

**City of Concord**  
**Human Resources Department**  
**Training Resource Library of Books**

Title	Author
4 Barriers to Quality, The	Bruce Snell
7 Habits of Highly Successful People	Stephen Covey
8 Practices of Exceptional Companies, The	Jac Fitz-Enz
10 Great Page Makeovers	Publish Editors
17 Indisputable Laws of Teamwork, The	John C. Maxwell
99% Inspiration	Bryan W. Mattimore
360 Degrees Feedback Strategies, Tactics, and Techniques for Developing Leaders	John E. Jones, William L. Bearley
360 Degrees Feedback The Powerful New Model for Employee Assessment & Performance Improvement	Mark R. Edward, Ann J. Ween
1001 Ways to Reward Employees	Bob Neilson
<b>A</b>	
Accountability for Performance –Measurement and Monitoring in Local Government	I.C.M.A.
Adult CPR (3)	American Red Cross
Adventure of Leadership, the	Hap Klopp, Brian Tarcy
Age of Paradox, The	Charles Handy
Aims of the Essay – A Reader and Guide	Don Knefel
Aladdin Factor, The	Jack Canfield, Mark Victor Hansen
Alternative Staffing Strategies	David Nye
America's Cities: Strategic Planning for the Future	Roger L. Kemp
America's Infrastructure: Problems and Prospects	Roger L. Kemp
An Invented Life, Reflections on Leadership and Change	Warren Bennis
Analyzing Performance Problems or You Really Oughta Wanna	Robert F. Mager, Peter Pipe
Applying Successful Training Techniques	Joe B. Wilson
Arbitration and Collective Bargaining – Conflict Resolution in Labor Relations	Paul Prasow, Edward Peters
Art of Negotiating, The	Gerard I. Nierenberg
ASTD Training & Development Handbook, The	Robert L. Craig
<b>B</b>	
Balanced Scorecard: Translating Strategy Into Action, The	Robert S. Kaplan and David P. Norton
Banishing Bureaucracy	David Osborne, Peter Plastrik
Barbarians to Bureaucrats, Corporate Life Style Strategies	Lawrence M. Miller
Be Prepared to Speak (6) Instruction Manual (1)	Toast Masters International, Kactola Skie
Benchmarking for Best Practices	Christopher E. Bogan, Michael J. English
Better Business Writing	Susan L. Brock
Beyond Bureaucracy – A Blueprint and Vision for Government That Works	Kenneth Johnston

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Beyond Customer Satisfaction to Customer Loyalty	Keki R. Bhote
Big Book of Business Games, The	John Newstrom, Edward Scammell
Brain Boosters for Business Advantage	Arthur B. VanGundy
Breaking the Glass Ceiling	Ann M. Morrison, Randall P. White, Ellen Van Velsor, Center for Creative Leadership
Breaking Your Time Barriers	Ross Arkell Webber
Breakthrough Performance (2)	William R. Daniels
Building a Dynamic Team	Richard Y. Chang
Building Blocks of Business Writing, The	Jack Swenson
Building a Dynamic Vocabulary -1 (audio cassettes)	A. Rae Price
Building a Dynamic Vocabulary – 2 (audio cassettes)	A Rae Price
Building Productive Teams	Glenn H. Varney
Business of Listening, The	Diane Bone
<b>C</b>	
Calming Upset Customers	Rebecca L. Morgan
Cancer for Two – A guide for cancer patients and their partners	Dave Balch
Challenge of Organizational Change, The	Rosabeth Moss Kanter, Barry A. Stein, Todd D. Jick
Choosing to Lead	Kenneth E. Clark, Miriam B. Clark
Coaching and Mentoring for Dummies	Marty Brounstein
Collaborative Leadership	David D. Chrislip, Carl E. Larson
Collective Bargaining: How It Works and Why	Thomas R. Colossi, Arthur Eliot Berkeley
Communicating Effectively for Dummies	Marty Brounstein
Communicating With Employees	Frank M. Carrado
Compensation Administration	David W. Belcher, Thomas J. Atchison
Compensation and Motivation – Maximizing Employee Performance With Behavior-Based Incentive Plans	Thomas J. McCoy
Compensation for Teams – How To Design and Implement Team-Based Reward Programs	Steven E. Gross
Competency-Based Performance Improvement	David D. Dubois
Complete Guide to Customer Service, The	Linda M. Lash
Complete Guide to Performance Appraisal, The (2)	Dick Grote
Completeness	Phillip B. Crosby
Concise Columbia Dictionary of Quotations, The	Robert Andrews
Contemporary Issues in Leadership	William E. Rosenbach, Robert L. Taylor
Continual Improvement in Government	Jerry W. Koehler, Joseph M. Pakowski
Continuous Improvement and Measurement for Total Quality	Dennis C. Kinlaw

