

---

## Wheatland Bank Business Resource Library

---

### Computer/Money

---

	Title	Comment
Item 2171	Let's Save America! 9 Lessons to Financial Success	How to use the Power of compound interest to accumulate your retirement fortune in nine simple, understandable lessons. Learn how compound interest can work for you instead of against you.
Item 2159	Microsoft Office 97 for Windows for Dummies	Fun and Easy way to find out about Microsoft Office 97 - and how to use Word, Excel, Access, PowerPoint, and Outlook. Includes how to create your own web pages, explained in plain English.

---

### Customer Service

---

	Title	Comment
Item 2109	50 Powerful Ideas You Can Use to Keep Your Customers	A Quick Read. Learn how to turn angry customers into lifelong clients, avoid the expense of replacing clients, disarm the chronic complainer, and train employees to be service champions.
Item 2152	Fabled Service - Ordinary Acts, Extraordinary Outcomes	Learn to: Share your passion for service, make service everything your company is and does, be of service in all that you do, act according to the belief that you are in business to serve your customers, serve those who serve the customer and more..
Item 2168	Raving Fans - A Revolutionary Approach to Customer Service	Written in parable style, Raving Fans uses a story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make exemplary service a constant feature. Your customers will market your business!
Item 2153	Service Edge, The - 101 Companies That Profit From Customer Care	How America's top 100 service companies and organizations create, manage, and maintain their edge. It is an indispensable guide for anyone charged with improving service quality- and through it, the bottom line- in the face of fierce competition.

---

### General/Communication

---

	Title	Comment
Item 2138	Age of Paradox, The	Handy addresses business, family, education, citizenship, money, relationships and other subjects that touch the very core of our search for meaning & argues that although the paradoxes of modern times cannot be solved, they can be managed.
Item 2180	Beyond the Lemonade Stand - 14 Undergraduate Entrepreneurs Tell Their Stories of Ethics in Business	Case studies to inspire and motivate - learn from the mistakes and benefit from their successes. As you read their stories of work and dedication, notice their unyielding commitment to being ethical business owners.
Item 2140	Dealing with People You Can't Stand - How to Bring Out the Best in People at Their Worst	Learn how to recognize 10 difficult behaviors and how to successfully deal with each of them. You will discover how difficult people think, what they fear, and why they act as they do and learn how to change destructive behavior.
Item 2136	Going Local - Creating Self-Reliant Communities in a Global Age	Empower local people to regain control over what happens in their communities. A clearly written book that counters blind globalism with insightful and responsible suggestions for how to root capital in viable local communities.
Item 2175	Greatest Gift Guide Ever, The - Over 3,200 gift ideas for everyone and every occasion	Helpful hints for gracious giving - guidelines for 81 age and interest categories, imaginative wrapping ideas, when gifts must be mailed and creating a gift profile. Also includes gifts to make.
Item 2127	How to Become Financially Successful by Running Your Own Business - A Guide to Independence & Profits	Learn how to take advantage of opportunities, & avoid pitfalls. Learn how to stay small and grow wealthy, win the paperwork war, find customers, build a reputation and much more.
Item 2124	Influencing with Integrity - Management Skills for Communication and Negotiation	Use neurolinguistic programming (the Syntonics model) to increase your ability to communicate, negotiate, and maximize your verbal and nonverbal impact.

---

## Wheatland Bank Business Resource Library

Item 2115	Superachievers - Portraits of Success from Personal Selling Power	Pinpoint & put to use the specific success principles employed by 12 of America's most prominent superachievers in sales, financial planning, fitness, motivation, negotiation, and more
Item 2182	Telect - A Story of Faith, Family, Business - An American Entrepreneurial Dream	The inspiring story of the birth of a family-owned telecommunications business. The business started with 3 employees and grew to over 2,000 employees, then dealt with the telecom tumble in 2000, survived and thrived.
Item 2157	Willow Springs 58 - Fall 2006	A collection of fiction and non-fiction stories and poetry by various authors.
Item 2178	Wisdom, Inc. 26 Business Virtues that Turn Ordinary People into Extraordinary Leaders	A provocative and practical handbook for business success. A business virtue checklist, chock full of useful examples and exercises.
Item 2150	Working With Groups, Committees & Communities	A practical handbook for your group, this book teaches you how to identify needs, establish priorities, develop effective leadership skills, assess resources, make decisions, ACT, and evaluate.

### Legal/Forms

Title	Comment
Item 2158	Employee Ownership - Revolution or Ripoff? An unbiased examination of the barriers, promises, and challenges confronting labor-management cooperation. Learn all about ESOPs (Employee Stock Ownership Plans) and learn about companies that have implemented them successfully, and unsuccessfully.

