

RCU LIBRARY CHECKLIST

Media Type	Title	Year	Copies
Audio			
Audio	4 tape set	Creating Teamwork	1986 1
Audio	1 VHS 1 Tape	How to Hire/How to Fire	1988 1
Audio	4 tape set	How to Listen Powerfully	1989 1
Audio		How to Set and Achieve Goals w/ Dr. Bobbe Sommer	1988 1
Audio	2 tape set	Leadership and the One Minute Manager	1985 1
Audio		Take Charge w/ Patricia Fripp	? 1
Audio	4 tape set	Self Esteem and Peak Performance	1987 1
Audio	6 tape set	Success Shortcuts	1986 1
Audio	1 VHS 1 Tape	The Excellent Manager	1988 1
Audio	6 tape set	The New Masters of Excellence	1986 1
Audio	6 tape set	The Road Less Traveled	1986 1
Audio	6 tape set	The Excellence Challenge w/ Tom Peters	1984 1
Audio	6 tape set	Thriving on Chaos w/ Tom Peters	1987 1
Audio	6 tape set	The New Manager & the New Organization w/ Tom Peters	1993 1
Audio	6 tape set	Vocabulary Program	? 1
Audio	4 tape set	Leadership Training w/ Career Track	1987 1
Audio	6 tape set	The New American Spirit- Winning through Team Spirit	1984 1
Audio	6 tape set	Mega Trends - Ten New Directions Transforming Our Lives	1984 1
Audio	1 tape set	Solving Customer Complaints and Problems	1988 1
Audio	1 tape set	How to Reach Any Goal	1987 1
Audio	1 tape set	The Little Things that Spell Big Success	? 1

Video				
Video	1 VHS	Cultivating Initiative in Your Staff Vol. 1	?	1
Video	1 VHS	Cultivating Initiative in Your Staff Vol. 2	?	1
Video	1 VHS	Dealing with Difficult Customers Vol. 1	1997	1
Video	1 VHS	Dealing with Difficult Customers Vol. 2	1997	1
Video	1 VHS	Dealing with Difficult Customers Vol. 3	1997	1
Video	1 VHS	Exercise, Its Quick and Easy	1984	1
Video	1 VHS 1 Booklet	High Impact Communication Skills Vol. 1	1984	1
Video	1 VHS 1 Booklet	High Impact Communication Skills Vol. 2	1984	1
Video	1 VHS	People Not Profit- The History	?	2
Video	1 VHS	Building a Resilient Workforce	1996	1
Video	1 VHS	Building Solutions w/ People	1989	1
Video	1 VHS	Coaching for Peak Performance	1992	1
Video	1 VHS	Cultivating Initiative in Your Staff Vol. 1	1998	1
Video	1 VHS	Cultivating Initiative in Your Staff Vol. 2	1998	1
Video	1 VHS	Interpersonal Communication- Keep the Lines Open	?	1
Video	1 VHS	Investing for Retirement	1995	1
Video	1 VHS	Member Services CUTV #115	1991	1
Video	1 VHS	Performance Appraisals CUTV #118	1991	1
Video	1 VHS	Project Management w/ Larry Johnson Vol. 1	1990	1
Video	1 VHS	Project Management w/ Larry Johnson Vol. 2	1990	1
Video	1 VHS	Robbery RCUTV #112	1989	1
Video	1 VHS	Sexual Harassment Situations for Discussion	?	1
Video	1 VHS 1 Booklet	Sexual Harassment- Serious Business	1993	1
Video	1 VHS	Success Program	1991	1
Video	1 VHS	Surviving the Big One- How to Prepare for a Major Earthquake	1989	1
Video	1 VHS	Teller Survival Guide- The Rookie CUTV # 108	1989	1
Video	1 VHS	The Best of Career Track Vol. 1	1993	1
Video	1 VHS	The Best of Career Track Vol. 2	1993	1
Video	1 VHS	The Best of Career Track Vol. 3	1993	1
Video	1 VHS	The Lending Edge	1992	1
Video	1 VHS	The Search for Life After Planning	1997	1
Video	1 VHS	The TRW Credit Profile Report Video	?	1
Video	1 VHS	Stopping Sexual Harassment	1993	1
Video	1 VHS	Credit Union Accounting CUTV # 119	1991	1
Video	1 VHS	Teller Survival Guide-Fine Tuning Your Skills CUTV #109	1990	1
Video	1 VHS	Workplace Violence- First Line of Defense	1994	1
Video	1 VHS	Safety Training for New Employees	1997	1