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Controlling Stress and Tension	Daniel A. Girdano, George S. Everly Jr.
Corporate Cultures – The Rites and Rituals of Corporate Life	Terrence E. Deal, Allen A. Kennedy
Creating a Learning Organization	Barbara J. Braham
Creating A Government That Works Better and Costs Less – Creating Quality Leadership and Management	Al Gore
Creating a Government That Works Better and Costs Less – Mission-Driven, Results-Oriented Budgeting	Al Gore
Creating and Motivating A Superior and Loyal Staff	National Institute of Business Management
Creating High Impact Training	Richard Y. Chang
Creating High Performance Government Organizations	Mark G. Popovich
Creative Decision Making	H.G. Gelatt
Creative Personnel Practices: New Ideas for Local Government	ICMA
Creativity in Business	Carol Gamon
Credibility	James M. Kouzes, Barry Z. Posner
Cultural Literacy	E.D. Hirsh Jr.
Culture Shift (3)	Price Pritchett
Customer Centered Growth	Richard Whiteley, Diane Hessian
<b>D</b>	
Decision Traps	J. Edward Russo, Paul J.H. Schoemaker
Delegating for Results	Robert B. Maddux
Delivering Knock Your Socks Off Service (5)	Kristin Anderson
Deming Vision, the	Gary Fellers
Deskbook Encyclopedia of Public Employment Law	Data Research
Deskbook Encyclopedia of Public Employment Law - Second Edition	Data Research
Developing Positive Assertiveness	Sam R. Lloyd
Dictionary of Modern Quotations	J.M. Cohen, M.J. Cohen
Difficult Conversations	Douglas Stone, Bruce Patton, Sheila Heen
Discovering Creativity	Stanley Gryskiewicz
Drug and Alcohol Testing for Local Government Transportation Employees	Katharine H. Gustafson
<b>E</b>	
EAP Solution	Jerry Spicer, Editor
Eating Well for Optimum Health	Andrew Weil
Effective Presentation Skills – A Practical Guide for Better Speaking	Steve Mandel
Employee Handbook for Organizational Change (3)	Price Pritchett, Ron Pound
Employee Involvement and Total Quality Management	Edward E. Lawler III, Susan Albers Mohrman, Gerald E. Ledford Jr.

