

TRAINING HANDOUTS

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|-----|---------------------------------------|-----|------------------------------|
| 1. | Attitude | 12. | Time Management |
| 2. | Customer Service | 13. | Case Management |
| 3. | Phone Skills | 14. | Dealing with Changes |
| 4. | Communication Skills | 15. | Conflict Resolution |
| 5. | Disability – Working With | 16. | Empowerment |
| 6. | Goal Setting | 17. | Team Building |
| 7. | Interview Skills | 18. | Generational Differences |
| 8. | Assessment Skills | 19. | Job Hunting |
| 9. | Leadership | 20. | Managing Multiple Priorities |
| 10. | ADA | 21. | Native Culture |
| 11. | “7 Habits of Highly Effective People” | 22. | Positive Thinking |

RESOURCES

Dictionary

Thesaurus

IAWP

“The First 75 years”
Historical Items
International Conferences
District X – Historical Items

VIDEO LIBRARY

- The School Co. Telephone Skills BED 110
- The School Co. Telephone Skills BED 110
- The School Co. Words at Work WCV 402

- Cambridge Educational Ring...Ring. Your Career Calling
- Cambridge Educational Road to Wise Money Management
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- Univ. of Colorado @ Denver
 - Starting the Job Search Program One
 - Effective Job Search Techniques Program Two
 - Interviewing with Confidence Program Three
 - Writing Resumes & Cover Letters Program Four

- Curtis & Associates, Inc
 - First Impressions - Key to Successful Interviews
- Cambridge Career Products
 - Effective Resumes - Reading Between the Lines