Video	1 VHS	Safety Duties of Managers	1997	1
Video	1 VHS	Living the Dream	2001	1
Video	1 VHS	Cross Selling	1996	1
Video	1 VHS	Teller Survival Guide- Common Balancing Errors	1994	1
Video	1 VHS	Surviving a Robbery (CUNA)	?	1
Video	1 VHS	Investing In Your Retirement Plan	1992	1
Video	1 VHS	Executive Briefings- Strategies and Competitive Edge	1999	1

CD-ROM				
CD-ROM	1 CD	Robbery Awareness	1995	8
CD-ROM	1 CD	5 Steps to Sales and Service	?	3
CD-ROM	1 CD	Credit Union Movement	1997	1
CD-ROM	1 CD	Supporting the Credit Union Values	2002	1
CD-ROM	1 CD	Introduction to RCU	2001	1
CD-ROM	1 CD	New Designs for Your Money	1998	2
CD-ROM	1 CD	Sexual Harassment	1997	1

Book				
Book		The Little Black Book of Business Letters	1988	1
Book		A Writers Grammar	1985	1
Book		Balancing Home and Career	1986	1
Book		Banking Terminology	1981	1
Book		Building Your Career	1982	7
Book		Beyond Customer Service	1992	1
Book		California Real Estate Principals	1983	1
Book		Career Discovery	1988	1
Book		Coping with Workplace Change	1995	1
Book		Creating Excellence	1984	1
Book		Customer Satisfaction	1991	1
Book		Difficult People at Work	1997	1
Book		Executive Calculator Guidebook	1980	1
Book		Fast Growth	1997	1
Book		Firing Up Commitment through Organizational Change	1994	1
Book		Forget Success	1997	7
Book		Giving and Receiving Criticism	1990	1
Book		High Velocity Culture Change	1993	4
Book		How to Improve Managerial Performance	1969	1
Book		Inspecting a Home of Income Property	1987	1
Book		Leadership and the One Minute Manager	1985	1
Book		Management of Organizational Behavior	1988	1
Book		Managers Portfolio of Model Memos	1996	1
Book		Managing Transitions	1991	2
Book		Mind Shift	1996	1
Book		Money and Banking	1988	1
Book		New Work Habits	1994	3
Book		Non- Profit Governance	1997	1
Book		On Being The Boss	1997	1
Book		Out of Hock	1994	1
Book		Principals of Banking Operations	1973	
Book		Setting Goals	1983	1
Book		Student Writer at Work	1986	1
Book		Supervision	1986	1
Book		Surviving a Layoff	1995	1
Book		The Appraisal of Real Estate	1986	1
Book		The Ethics of Excellence	1981	2

Book		The New Manager	1988	1
Book		The One Minute Manager	1982	1
Book		The Pocket Book of Quotations	1952	1
Book		The Process of Management	1982	1
Book		The Supervisors Handbook	1987	1
Book		Think on Your Feet	1992	1
Book		Total Customer Service	1990	1
Book		Twenty Years to Improve Customer Service	1994	1
Book		Walk a While in My Shoes	1996	3
Book		Walking the Talk Together	1998	1
Book		How to Write and Give a Speech	1984	1
Book		In Search of Solutions- 60 Ways to Guide Your Problem Solving Group	1994	1
Book		The Credit Union Movement	1971	1
Book		Asserting Yourself- A Practical Guide for Positive Change	1976	1
Book		Hiring the Best- A Managers Guide to Effectively Interviewing	1987	1
Book		Building a Winning Team	1997	1
Book		Stop Managing, Start Coaching!	1996	1
Book		Organizational Culture and Leadership	1992	1
Book		The Manager's Bookshelf: A Mosaic of Contemporary Views	1996	1
Book		Productive Performance Appraisals	1992	1
Book		Coaching, Mentoring and Managing	1996	1
Book		Organizational Behavior	2000	1
Book		Organizational Behavior- Concepts, Contraversies and Applications	1996	1
Book		Modern Management	2000	1
Book		Face to Face- Every Managers Guide to Interviewing	1984	1
Book		California Real Estate Appraisals- Residential Properties	1987	1
Book		Career Development- Taking Charge of Your Career	1992	1
Book		Telephone Courtesy and Customer Service	1987	1
Book		Credit Union Profitability	1986	1
		The Arithmetic of Interest Rates	?	1
Book		Becoming the Obvious Choice	2001	2
Book		The Employee Handbook for Organizational Change	1990	4
Book		New Work Habits for the Next Millennium	1999	1
Book		Culture Shift	1993	1
Book		Business as Unusual- A Handbook for Managing and Supervising Organizational Change	1988	1
Book		Mergers- Growth in the Fast Lane	1996	1
Book		Team Reconstruction- Building a High Performance Work Group	1992	1