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Employment Psychology: the Interview	Bellows, Estep
Empowerment	Cynthia D. Scott, Dennis T. Jaffe
Empowerment – A Practical Guide for Success	Cynthia D. Scott, Dennis T. Jaffe
Encouraging the Heart – A Leader's guide to Rewarding and Recognizing Others	James M. Kouzes, Barry Z. Posner
Epidemic of Care – A Call for safer, Better, and More Accountable Health Care	George C. Halvorson, George J. Isham
Equality	William Ryan
Eternally Successful Organization, The	Phillip B. Crosby
Ethics for Government Employees	Charles P. Lickson, Roosevelt Wright Jr.
Ethics of Excellence, The	Price Pritchett
Ethics of Leadership, The	Joanne B. Ciulla
Ethnic Families in America	Charles H. Mindel, Robert W. Habenstien
Evaluating Training Programs	Donald L. Kirkpatrick
Excellence in Management	Rick Conlow
Executive Computing	John M. Nevison
Exhibit Book of Employee Recognition Plans and Other Low Cost Reward Programs	Watson Wyatt
Exploring Research	Neil J. Salkind
<b>F</b>	
Federal Wage and Hour Laws, The	R. Brian Dixon
Fifth Discipline, The – The Art and Practice of the Learning Organization	Peter M. Senge
Firing Up Commitment During Organizational Change	Price Pritchett
Fish! – A Remarkable Way to Boost Morale and Improve Results	Stephen C. Lundin, Harry Paul, John Christensen
Flawless Consulting	Peter Block
Flight of the Buffalo	James A. Balasco, Ralph C. Stayer
Flip Charts – How To Draw Them, How to Use Them	Richard C. Brandt
FLSA: The Public Employer's Guide	Ronald S. Cooper
Focused Quality – Managing for Results	Harvey K. Brelin, Kimberly S. Davenport, Lyell P. Jennings, Paul F. Murphy
Four Levers of Corporate Change, The	Peter L. Brill, Richard Worth
Functional English for Writers	Burne, Jones, Wylder
Future of Staff Groups, The	Joel P. Henning
<b>G</b>	
Gainsharing – Team-based Approach to Driving Organizational Change	Robert Masternak
Games Teams Play	Leslie Bandaly
Games Trainers Play	Edward E. Scannell

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Getting Employees to Fall in Love With Your Company	Jim Harris
Getting Past No – Negotiating Your Way from Confrontation to Cooperation	William Ury
Getting Results With English	Maris Roze
Getting To Yes	Roger Fisher, William Ury
Giving and Receiving Criticism	Patti Hathaway
Great Customer Service on the Telephone	Kristin Anderson
Great Game of Business, The	Jack Stock
<b>H</b>	
Handling the Difficult Employee	Marty Brounstein
Healthwise Handbook, Kaiser Permanente	Donald W. Kemper
Hero-Z – Empower Yourself, Your Coworkers, Your Company	William C. Byham, Jeff Cox
High Output Management	Andrew S. Grove
High-Value Manager, The	Florence M. Stone, Randi T. Sachs
How to Conduct Training Seminars	Lawrence Munson
How To Conduct Training Seminars – Second Edition	Lawrence S. Munson
How to Engage in the Interactive Process	Jennifer G. Redmond
How to Measure Human Resources Management	Jac Fitz-Enz
How to Prepare, Stage, and Deliver Winning Presentations	Thomas Leech
How To Supervise People	Donald P. Ladew
Human Resources Management	Noe, Hollenbeck, Gerhart, Wright
Human Resource Management Inn High Technology Firms	Archie Kleingartner, Carolyn S. Anderson
Human Resource Management Systems (2) – Strategies, Tactics, and Tech.	Vincent R. Ceriello, Christine Freeman
Human Resources Revolution, The	Dennis J. Kravetz
<b>I</b>	
Identifying Targeted Training Needs	Sally Sparhawk
If It Ain't Broke . . . Break It! – Unconventional Wisdom for a Changing Business World	Robert J. Kriegel, Louis Patler
Improve Your Reading, Improve Your Job	Jeanne M. Miller
Improving Service Quality	Michael E. Milakovich
In Search of Excellence (9) – Lessons from America's Best-Run Companies	Thomas J. Peters, Robert H. Waterman Jr.
Increasing Employee Productivity	Lynn Tylczak
Inside Teams	Richard S. Wellins, William C. Byham, George R. Dixon
Instant Management	Carol Kennedy
Introduction to the Law of Employment Discrimination	Michael Evan Gold

