basic understanding of this monumental legislation, its impact on public companies, and how businesses must comply.

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HUMAN RESOURCES



Behavior-Based Interviewing

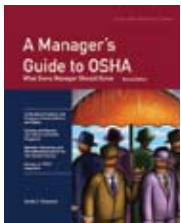
Terry Fitzwater



It is not enough to hire people based solely on what you think they can do. Behavioral, objective, fact-based criteria must be developed to increase your chances of placing the right person in the right job.

This highly interactive book will give you all the information you need to conduct an effective interview and make a successful hiring decision. Learn how to prepare for an objective interview, ask the best questions, interpret behavior, and follow up after an interview. We've included a comprehensive list of 200 behavior-based questions to get you started.

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Neville C. Tompkins



The Occupational Safety and Health Act of 1970 has had a profound effect on workplace safety in the United States—accidents have declined, occupational health issues have received attention, and employers have gained greater control over workers' compensation costs. *A Manager's Guide to OSHA* is designed to help managers and human resource professionals become familiar with this important law, and offers guidance on what to expect during OSHA inspections, which citations can be imposed, and how to appeal if necessary. This revised edition contains the most recent information related to OSHA.

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Recruiting for High Performance

Robert W. Wendover

This book is full of helpful tips on how to develop a recruiting plan and target labor sources that will attract the best people. Recruiting is a two-way street—while managers strive to find the best candidates to fill their job openings, potential recruits are evaluating whether an organization is a desirable employer. Discover ways in which your organization can maintain good visibility and position itself as a good company at which to work.

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Ron Visconti, M.A. and Richard Stiller

When managers are faced with having to dismiss an employee, termination can be made easier by understanding the process involved. This book is designed to help correct the myths and misconceptions, and to explain the legal ramifications of employee termination.

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Elizabeth H. Doucet and Juliana Lightle, Ph.D.



Learn how to define and spot sexual harassment, deal with problem employees, handle and document harassment claims, and train employees to recognize and report discrimination. This updated version examines changes in the law since the book was first published and how subsequent court rulings affect today's workplace. When we all understand how our relationships and behaviors contribute to the climate of our workplace, we can be part of an organization that creates a positive and secure surrounding that is free of discomfort, distrust, and fear.

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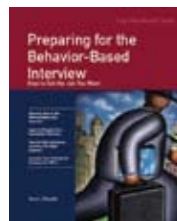


Job Search That Works

Rick Lamplugh

Developed primarily for individuals without a college degree, this book outlines a proven 10-step job search program. Among other topics, you'll learn how to make an impact with résumés, applications, telephone interviews, and in-person interviews.

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Terry Fitzwater

This book presents suggestions on preparing for interviews in which you will be asked to describe your experience with tasks valued by potential employers. The book also provides tips on researching companies and making a good impression even before the interview.

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Preparing for Your Interview

Diane Berk

Learn insider information about successful interviewing techniques. This concise, practical guide prepares and primes interviewees for the job-hunting process. It covers the dos and don'ts of interviews

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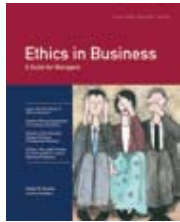
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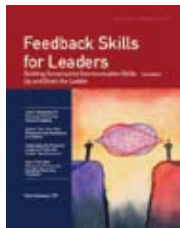
Ethics in Business

Robert B. Maddux and Dorothy Maddux

In this book you will learn the five rules of ethical behavior, explore ethical approaches to employee discipline, examine how personal values influence professional behavior, and follow a ten-step process for solving ethics-related business problems. This course will help you recognize and think through ethical issues when they arise, correct unethical practices that may have been previously unnoticed or ignored, and communicate the need for applying ethical principles at all organizational levels.

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Feedback Skills for Leaders, Third Edition

Patti Hathaway, CSP



People crave feedback. Leaders who learn how to provide effective feedback create opportunities for employees to grow, become motivated, and make positive contributions to their organizations. This book shows new and even experienced managers the benefits of developing this critical skill, both in giving and receiving feedback. Readers will learn specific techniques for receiving and responding to critical feedback and will learn the positive impact of praise and positive messages.