		During Change		
Book		The Survival Guide to the Stress of Organizational Change	1995	1
Book		Service Excellence	1991	2
Book		180 Ways to Walk the Customer Service Talk	1999	1
Book		175 Ways to Get More Done in Less Time	2000	1
Book		Credit Union Board of Directors Handbook	1993	2
Book		Relationship Banking	1993	1
Book		IRA's, 401(k)'s, & Other Retirement Plans- Taking Your Money Out	1998	1
Book		Deposit Accounts and Services	1990	1
Book		Credit Union Directors- A Focus on Power	1995	1
Book		Word for Windows 6 for Dummies	1995	1
Book		Credit Union Teller Handbook	1990	1
Book		10 Minute Guide to Novell Groupwise 5	1997	2
Book		The Real Estate Primer	1985	1
Book		Discovering the Souls of Service	1999	14
Book		Lincoln on Leadership	1993	4
Book		Technocasting for Credit Unions	1999	1
Book		Catch Member's with the Net	1999	1
Book		Stories Trainers Tell	2003	1
Book		The Leadership Challenge	2002	3
Book		Only the Paranoid Survive	1996	4
Book		Business @ the Speed of Thought- Using a Digital Nervous Systems	1999	3
Book		Who Moved My Cheese?	1998	2
Book		Leadership	2002	5
Book		A New Brand World	2002	3
Book		Raving Fans	1993	10
Book		The New Wisdom of Business	2000	4
Book		NUTS- Southwest Airlines' Crazy Recipe for Business and Personal Success	1997	5
Book		Business and Personal Success	1997	5
Book		How to Write for the World of Work	1978	1
Book		Leadership from A to Z	1999	1
Book		My American Journey	1995	1
Book		Built to Last	2002	1
Book		Emotional Intelligence- Why it Can Matter More Than IQ	1994	1
Book		The Fifth Discipline- The Art and Practice of a learning Organization	1990	1
Book		Credibility- How Leaders Gain & Lose It, Why people Demand It.	1999	1

Book		Leading Change	1996	1
Book		Get Better or Get Beaten! 29 Leadership Secrets From GE's Jack Welch	2001	1
Book		Brand Warfare- 10 Rules for Building fthe Killer Brand	2001	1
Book		The Revenge of Brand X- How to Build a Big-Time Brand on the Web or Anywhere Else	2000	1
Book		The Cartoon Guide to Computer Science	1983	1
Book		Quality in Action	1992	1
Book		The Visionary Leader	1992	1
Book		Integrity Selling- How to Succeed in Selling in the Competitive Years Ahead	1987	1
Book		Guide to Stress Reduction	1980	1
Book		Changing Ways- A Practical Tool for Implementing Change Within Organizations	1988	1
Book		Sweaty Palms- The Neglected Art of Being Interviewed	1984	1
Book		What America does Right- Lessons from Today's Most Admired Corporate Role Models	1994	1
Book		Expect the Unexpected- How to Prepare Your Family For Times of Emergency	1986	2
Book		The Critical Edge- How to Criticize Up & Down Your Organization and Make It Payoff	1989	1
Book		Re-Inventing the Corporation- Transforming Your Job And Your Company for the New Information Society	1985	1
Book		Future Scope- Success Strategies for the 1990's and Beyond	1990	1
Book		Getting to Yes- Negotiating Agreement Without Giving In	1981	1
Book		The Credit Union Movement- Origins & Development 1850-1970	1971	1
Book		Leaders- The Strategies for Taking Charge	1985	1
Book		The Martin Luther King Jr. Companion	1993	1
Book		Psycho- Cybernetics- A New Technique for Using Your Subconscious Power	1960	1
Book		Soar with Your Star Strengths	1992	1
Book		Don't Worry, Make Money	1997	1
Book		High Output Management	1983	1
Book		Quality is Free- The Art of Making Quality Certain	1979	1
Book		Winning the Innovation Game	1986	1
Book		The Art of Taking Minutes	1981	1
Book		Optra- User's Guide	1995	1
Book		Defying the Limits- Setting a Course for CRM Success Vol. 2	2001	1
Book		Achieving Supply Chain Excellence Through Technology Vol. 3	2001	1
Book		The Pretice-Hall Complete Secretarial Letter Book	1978	1
Book		The Secretary's Handbook	1958	1