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Intelligent Organization, The	Gifford and Elizabeth Pinchot
It's About Time	John Guaspari
<b>K</b>	
Key Events in Executives' Lives	Center for Creative Leadership
Knowledge Evolution, The	Verna Allee
<b>L</b>	
Laffermations	Joel Goodman
Law of the Workplace, the – Rights of Employers and Employees	James W. Hunt
Leader's Change Handbook, The	Jay A. Conger, Gretchen M. Spreitzer, Edward E. Lawler III
Leaders - Strategies for Taking Charge	Warren Bennis, Burt Nanus
Leadership Factor, The	John P. Kotter
Leadership Imperative, The	Robert Heller
Leadership Practices Inventory – Revised Second Edition (Participant's Workbook)	James M. Kouzes, Barry Z. Posner
Leadership Practices Inventory – Third Edition (Participant's Workbook)	Kouzes, Posner
Leadership Practices Inventory –Third Edition (Leadership Development Planner)	Kouzes, Posner
Leading Organizations – Perspectives for a New Era	Gill Robinson Hickman
Leading Teams (2)	John H. Zenger, Ed Musselwhite, Kathleen Hurson, Craig Perrin
Learning to Lead	Patheim, Elwood N. Chapman
Lessons of Experience, The	Morgan W. McAll Jr., Michael M. Lombardo Ann M. Morrison
Liberation Management	Tom Peters
Lightening Strategies for Innovation – How the World's Best Firms Create New Products	Willard I. Zangwill
Listening, The Forgotten Skill	Madelyn Burley-Allen
<b>M</b>	
Make Their Day! – Employee Recognition That Works	Cindy Ventrice
Make Your Training Results Last	Gloria R. Bader, Audrey E. Bloom
Making Advances: What Organizations Must Do About Sexual Harassment (8) Participants Workbook (2) Leader's Guide	Barbara Terman
Making Common Sense	Wildred H. Drath, Charles J. Palms
Making Diversity Happen	Ann M. Morrison, Marion N. Ruderman, Martha Hughes-James
Making the Message Clear	James Eicher
Man Who Discovered Quality, The	Andrea Gabor
Management Compass, The	Michelle L. Bechtell
Management of Time, The	James T. McCay

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Manager's Troubleshooter, The	Clay Carr, Mary Fletcher
Managers As Mentors – Building Partnerships for Learning	Chip R. Bell
Managing at the Speed of Change	Daryl R. Connos
Managing Differences	Geri E.H. McArdle
Managing for Commitment	Carol Kinsey Goman
Managing for Quality	Daniel V. Hunt
Managing Human Assets	Michael Beer, Bert Spector, Paul R. Lawrence, D. Quinn Mills, Richard E. Walton
Managing Knock Your Socks Off Service (5)	Chip R. Bell, Ron Zemke
Managing Transitions (6)	William Bridges
Managing Your Mouth	Robert L. Genua
Manhunt (2) Discussion Leaders Guide (1)	Antony Jay
Mapping A Winning Training Approach	Joe B. Wilson
Measuring Customer Satisfaction – A Guide to Managing Quality Service	Richard F. Gerson
Measuring Organizational Improvement Impact (14)	Richard Y. Chang, Paul D. Young
Measuring the Impact of Training	Pamela A. Wade
Medical Dictionary – 25 <sup>th</sup> Edition	W.B. Saunders Publisher
Memory Jogger II , The <ul style="list-style-type: none"> <li>▪ <u>Instructor Guides</u> <ul style="list-style-type: none"> <li>The Prioritization Matrices</li> <li>The Process Decision Program Chart (PDPC)</li> <li>The Interrelationship Digraph (ID)</li> <li>The Cause and Effect Diagram</li> <li>The Control Chart</li> <li>The Flowchart Diagram</li> <li>The Histogram</li> <li>The Pareto Chart</li> <li>The Run Chart</li> <li>The Scatter Diagram</li> <li>The Activity Network Diagram</li> <li>The Matrix Diagram</li> </ul> </li> <li>▪ <u>PowerPoint CD's</u> <ul style="list-style-type: none"> <li>The Seven Management &amp; Planning Tools</li> <li>The Seven Quality Control Tools</li> </ul> </li> <li>▪ <u>Pocket Guides</u> <ul style="list-style-type: none"> <li>The Memory Jogger (3)</li> <li>The Team Memory Jogger (1)</li> </ul> </li> </ul>	Weston Milliken
Men and Women of the Corporation	Rosabeth Moss Kanter
Microsoft Office – Access 2002 (Student Manual)	Marilyn Campbell
Microsoft Office – Excel 2003 (Student Manual)	Robyn Francis
Microsoft Office – Power Point 2002 (2) (Student Manual)	Lori Minnehan

