

What's New for Government (WNFG) Issue #1 2008

Free Loan Books and Audiovisual Materials for Wisconsin State Employees

BOOKS

Business Communications

Author: Shipley, David. **Send : the essential guide to email for office and home.** 1st ed. Alfred A. Knopf, 2007. 247 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip073/2006035235.html>

Call Number: HD30.7.S5 2007

When should you email, and when should you call, fax, or just show up? What is the crucial—and most often overlooked—line in an email? What is the best strategy when you send (in anger or error) a potentially career-ending electronic bombshell? Whether you email just a little or never stop, use a desktop or a handheld, here, at last, is an authoritative and delightful book that shows how to write the perfect email—at work, at school, or anywhere...Send is nothing short of a survival guide for the digital age—wise, brimming with good humor, and filled with helpful lessons from the authors' own email experiences (and mistakes)...Publisher description.

Communication in Management

Weiner, Allen. **So smart but-- : how intelligent people lose credibility-- and how they can get it back.** 1st ed. Jossey-Bass, c2007. 199 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip0614/2006017860.html>

Contents: The look and sound of credibility -- So smart, but can't tailor the message to the audience -- So smart, but doesn't get it -- So smart, but sounds like she lacks executive presence -- So smart, but looks like he lacks executive presence -- So smart, but thinks he knows it all -- So smart, but isn't a people person -- So smart, but lacks energy and passion and drive -- So smart, but has it out for some people: how management styles can cause compliance issues / with Lloyd Loomis -- Assessing your own credibility: www.essessnet.com -- Sixteen mind-sets : and five seminars you shouldn't take -- Parting thoughts -- Appendix A: [essessnet](http://www.essessnet.com) question sets -- Appendix B: the test for Machiavellianism.

Call Number: HD30.3.W417 2007

Employees- Training Of

Miner, Nanette. **The accidental trainer : a reference manual for the small, part-time, or one-person training department.** Pfeiffer, c2006. 185 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip069/2006006228.html>

Call Number: HF5549.5.T7 M556 2006

Leadership in Women

Author: Frankel, Lois P. **See Jane lead : 99 Ways for women to take charge at work.** 1st ed. Warner Business Books, 2007. 279 p.

Electronic Location: Table of contents only

<http://www.loc.gov/catdir/toc/ecip0618/2006024639.html>

Electronic Location: Publisher description

<http://www.loc.gov/catdir/enhancements/fy0728/2006024639-d.html>

Call Number: HD6054.3.F587 2007

Telephone Etiquette

Belding, Shaun. **Winning with the caller from hell : a survival guide for doing business on the telephone.** ECW Press, 2005. 204 p.

Call Number: HF 5541.T4 B44x 2005

DVDS

Village of 100 (3rd edition) (ATS Media/CRM Learning, 2006. 3 minutes; open-captioned; with accompanying CD-ROM containing ancillary materials) is a revised and updated edition of a program that attempts to inspire tolerance and understanding of global diversity by giving a statistical picture of the world if the globe was shrunk to the size of a village of 100. Useful as a meeting opener, for workshops the recognition, importance, and acceptance of diversity and of each other's differences.

Call Number: DVD V-164

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.

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