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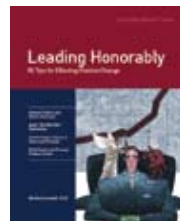
Larrie Rouillard



Goals provide a sense of purpose as well as a reason to strive for meaningful results. This book helps you define goals and set measurable objectives, whether a goal is one you have set for yourself or one that has been assigned to you. Discover how to handle obstacles that may stand in your way, and learn how visualizing your goals can turn your mind into your biggest motivational tool.

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Leading Honorably

Marlene Caroselli, Ed.D.

The best definition of a leader may be a person who effects positive change. Depending on the circumstances, a given leader might be called upon to bridge the old and the new, the past and the future, the young and the old, the internal with the external customer, the product with the consumer, the corporation with the community, and so on. It seems the times and the circumstances are appropriate for a book that explores becoming a better leader by taking honorable action.

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Learning to Lead, Second Edition

Pat Heim, Ph.D., Elwood N. Chapman, and Serge Lashutka



Having a staff to supervise doesn't automatically make someone a leader. Leaders need to go beyond basic management skills to get work done through others. *Learning to Lead* gives readers a thorough introduction to the differences between leaders and managers. It provides numerous assessments that readers can use to determine their own leadership potential in areas such as communication, authority, decision making, and team building.

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Organizational Vision, Values, and Mission

Cynthia D. Scott, M.P.H., Ph.D., Dennis T. Jaffe, Ph.D. and Glenn R. Tobe, M.A.

The leader of today has a vision for tomorrow: a vision that is clear, achievable, motivating, and exciting. Managing by vision allows an organization to create its future. This books shows managers how to develop organizational vision, values, and mission to build team spirit and productivity.

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Emmanuel Fragniere and George Sullivan

Risk management is not a "rocket science" discipline. It is based on common sense, but it must be grounded in systematic and rigorous approaches. *Risk Management*

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MANAGEMENT / SUPERVISORY SKILLS



Conflict Management, Third Edition

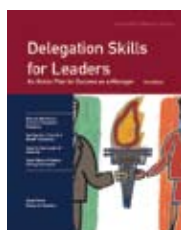
Herb S. Kindler, Ph.D.

Formerly titled *Managing Disagreement Constructively*, this book helps readers improve their interpersonal, communication, and mediation skills. Readers will

learn a four-phase process for resolving conflict and master skills that will enrich their work, their relationships, and their careers.

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Excellence in Supervision is a five-part course describing the critical success factors that supervisors need to create a positive, powerful, and motivating environment for employees. With this book, supervisors

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The New Supervisor, Fourth Edition

Elwood N. Chapman and Wil McKnight

Supervising others is a special challenge many people are called to do in their professional careers. This book prepares those meeting this new leadership responsibility to gain confidence and project the right attitude from Day One. A best-seller for many years, *The New Supervisor* has been newly revised to include updated examples and an added focus on productivity and getting results.

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Retaining Your Employees

Barb Wingfield and Janice Berry



Companies of all sizes are finding an urgent new priority—keeping employees. This book takes the reader through the critical ideas of employee retention using what is called the Three Rs of Employee Retention—Respect,

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Achieving Life Balance

Sam R. Lloyd and Tina Berthelot

Achieving life balance has become one of the hottest topics for self-improvement in today's hectic world. With constant demands pulling us in every direction, more and more of us are recognizing the need to reevaluate, reorganize, and reprioritize to live the life we want. Perhaps you are currently in this position. If so, *Achieving Life Balance* is for you. The tips in this book will show you how to take charge, set goals, and rewrite your life script in order to change the patterns that may be keeping you from living a better life.

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Elwood N. Chapman and
Wil McKnight

Maintaining a healthy, positive attitude is the key to success in any organization. This best-selling primer gives you and your employees proven, usable techniques to stay positive and focused in today's busy, pressure-filled world. Two new chapters on workplace attitudes help you polish people skills, renew enthusiasm, and encourage healthy perspectives that lead to career success. Exercises, checklists, and examples guide you throughout.

