

What's New for Government (WNFG) November/December 2006

Free Loan Books and Audiovisual Materials for Wisconsin State Employees

BOOKS

Business Etiquette

Pachter, Barbara. **New rules @ work : 79 etiquette tips, tools, and techniques to get ahead and stay ahead.** 1st ed. Prentice Hall Press, c2006. 258 p.

Electronic Location: Table of contents

<http://www.loc.gov/catdir/toc/ecip0615/2006019258.html>

Call Number: HF5389.P3 2006

Communication in Organizations

Wortmann, Craig. **What's your story? : using stories to ignite performance and be more successful.** Kaplan Pub., 2006. 222 p.

Call Number: HD/30.3/W67/2006

Creative Thinking

Pink, Daniel H. **A whole new mind : moving from the information age to the conceptual age.** Riverhead Books, 2005. 260 p.

Contents: 1: The conceptual age -- Right brain rising -- Abundance, Asia, and automation -- High concept, high touch -- 2: The six senses -- Introducing the six senses -- Design -- Story -- Symphony -- Empathy -- Play -- Meaning.

Call Number: BF408/P49/2005

Employee Motivation

Duke Corporate Education. **Inspiring others : what really motivates people.** Kaplan Pub., c2006. 76 p.

Electronic Location: Table of contents

<http://www.loc.gov/catdir/toc/ecip0612/2006013541.html>

Call Number: HF5549.5/M63/D83/2006

Employees, Training Of

Vaughn, Robert H. **The professional trainer : a comprehensive guide to planning, delivering, and evaluating training programs..** 2nd ed., rev. and expanded. Berrett-Koehler Publishers, c2005. 252 p.

Call Number: HF5549.5/T7/ V338/2005

Employees, Training Of—Computer-Assisted Instruction

Horton, William K. **E-learning by design.** Pfeiffer, c2006. 596 p.

Electronic Location: Table of contents

<http://www.loc.gov/catdir/toc/ecip0611/2006010547.html>

Call Number: HF5549.5/T7/H6357/2006

Personnel Management

Hyter, Michael. **The power of inclusion : unlock the potential and productivity of your workforce.** John Wiley & Sons, c2005. 276 p.

Electronic Location: Publisher description

<http://www.loc.gov/catdir/enhancements/fy0645/2006615494-d.html>

Call Number: HF/5549.5/M5/H98/2005

Virtual Work Teams

Jones, Robert. **Working virtually : challenges of virtual teams.** CyberTech Pub., c2005. 194 p.

Electronic Location: Table of contents

<http://www.loc.gov/catdir/toc/ecip058/2005004519.html>

Call Number: HD66/J6565/2005b

DVDS

Customer Service at the Library: Making the Experience Meaningful & Memorable (Think & Do, 2005; 17 minutes) is an orientation program for library staff explaining that in order for libraries to succeed and thrive they must provide quality customer service. It describes elements of good customer service and shows examples of how to deal effectively with both internal and external library customers. Topics covered include attitudes, words to use and not use, the value of customers, customer needs and wants, cultivating loyal customers, making a good impression on the telephone and in emails, and more. This DVD addresses library personnel in particular, but the principles of good customer service described and illustrated can also be applied more broadly to other organizations serving the public. **Call Number: DVD V-178**

Borrowing Materials from What's New for Government (WNFG)

Please go back to the WNFG website at: <http://dpi.wi.gov/rll/indgov.html#WNFG> to find directions on how to borrow these items from the Wisconsin Reference and Loan Library.

DVDs may be requested for specific use dates. If no use date is indicated on the request, the DVD will be sent immediately, or, if it is in use, it will be reserved and sent as soon as it is available.