If you have fifty minutes you can learn critical business and professional development skills ... with a little help from the Crisp *Fifty-Minute* Series. These workbooks are designed to deliver intensive knowledge in a concise, memorable format. Packed with activities, planning tools, self-evaluations, and effective, real-life examples, these widely acclaimed, easy-to-follow lessons can be used in a self-paced format, whenever you have the time.

In *Better Business Writing: Techniques for Improving Correspondence*, Susan L. Brock covers critical skills to improve spelling, punctuation, usage and style, and create persuasive, more effective memos and letters. She covers key techniques for effective communication to help you grow more confident in your ability to express yourself clearly. Part one of the book covers the basics: mastering spelling, punctuation, and usage; six tips for better spelling; punctuation pointers; and word usage. Part two addresses word choice, including deleting (unnecessary) redundancies; forming parallel construction; recognizing clichés; and avoiding sexist language. Part three covers business writing including letters, memos and e-mail. Part four looks at writing for special circumstances, like writing bad news and writing to persuade. The final part stresses the importance of knowing your audience and explains how understanding personality types can improve business communication.  (HF 5718.3 B76 2003)

Finding creative ways to work together as a team is a great way to build excitement and maximize everyone’s participation while generating better solutions and increasing the group’s productivity. *Creative Collaboration: Simple Tools for Inspired Teamwork* by Bruce Honig and Alain Rostain is filled with over 60 easy-to-follow activities designed to get a team’s creative juices flowing — from warm-up exercises to team energizers. Written especially for trainers and team leaders, this book is an invaluable resource for inspired teamwork. Each activity includes a time estimate, needed supplies, suggested group size, and key learning points. The book explains the place of idea generation in the team creative process. It introduces quick and easy ways to warm up a team or group before embarking on a creative activity, such as strategic planning, problem solving, visioning, or product development. It presents structured processes for generating effective ideas for products, plans, or business needs of any kind. And it provides tools for enhancing the creative performance of organizational groups and teams.  (HD 53 H66 2003)
ANGER


*Childhood Aggression and Exposure to Violence in the Home* by Tina Hotton. Ottawa, Ont.: Statistics Canada: Department of Justice Canada. (RJ 506 A35 H687 2003)


COMMUNICATION


CORRECTIONS


CORRECTIONS (Cont’d)


EMERGENCY MANAGEMENT


*Hazard, Risk and Vulnerability Analysis Tool Kit* by British Columbia Provincial Emergency Program. (HV 551.5 C26 H287 2003)

EMERGENCY MEDICINE


*On Call Cardiology* by M. Gabriel Khan. Philadelphia: W.B. Saunders. (RC 667 K48 2001)

FIRE


FIRE (Cont’d)


MANAGEMENT


POLICE


SUBSTANCE ABUSE

The Effectiveness of Substance Abuse Treatment with Young Offenders by Craig Dowden. Ottawa, Ont.: Research and Statistics Division, Dept. of Justice Canada. (HV 8836.5 D694 2003)

SUBSTANCE ABUSE (Cont’d)


TRAINING


WILDLIFE TRADE & CRIME


Safe Schools

Library News September 2005

BOOKS


Focus on Harassment and Intimidation: Responding to Bullying in Secondary School Communities prepared by the Safe School Initiative and Inter-Ministry Committee on Youth Violence and Crime. Victoria, B.C.: Ministry of Education. (LB 3013.34 C26 F624 2001)


BOOKS

Addiction by Prescription: One Woman’s Triumph and Fight for Change by Joan E. Gadsby. Toronto, Ont.: Key Porter Books. (RM 146.5 G237 2000)

Basic Clinical Pharmacokinetics by Michael E. Winter. Philadelphia, Pa.: Lippincott Williams & Wilkins. (RM 301.5 W56 2004)


Karch’s Pathology of Drug Abuse by Steven B. Karch. Boca Raton, Fla.: CRC. (RM 316 K273 2001)


CD-ROMs

CD-ROM Mosby’s 2001 Nursing Drug Database by Linda Skidmore. This electronic drug database on CD-ROM provides essential data for administering the most common prescription and over-the-counter drugs. It includes new drug facts such as side effects, adverse reactions, precautions, interactions, contraindications, and IV therapy recommendations. (Harcourt Health Sciences) (RM 138 S593 2001)
The number of emergency responders killed or injured at roadway scenes continues to increase each year as highways become more congested with vehicles. This program provides recommendations for reducing on-scene risk and offers tips for staying out of harm’s way when responding to a roadway incident. The Back-to-Basics segment is the final part of four on fire behavior. (Primedia Workplace Learning)