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IG



Critical Thinking

Daniel A. Feldman, Ph.D.

In life, we are faced with many challenges. The ability to effectively think through any situation is the key to solving problems and making good decisions. This book will take you step-by-step through the critical thinking process, from evaluating arguments to developing explanations.

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Developing as a Professional

Marilyn Manning and Patricia Haddock



Developing as a Professional gives readers a refresher course on the basics of proper etiquette and good manners in business and social situations. It's also a how-to guide to projecting a competent and responsible image. Fifty tips cover everything from scheduling time effectively to managing meetings efficiently, and even give advice for coping with challenges such as defusing conflict and managing pressure and stress. This book is ideal for people just entering the workforce, technical workers who need to polish their social skills, or employees who have been promoted to positions requiring more interaction with others.

1-56052-697-1\$13.95

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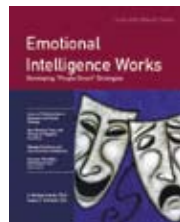
Developing Positive Assertiveness, Third Edition

Sam R. Lloyd

Are you submissive, aggressive, or assertive? Find out where you fit and why assertiveness is the best way to achieve your goals. Learn which words to use, how to use and interpret body language, and how to interpret peoples' behaviors to make positive assertiveness a productive force in your life.

This book takes a real-world approach that will help you make important life changes.

1-56052-600-9 \$13.95



Emotional Intelligence Works

Michael Kravitz and Susan Schubert



The "People Smart" approach of this book will help you improve relationships in business and social settings, stop wasting time and energy on negative emotions, manage emotions and communicate intelligently, and increase flexibility, enthusiasm, and teamwork. Emotionally "unsmart" people undermine their own happiness and success by wasting time on personality conflicts, complaining, and losing self-control when faced with tense and stressful situations. Learning techniques to manage your reactions and raise your level of emotional intelligence will result in more positive and constructive relationships and a more satisfying and productive life.

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Stress Management, Third Edition

Merrill F. Raber, M.S.W., Ph.D., George Dyck, M.D., and Barbara Preheim



This positive guide, formerly titled *Managing Stress for Mental Fitness*, helps you understand the basic ingredients of good mental health.

Two new chapters on stress identification and management show how stress can affect both your physical and mental well-being. Exercises and activities help readers apply positive techniques for better mental fitness.

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Surviving Information Overload

Odette Pollar

Newspapers, books, magazines, and the Internet tell us what we want to know when we want to know it. Reports, memos, e-mails, and voice mail help us transmit and receive information quickly and easily. With so much information coming at us constantly, it's no wonder many of us are living with information anxiety. This book empowers readers to dig out of the avalanche of information they are bombarded with daily and to take back control of their time.

1-56052-694-7\$13.95

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Find the key to high productivity and low stress with this excellent, quick-read guide to time management. You'll use its proven, practical planning aids to get a grip on priorities, identify your "time traps," and make every minute count. Includes worksheets, case studies, time logs, and charts to help you customize your own time management program—and improve performance on any job.

1-4188-8911-3\$13.95

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Winning at Human Relations, Second Edition

Barb Wingfield and Elwood N. Chapman

Lost productivity, employee turnover, and damaged morale are only a few of the consequences of unresolved conflicts.

Positive human relations affect the work environment and, ultimately, the success of an organization. *Winning at Human Relations* shows readers how to build healthy, supportive relationships in the workplace while recognizing behaviors that may lead to self-sabotage.