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Microsoft Office – Word 2002 (Student Manual)	Cindy Caldwell
Model Law Enforcement Contract	Richard Whitmore
Motivating People	Kurt Hanks
Motivating Team Leader, The	Lewis E. Losoncy
Multicultural Education, A Cultural Cross Training Approach	Margaret D. Pusch
Multicultural Workplace, The (9) (Participants Workbook)	WGBH Boston Producers
<b>N</b>	
New American Diet, The	Sonja L. Connor, William E. Connor
New OSHA, The – Blueprints for Effective Training and Written Programs	Duane A. Daugherty
New Strategies for Public Pay – Rethinking Government Compensation Programs	Howard Rishner, Charles H. Fay
New Team Work, The	Marshall Sashkin, Molly G. Sashkin
Notes From a Friend	Anthony Robbins
<b>O</b>	
On Becoming A Leader	Warren Bennis
On Being the Boss	Barbara McEwan, Edward Kraus, Forrest Gathercoal
On the Dotted Line: Police Executive Contracts	Sheldon F. Greenberg
On the Road: The Lighter Side of Lifting (Trainer's Manual)	BNA Communications Inc.
Organization Development – Behavioral Science Interventions for Organization Improvement	Wendell L. French, Cecil H. Bell, Jr.
Organization Development & Change - 8 <sup>th</sup> Edition	Cummings & Worley
Organizational Behavior – A Diagnostic Approach	Judith R. Gordon
Organizational Behavior and The Practice of Management	Hampton, Summer, Webber
Organizational Development Annual <ul style="list-style-type: none"> <li>▪ Volume 1, Entry: Beginning the OD Consultation Process</li> <li>▪ Volume 2, Contracting for Organization Development Consultation</li> </ul>	American Society for Training and Development
Organizing From the Inside Out	Julie Morgenstern
Organizing Genius: The Secrets of Creative Collaboration	Warren Bennis and Patricia Biederman
Overnight Guide to Public Speaking	Ed Wohlmut
<b>P</b>	
Pay and Benefits – New Ideas for Local Government	ICMA
Peak Performers – The New Heroes of American Business	Charles Garfield
People in Organizations	Joseph D. Levesque
People, Performance, & Pay – Dynamic Compensation for Changing Organizations	Thomas P. Flannery, David A. Hofrichter, Paul E. Platten
Performance Appraisal, The - A Question and Answer Book	Dick Grote
Performance Evaluation – A Manager's Guide to Employee Development	ICMA