Floods can occur anywhere anytime. Emergency personnel need to be prepared to deal with storms and the damage they leave behind. They need to develop and utilize community-based and systems-based approaches to ensure their response will be safe, effective, and successful. This episode focuses on Charlotte NC and their fire department’s response to flood and swiftwater emergencies. The Back-to-Basics segment is part three of four on fire behavior. (Primedia Workplace Learning)

V3015  Crashing Hard into Adulthood  (video, 30 minutes, 2002)
This program explores the subject of “at-risk” teens and a few of the more significant challenges that some children and adolescents face in our society. These challenges include poverty, abuse, and parental neglect among others. With the help of positive role models and community-based intervention programs, even teenagers who have grown up under the most adverse circumstances may be sufficiently resilient and resourceful in coping with the stresses they face in life. (Magic Lantern Communications)

V2957  A Friend at the Door  (video, 28 minutes, 1950)
However inaccessible their homes, the old-age pensioner, the youngster in juvenile court, the unmarried mother, or the family distressed by the threat of illness and poverty can find in the rural social worker “a friend at the door.” This is the story of how these workers in British Columbia cover a large and rugged province, and of the ways in which they help people in many kinds of trouble to solve their personal problems. Taking four different cases, the film describes how each is investigated, and how people in need are put in touch with available aid, both governmental and private. (National Film Board of Canada)

V3007  Girls and Aggression  (video, 10 minutes, 2002)
This program examines the risk factors for aggressive and violent behaviour among young girls. Fourteen researchers discuss related crime rates and the success of treatment and intervention programs. It also includes interviews with four young women who describe their own experiences as aggressive girls. (National Film Board of Canada)

V3028  Let’s Talk!: An Interest-Based Approach to Resolving Conflict  
(video, 7 + 7 minutes, 1999)
This video shows how to reach a mutually satisfactory agreement through interest-based negotiations. This negotiation depends on a discussion focused on sharing and exploring interests to identify common grounds from which creative options for a solution can be identified. Key ingredients include the following: listening, honesty, and being respectful of the other party. The video contains the program in two versions, English and French. (Canada Customs and Revenue Agency)
D015  Mental Health Nursing  (DVD, 60 minutes, 2003)
This DVD contains a series of five vignettes where nurses interact with clients experiencing a wide range of mental health challenges. For each situation there are two scenarios: the novice scenario showing some of the more common errors that a student nurse may make when first dealing with these clients; and the expert scenario showing how a mental health nurse with more advanced skills and knowledge would proceed. The challenges include the following: a depressed/suicidal client; a verbally and physically aggressive client experiencing delusions; a mentally status assessment; a client with dementia and agitation experiencing anxiety; and a client experiencing mania. (Distributed to B.C. post-secondary institutions by Image Media)

V2898  Mood Disorders  (video, 32 minutes, 2002)
This teaching module contains four stacked programs that deal with mood disorders and their treatments. The first program presents vivid examples of the mood fluctuations of patients who suffer from periodic affective episodes. The second illustrates the findings of a 10-year study that involved 12,000 volunteers in an Amish community and represents careful analysis of genetic factors related to manic-depressive disorders. The third shows the effectiveness of combining drug therapies with traditional psychotherapy. The final program provides a clear and dramatic presentation of the process and some of the effects of electroconvulsive therapy (ECT). (Distributed to B.C. post-secondary institutions by Image Media)

V2986  OC Aerosol Use in Law Enforcement II  (video, 38 minutes, 2001)
Takes an objective look at what oleoresin capsicum aerosol sprays can and cannot do. The program includes a discussion of safety, training, physical effects, types of spray patterns, and legal considerations. (AIMS Multimedia)

V2899  Personality Disorders  (video, 21 minutes, 1999)
This program explores the mind of a psychopath. It presents the definition of and describes specific behaviours related to psychopathy, and discusses the ongoing research on this subject. (Distributed to B.C. post-secondary institutions by Image Media)

D029  The Secret Policeman  (DVD, 60 minutes, 2003)
Mark Daly spent months working as a policeman in Manchester. His fellow officers were unaware that the new recruit was, in fact, an undercover journalist. What Daly discovered was a disturbing faction among his colleagues where racist attitudes and beliefs were rife. (McNabb Connolly)