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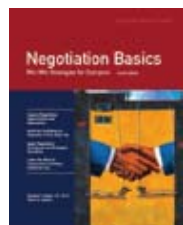
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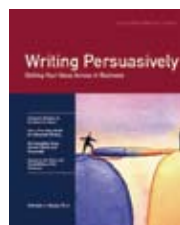
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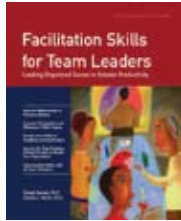
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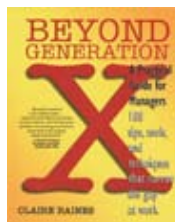
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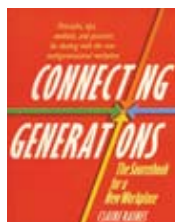
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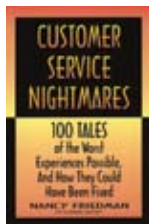
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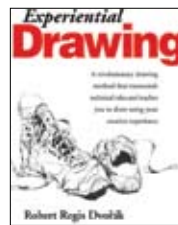
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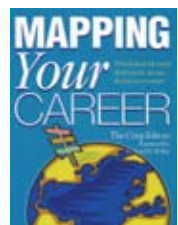
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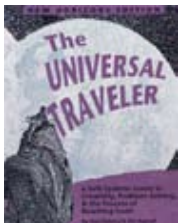
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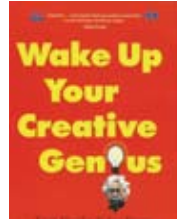