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Title	Author
Handbook (3) Leader's Guide (1) Tape (1)	
Performance Planning & Appraisal – A How-To Book for Managers	Patricia King
Performance, Measurement, Management and Appraisal Source Book, The	Douglas G. Shaw, Craig E. Schneir, Richard W. Beatty, Lloyd S. Baird
Personnel / Human Resource Management - Fourth Edition	Heneman, Schwab, Fossum, Dyer
Personnel Law	Kenneth L. Sovereign
Position-Classification in the Public Service	Public Personnel Association
Preventing Workplace Violence	Marianne Minor
Privacy Issues in the Workplace	Liebert, Cassidy, Whitmore
Process Improvement	Eileen M. Flanigan, Jon Scott
Producing High-Impact Learning Tools	Pamela A. Wade
Productivity in Organizations	John P. Campbell, Richard J. Cambell
Professional Balance – The Careerstyle Approach to Balanced Achievement	Rick Griggs
Project Management	Marion E. Haynes
Prophets in the Dark	David T. Kearns, David A. Nadler
Public Employment Law, Deskbook Encyclopedia of - Twelfth Edition	Oakstone Publishing
Public Personnel Management (2)	IPMA
Public Workers and Public Unions	Sam Zagoria
<b>Q</b>	
Quality and Participation – Creating Successful communities Where we Live and Work	Association for Quality and Participation
Quality Angels	Rick Grigg
Quality Exchange, The	John D. Ingalls, Karen E. Ingalls
Quality in America	Daniel V. Hunt
Quality Without Tears	Phillip B. Crosby
<b>R</b>	
Rapid Team Development	Sandy Pokras
Rate Your Skills As a Manager	Crisp Publications
Reaching the Peak Performance Zone	Gerald Kushel
Resolving Conflict	Margaret S. Herman
Revitalizing State and Local Public Service (2)	Frank J. Thompson
<b>S</b>	
Sacred Cows Make the Best Burgers: Developing Change-Ready People and Organizations	David Brandt
Safety Care Series Trainer's Manual - Fire Awareness	
Safety Care Series Trainer's Manual - Good Housekeeping	

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Title	Author
Safety Care Series Trainer's Manual - Head Protection	
Safety Care Series Trainer's Manual - Ladder Safety	
Safety Care Series Trainer's Manual - Lifting and Carrying	
Safety Care Series Trainer's Manual - Noise & Hearing Conservation	
Safety Care Series Trainer's Manual - Personal Protective Equipment	
Safety Care Series Trainer's Manual - Recognition Evaluation & Control Hazards	
Safety Care Series Trainer's Manual - Safety and the Human Factor	
Safety Care Series Trainer's Manual - Safety Awareness (2)	
Safety Care Series Trainer's Manual - Working with Display Screen Equipment	
Say It and Live It	Patricia Jones, Larry Kahner
Seamless Government – A Practical Guide to Re-Engineering in the Public Sector	Russel M. Linden
Second Shift, The	Arlie Hochschild, Anne Machung
Second Thoughts - Critical Thinking for a Multicultural Perspective	Wanda Teays
Second To None	Charles Garfield
Seeking Excellence in State and Local Government	State and Local Government / Labor Management Committee
Selecting and Working With Consultants	Thomas J. Ucko
Self Directed Teams	D.D.I
Self-Managing Teams – Creating and Maintaining Self-Managed Work Groups	Robert F. Hicks, Diane Bone
Service Edge, The	Ron Zemke
Service Excellence	Price Pritchett
Sleeping Dogs Don't Lay – Practical Advice for the Grammatically Challenged	Richard Ledereer, Richard Dowis
Smartest, Easiest Way to Write Employee Reviews, The	Knowledge Point (Windows)
Smiles	Marcia and David Kaplan
Staffing the Public Service	Albert P. Maslow
Statistical Methods for Quality Improvement	Hitoshi Kume
Step-By-Step Problem Solving	Richard Y. Chang, P. Keith Kelly
Stewardship	Peter Block
Stop Procrastinating	James R. Sherman
Strategic Pay (2)	Edward E. Lawler III
Strategic Planning for Local Government	ICMA
Strategic Planning for Public and Nonprofit Organizations	John M. Bryson
Stress of Organizational Change, The (8)	Price Pritchett, Ron Pound
Successful Self-Management – A Psychologically Sound Approach to Personal	Paul R. Timm