Book	Developing the Leaders Around You- How to Help Others Reach Their Full Potential	1995	1
Book	Execution- The Discipline of Getting Things Done	2002	1
Book	The Extraordinary Leader- Turning Good Manager's Into Great Leaders	2002	1
Book	Developing the Leader Within You	1993	1
Book	The 21 Irrefutable Laws of Leadership Tested By Time	2002	1
Book	The Truth About Managing People and Nothing But the Truth	2002	1
Book	The Road Ahead	1995	1
Book	Leadership 101- What Every Leader Needs to Know	2002	1
Book	The 17 Essential Qualities of a Team Leader Needs to Know	2002	1
Book	Clicks and Mortar- Passion Driver Growth in a Internet Driven World	1992	1
Book	Megatrends for Women	1992	1
Book	First Break All the Rules	1999	1
Book	Dale Carnegie's Lifetime Plan for Success	1984	1
Book	Aligning Pay and Results	1999	1
Book	The Alchemy of Growth	2000	1
Book	The Control Theory Manager	1994	1
Book	Results Based Leadership	1999	1
Book	The Goal- The Theory of Constraints	1984	1
Book	Developing Business Strategies	1998	1
Book	Competing For The Future	1994	1
Book	100 Ways to Reward Employees	1994	1
Book	How to Start a Training Program in Your Growing Business	1992	1
Book	Golden Rules of Wealth	1998	1
Book	Absolutely Fabulous Organizational Change	2000	1
Book	Learning Journeys- Top Management Experts Hard Earned Lessons On Becoming Great Mentors and Leaders	2000	1
Book	Now, Discover Your Strengths	2001	3
Book	The 21st Irrefutable Laws of Leadership- Follow Them and People Will Follow You	1998	1
Book	Management Challenges for the 21st Century	1999	1
Book	Insider Job- The Looting of America's Savings and Loans	1989	1
Book	How to become a RainMaker- The Rules for Getting & Keeping Customers and Clients	2000	1
Book	The Nordstrom Way- The Insider Story of America's #1 Customer Service Company		
Book	Emotional Intelligence at Work	1998	1
Book	A Force For Change- How Leadership Differs from Management	1990	1
Book	Megatrends	1984	1

Book		Gung Ho! Turn on the People in Any Organization	1998	1
Book		Leadership By the Book- Tools to Transform Your Workplace	1999	1
Book		Jack- Straight from the Gut	2001	1
Book		Jack Welch- The GE Way	1999	2
Book		24 Essential Lessons for Investment Success	1996	1
Book		The Path- Creating your Mission Statement	1996	1
Book		The 10 Natural Laws of Successful Time & Life Management	1994	1
Book		Predatory Marketing	1997	1
Book		The 7 Habits of Highly Effective People	1989	1
Book		Reader's Digest- Quotable Quotes	1997	1
Book		People Not Profit- The Story of The Credit Union Movement	1999	1
Book		Next Trends For the Near Future	1999	
Book		The Splendid Gift- The California Credit Union League in the 21st Century	?	1
Book		24 Hours in Cyber Space w/ CD-Rom	1996	1
Book		Professional Financial Advise of Consumers: Implications of Credit Unions	2003	1
Book		Outsourcing and Sharing Credit Union Management	2003	1

Audio/Video/Booklet	Excellent Manger Series		
1 Audio/ 1 Video/ 1 Booklet	Motivating People Toward Peak Performance	1988	1
1 Audio/ 1 Video/ 1 Booklet	Pathways Toward Personal Progress	1988	1
1 Audio/ 1 Video/ 1 Booklet	Delegating & Supervising	1988	1
1 Audio/ 1 Video/ 1 Booklet	The Creative Manager	1988	1
1 Audio/ 1 Video/ 1 Booklet	How To Sell Well	1988	1
1 Audio/ 1 Video/ 1 Booklet	Leadership: The Critical Difference	1988	1
1 Audio/ 1 Video/ 1 Booklet	The Excellent Manager	1988	1
1 Audio/ 1 Video/ 1 Booklet	How to Hire, How to Fire	1988	1