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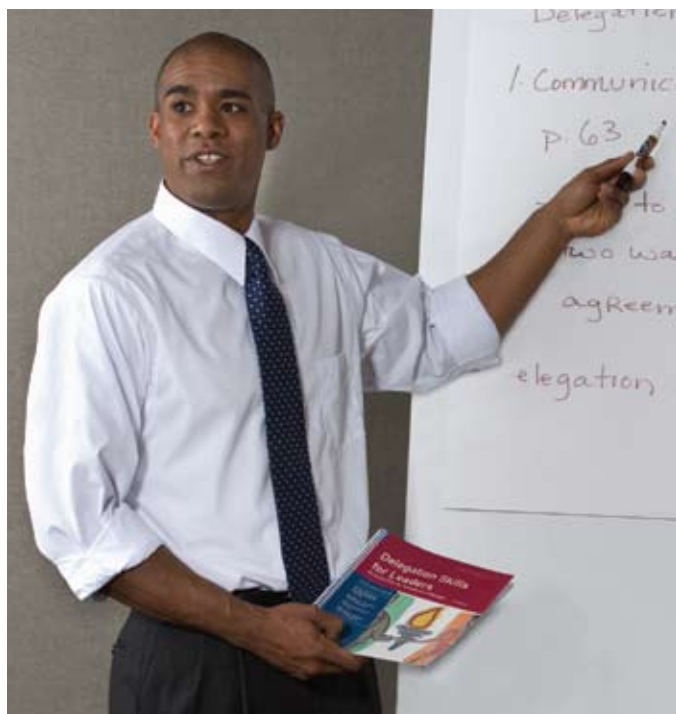
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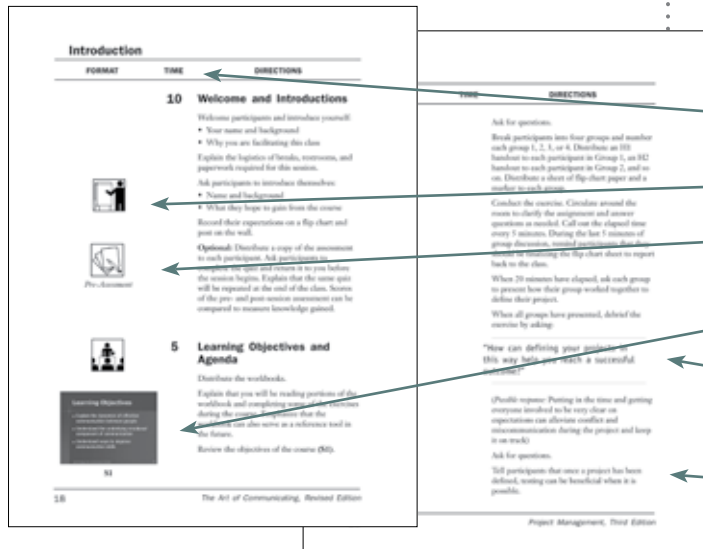
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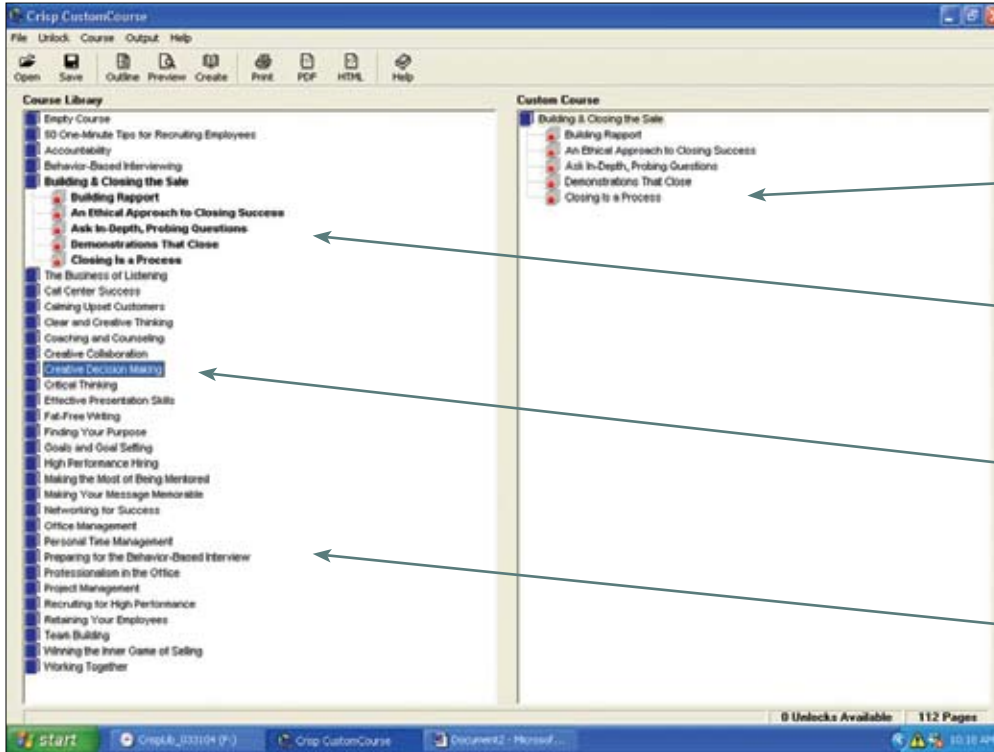
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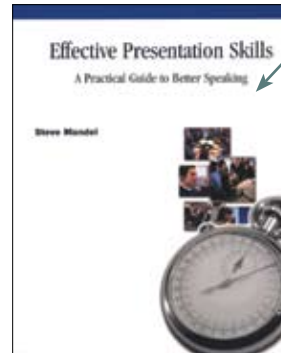
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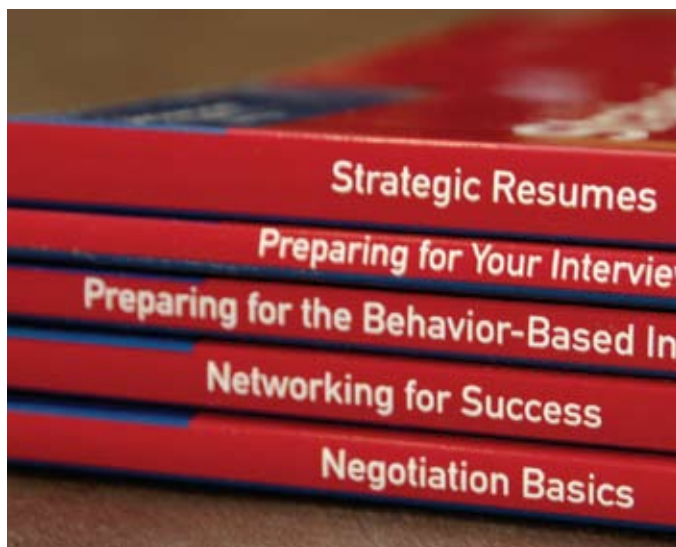
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