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Effectiveness	
Successful Strategic Planning	Stephen G. Haines
Super-Leadership	Charles C. Mauz, Henry P. Sims, Jr.
Sustaining Knock Your Socks Off Service (6)	Thomas K. Connellan, Ron Zemke
<b>T</b>	
Team Member Handbook for Teamwork, The (2)	Price Pritchett
Team Players and Teamwork	Glenn M. Parker
Team Problem Solving	Sandy Pokras
Team Reconstruction (2)	Price Pritchett, Ron Pound
Teams in Government	Jerry W. Koehler, Joseph M. Pakowski
Teamwork – Involving People in Quality and Productivity Improvement	Charles A. Aubrey, Patricia K. Felkins
Telephone Courtesy & Customer Service	Lloyd C. Finch
Telephone Skills from A to Z	Nancy J. Friedman
Ten Steps to a Learning Organization	Peter Kline and Bernard Saunders
Theory Why	John Guaspari
This Is Going to Hurt Me More Than It Hurts You (3) Discussion Guide (1)	Annie Medcalf
Time Management for Unmanageable People	Ann McGee-Cooper and Duane Trammel
Too Perfect – When Being in Control Goes Out of Control	Mallinger, Dewyze
Total Quality – An Executive's guide for the 1990's	Ernst & Young Quality Improvement Consulting Group
Total Quality in Managing Human Resources	Joseph A. Petrick, Diana S. Furr
Total Quality Management in Government	Steven Cohen, Ronald Brand
Training Methods That Work	Lois B. Hart
Transforming the Way We Work	Edward M. Marshall
Transitions – Making Sense of Life's Changes	William Bridges
Turning Feedback into Change	Joe Folkman
<b>U</b>	
Ultimate Advantage, The - Creating the High Involvement Organization	Edward E. Lawler III
Unconventional Wisdom, Irreverent Solutions for Tough Problems at Work	Thomas L. Quick
Up Your Productivity	Kurt Hanks
Using Computers in Human Resources	Stephen E. Forrer, Zandy B. Leibowitz
<b>V</b>	
Vinclair Writing Workbook, The	James E. Vinclair, Nancy H. Vinclair
<b>W</b>	

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Walk Awhile in My Shoes	Eric Harvey and Steve Ventura
Web of Inclusion, The	Sally Helgesen
Webster's Ninth New Collegiate Dictionary	Merriam-Webster Inc. Publishers
We Don't Make Widgets (2)	Ken Miller
Wellness in the Workplace	Marlene T. Sherman
What It Takes - Speak Up, Step Up, Move Up	Amy Henry
What to Do About Performance Appraisal (2)	Marion S. Kellogg
When Can You Start? Selection Techniques	Christine Davies
When Giants Learn to Dance	Rosabeh Moss Kanter
When Teams Work Best	Frank LaFasto, Carl Larson
Why Teams Don't Work, The New (6)	Harvey Robbins, Michael Finley
Winning the Talent Wars – How to Manage and Compete in the High-Tech, High-Speed, Knowledge-Based, Superfluid Economy	Bruce Tulgan
Wisdom of Teams, The	Jon R. Katzenbach, Douglas K. Smith
Wit and Wisdom of Politics, The	Charles Henning
Woman Warrior, The	Maxine Hong Kingston
Women, Work, and Wages	Donald Treiman, Heidi Hartmann
Word Quick Reference – Version 6 for Windows	Rich Grace
Workbook for Seamless Government – Hands-on guide to Implementing Organizational Change	Russel M. Linden
Workplace 2000 – The Revolution Reshaping American Business	Joseph H. Boyett, Henry P. Lonn
Working Leader, The	Leonard R. Sayles
Working Parents Handbook, The	J.S. Sale, K Kollenberg, E. Meinkoff
Working Through Conflict	Joseph P. Folger, Marshall Scott Poole, Randall K. Stutman
Working Wisdom –Timeless Skills and Vanguard Strategies for Learning Organizations	Robert Aubrey, Paul M. Cohen
Workplace 2000	Joseph H. Boyett, Henry P. Lonn
Writing the Modern Research Paper	Robert Dees
<b>X-Y-Z</b>	
Zapp – The Lightening of Empowerment	William C. Byham
Zone, The – A Dietary Road Map	Barry Sears, Bill Lawren