### Management

Title	Comment
Item 917	#301 Great Management Ideas from America's Most Innovative Small Companies By Inc. Magazine. Includes 42 Tech tips--smart ideas for using technology, 67 ways to market better, 61 strategies for managing people, 39 tactics for managing your money, and 24 suggestions for ways to manage personal life.
Item 1893	#FISH! A Remarkable Way to Boost Morale & Improve Results Philosophy of Work Made Fun Gets Done. Uses example of Pike Place Fish Market in Seattle - where they throw fish, have fun, and give great customer service. Catch the Energy & Release the Potential!
Item 1078	#Selling, Recruiting, Managing Recruiting, training, and motivational tool for entrepreneurs. Stresses the importance of a "plan", identifying goals, and achieving them.
Item 1827	#Spirit of Leadership, The - Optimizing Creativity and Change in Organizations This book examines ways of enhancing: organizational vision, communication, & commitments; ethics & fair conduct of business; leaders' credibility, wisdom, charisma, and ability to be self-examined; and meaning & purpose in personal & business life.
Item 2106	30 Most Common Problems in Management, The Older book, but still some good advice on how to handle personnel issues - different personalities, communication, interviews, layoffs, etc.
Item 2131	A Goal is a Dream with a Deadline - Extraordinary Wisdom from Entrepreneurs, Managers and Other Smart Includes the 10 commandments of entrepreneurship and quotes from successful entrepreneurs and CEOs of major companies.
Item 1564	BLUR - the speed of change in the connected economy Are you keeping up with change? Can you customize every offer? Porsche never makes the same car twice. Business location? Connectivity demands virtual location. Is your on-line business ready to move when customers click the button?

---

## Wheatland Bank Business Resource Library

---

Item 2128	By the Seat of Your Pants - the No-Nonsense Business Management Guide	Packed with road-tested tips and real-world success stories. Learn how to integrate values into action and avoid having to fly by the seat of your pants.
Item 2101	Disney Way Fieldbook, The	How to Implement Walt Disney's Vision of "Dream, Believe, Dare, Do" in your own company. Includes management and teambuilding exercises.
Item 2103	Disney Way, The -Harnessing the Management Secrets of Disney in Your Company	The Strategies that built Disney can help YOUR business soar - Dream, Believe, Dare, Do. Customer is Guest, All for one, one for all, Practice, and Plan, Share the Credit.
Item 2130	Downsizing: Reshaping the Corporation for the Future	Shows how to downsize while simultaneously maintaining the momentum of the organization and its reputation for fairness. Practical, tough-minded, clear analysis of how to make corporate structure lean and effective.
Item 2149	Fatal Illusions - Shredding a Dozen Unrealities That Can Keep Your Organization From Success	Provides "forward focus" tools that clarify where you want to go, help you see the gap between the target and your current reality, and show you how to close the gap. Gives a clear picture of how to achieve key organizational goals.
Item 2132	First-Time Manager, The - A Practical Guide to the Management of People	Learn how to manage other people. Gives Pointers on all aspects of supervision, from understanding human behavior and counseling through performance appraisal, salary administration, hiring and firing personnel, & evaluating your own performance.
Item 2154	Five Dysfunctions of a Team, The - A Leadership Fable - Copy 1	"Story" about how to build and manage successful teams. The dysfunctions are: the absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.
Item 2155	Five Dysfunctions of a Team, The - A Leadership Fable - Copy 2	"Story" about how to build and manage successful teams. The dysfunctions are: the absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.
Item 2156	Five Dysfunctions of a Team, The - A Leadership Fable - Copy 3	"Story" about how to build and manage successful teams. The dysfunctions are: the absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.
Item 2118	Great Game of Business, The Only Sensible Way to Run a Business	Focus: The best, most efficient, most profitable way to operate a business is to give everyone a say in how it is run and a stake in the financial outcome - good or bad.
Item 2120	High-Value Manager, The - Developing the Core Competencies Your Organization Demands	Assess your management skills and learn how to go from managing to empowering, provide a learning environment, make your vision and values a reality, stay current and flexible, practice preventive mgmt, and focus on customer service, teams & more
Item 2134	Insights into Excellence - Winning Game Plans from 21 Masters of Business Success	Management advice from Ken Blanchard, Herb True, Jim Tunney, Tom Haggai and others on Productivity through motivation, leadership, identifying potential, and the path to excellence.
Item 2116	Management Compass, The - Steering the Corporation Using Hoshin Planning	Hoshin Kanri is a management methodology to reliably execute strategic breakthroughs. Link daily activity with strategic objectives to improve efficiency. Basically focus and alignment.
Item 2143	Monday Morning Leadership - 8 Mentoring Sessions You Can't Afford to Miss	This is a story about a manager and his mentor. It offers unique encouragement and direction that will help you become a better manager, employee, and person.