V3029  Technology in EMS  (video, 58 minutes, 2005)
Technology continues to emerge into emergency medical services. Knowledge of these systems can help in the response to patients. After looking at the application of computers in the field, this episode of Emergency Medical Update shows how computers are used to help handle the scheduling of a department’s personnel. (Primedia Workplace Learning)

V2995  Worlds Apart — Coming Together  (video, 33 minutes, 2002)
This motivational/training video and handbook are based on the work of the Muriel McQueen Fergusson Centre for Family Violence at the University of New Brunswick. This project was one component of a national investigation of violence into the socialization of the Canadian girl child. This program is designed for communities interested in gender-sensitive programming for violence prevention. (National Film Board of Canada)
Most of us have likely been taught to use logic and reasoning to make the best decisions. H.B. Gelatt and Carol Gelatt assert that although this is certainly a sensible approach, the future is too unpredictable for us to be guided by logic and reasoning alone and that uncertainty must never be eliminated from the decision-making process. They believe that the key is to be positive about uncertainty and that every decision should be approached with an open mind to create more future possibilities. Creative Decision Making: Using Positive Uncertainty helps you do just that. The authors present four paradoxical principles designed to expand the way you think about the decisions you make. The principles include the following: be focused and flexible about what you want; be aware and wary of what you know; be realistic and optimistic about what you believe; be practical and magical about what you do. The book includes discussion on using positive uncertainty to manage information overload and what you can do to decide creatively in today’s rapidly changing world. (BF 448 G45 2003)

Customer service has changed dramatically over the past few decades. New technology has given customer service personnel more options for reaching customers, as it has given consumers easier access to data and information. In Customer Service in the Information Age: A Common Sense Approach to High-Tech Help, JoAnn Haberer explains how businesses can still provide great customer service with a personal touch — whether it is through e-mail, the telephone, or a company website. The tips presented in this book will give organizations concrete suggestions for how to use the technological options available today to elevate their customer service to the next level and build relationships that will result in loyal and satisfied customers. Some of these tips include the following: website design for customer responsiveness and web-based customer support systems; strategies for e-mail customer service that save your customers time and effort, yet still convey a personal connection; customer relationship management principles; and more customer-friendly automated telephone systems. (HF 5415.5 H224 2004)

Developing as a Professional: 50 Tips for Getting Ahead by Marilyn Manning and Patricia Haddock is a how-to guide for presenting yourself well in business and social situations. The authors cover what qualities define a professional and what you can do to gain recognition as a true professional in your workplace. The tips in this book are easy to turn to for on-the-job advice on everything from developing good work habits to minding your business manners, as well as networking and scheduling your time effectively. Finally you will learn how to develop good oral and written communication skills and find new ways to cope with workplace challenges such as defusing conflict and managing pressure and stress. (HF 5381 M29 2004)

Most managers would prefer to be known as excellent leaders rather than excellent managers. In Learning to Lead: An Action Plan for Success, Pat Heim, Elwood N. Chapman and Serge Lashutka explore the qualities that make good leaders. They discuss the sources of leadership power and explain the role of leadership power in getting work done through others. They examine the primary ways to handle resistance to change and provide tools for managing change effectively. They examine the difference between managers and leader/managers. They present the importance of developing and communicating a vision and following it through. And they teach strategies for leading people to work together effectively as a team. (HD 57.7 H43 2004)

Have you ever wanted to make a lasting impression, connect with an audience, or be recognized as an effective communicator? Delivering your message through stories is an excellent way to break the ice, inspire people, share good news, build team spirit, and more. In Making Your Message Memorable: Communicating through Stories, Deborah Shouse, Ron Zoglin, and Susan Fenner show you how you can put stories to work in everyday business situations. They provide a number of techniques for turning your experiences into effective stories, as well as advice on getting to know your audience, finding your storytelling style, and bringing your story to life. Telling stories in the workplace enables you not only to get your message across, but to make your message memorable. Part one of this book demonstrates ways that storytelling makes an effective business communication tool in the workplace. Part two explores the elements of story development as they apply to a business setting. Part three explains how to bring your story to life, spelling out how to take a story from rough draft to refined form. And part four presents delivery techniques to help storytellers build connections with the audience. (HF 5718.3 S558 2003)