Communication
Quick tips from the author on various subjects, such as, handling complaints, writing memos, using the telephone and conducting meetings, as well as tips from readers.

Use the “4-Step Method” to increase conflict resolution skills.

Tongue Fu! is a practical and easy-to-read book on the important topic of interpersonal relationships.

Improve your grammar, syntax and punctuation while adding zest to your writing!

Learn the tricks of writing and editing from a humorous master of the trade.

Customer Service
Learn how to teach all levels of library staff to become a “service-oriented organization”.

Gain the skills needed to give your customers continual, quality service that lasts years, not just a few months.

The author focuses on “participation service” as the key to great customer service, one customer at a time.

Gain a better understanding of your customers’ needs and learn to utilize your library’s technology effectively.

A humorous, step-by-step guide details the route to excellent customer service.
Leadership
A quick guide to practical, workplace advice for leaders.

The authors describe how “social meaning-making” is a key factor to effective leadership.

Learn how to lead productive work teams by becoming a “facilitative leader”.

Performance Appraisal
Chicago: ALA.
Improve library appraisal skills through various forms, guidelines and case studies.

This book shows managers how to turn a painful process into a mutually positive experience for both employee and manager.

Presentation Skills
Acquire skills to prepare effective materials, relate better to audiences and field questions, as well as learning to get your ideas across with increased confidence.

Learn quick, easy tips to improve your presentation!

Several real world examples from the business trenches are used to help the reader create an effective presentation.

Training

With real world examples, gain the skills to train adult learners through active participation.
Various Management Topics
Learn how to meet your library staff development challenges through step-by-step guidelines.

Turn old workplace excuses into positive results!

Learn how to move your library from traditional to “renewed” through positive, effective steps.

Through research, interviews, surveys and personal observations, the author compiles everyday advice for new managers on how to avoid management errors.

Learn how to finely tune your skills as a middle manager.

Learn the skills for effective team decision-making.

Acquire skills to improve your staff’s performance level through basic human values.

Learn how to coach your library employees to excellence through real-life examples and case studies.

This practical guide shows managers how to create a “learning organization” with various corporate examples.

Learn the skills to administer a productive library meeting for all staff members.