---

---

## Wheatland Bank Business Resource Library

---

Item 2125	Moving Up! Women and Leadership	Covers the essential aspects of leadership from a woman's point of view. Includes 50 charts designed to help you assess your strengths and needs for leadership skills at all levels of management.
Item 2102	Office Management, A Productivity and Effectiveness Guide	A practical guide for increasing office productivity. Establishing teams, standards, goals. Communicating for Results, negotiation, leadership development. Also customer relations and ethics.
Item 2104	Open-Book Management	Successful bsns. needs employees who work smart as well as hard, who understand how the company makes money and how they can contribute to the bottom line. i.e. the benefits of opening your books to staff.
Item 2147	Power of Total Commitment, The - A Leader's Legacy	These lessons apply to family, business, community and oneself. To achieve lasting success we must faithfully live up to our commitments. Gives deep insights into principles, skills needed.
Item 2126	Sacred Cows Make the Best Burgers - Developing Change-Ready People and Organizations	Round up sacred cows - outdated beliefs and practices- that cost you time and money and stop you from taking advantage of exciting new opportunities. Develop the 7 traits of Change-Ready people and teams and gain a competitive edge.
Item 2162	Simple Art of Greatness, The - Building, Managing, and Motivating a Kick-Ass Workforce	The safest way to build a business is to create a dangerous workforce - one that is motivated, enfranchised, and happy. Profit-sharing - people are committed to the company's success when their own personal finances are linked to the company's.
Item 2107	The 7 Habits of Highly Effective People - Powerful Lessons in Personal Change	Learn habits of successful people: Be proactive, begin with the end in mind, put first things first, Think win-win, seek first to understand, then to be understood, synergize, and sharpen the saw.
Item 2129	The Age of Unreason	"Technology," writes Handy, "has launched us into an era of wrenching, disjunctive change that will transform every aspect of your lives" - learn how to cope with and capitalize on enveloping change.
Item 2167	The Customer Comes Second, and Other Secrets of Exceptional Service	Philosophy: Concentrate on your employees first, and your customers second - from one of the top ten in the 100 Best Companies to Work For in America whose happy customers transformed a family business into a global industry leader.
Item 2123	Thriving on Chaos, a Handbook for a Management Revolution	Create total customer responsiveness, pursuing fast-Paced Innovation, achieve flexibility by empowering people, learn to love change, and build systems
Item 2113	Tight Ships Don't Sink - Profit Secrets from a No-Nonsense CEO	Learn 150 action steps guaranteed to cut costs, trim fat, and make your business more buoyant. Hire smarter, boost productivity, make ethics pay, control debt, and more.
Item 2100	Time Management for Dummies	How to handle paper flow, meetings and telephone calls. Organize, list, prioritize
Item 2173	When All Else Fails - Finding Solutions to your most persistent management problems	Focuses on solution focused management. It addresses solutions that are already within us or at work around us, but that we fail to take note of and use. Manage your work, life, and family with a positive focus while addressing problems.

---

### Marketing/Sales

---

Item	Title	Comment
1829	#Brand Warfare - 10 Rules for Building the Killer Brand	This book is a blunt, entertaining, provocative, relentless, and no-holds barred account of how to build a great image or brand. It is witty, irreverent, and intensely practical, and includes many sound lessons for strategy & the role of leaders.

---

---

## Wheatland Bank Business Resource Library

---

Item 2170	10 Secrets to Marketing Success - How to Jump-Start Your Marketing	24 experts give you more than 220 specific techniques to get new business and take better care of your current customers. Increase referrals, overcome the fear of rejection, selecting the right customers, networking secrets.
Item 2111	Can I Have 5 Minutes of Your Time	A No-nonsense Fun Approach to Sales from Xerox's Former #1 Salesperson. Using real life experiences, the author teaches proven, basic selling disciplines and how to meet customers' needs.
Item 2161	Fossler's Guide to Planning & Promoting Your Business Anniversary	Those that promote their business anniversaries have a boost in employee morale and performance, dramatically increase repeat business, have climbing sales and profit, shining community relations, and a clear competitive advantage.
Item 2163	Sales Professional's Idea-a-Day Guide, The	250 practical, ready-to-use sales ideas to increase your top and bottom lines - every selling day of the year. Includes more than 100 work sheets to help you organize your thoughts, test your ideas, and put them into action.
Item 2139	Selling the Invisible - A Field Guide to Modern Marketing	Hundreds of quick, practical, and easy-to-read strategies to market your service business. i.e. why focus groups, value-price positioning, discount pricing, and being the best usually fail, the vital role of vividness, focus, "anchors" and stereotype
Item 2176	The Influentials - One American in ten tells the other nine how to vote, where to eat, and what to buy. They	They are the 10% most involved in their local communities. More important than what is said is the "mouth" who says it. Learn how to identify the influentials and market with and through them.
Item 2164	The Truth about Yellow Pages - Making Them Work for You	An expert on Yellow Page Advertising takes you through every aspect of decision making, design, and expenditure, allowing you to make the very best use of this major advertising medium. Includes tips on layout and design, placement, & more.

---

## Personal Development

---

Item	Title	Comment
2137	Do What You Love, The Money Will Follow - Discover Your Right Livelihood	A gently reassuring guide for all who yearn for work that will express their particular creative abilities. Tune into your inner world and your unique talents, evaluate and build your self-esteem, banish your outdated network of "shoulds."
2148	Execution - The Discipline of Getting Things Done	The book that shows how to get the job done and deliver results... whether you're running an entire company or in your first management job
2160	Fred Factor, The - How passion in your work and life can turn the ordinary into the extraordinary	Bestseller - premise: If Fred the Postman can bring extraordinary creativity and commitment to putting mail in a box, think what you can do. Motivational story of how attitude makes a difference in everything we do. Learn 4 basic principles to apply.
2141	Get What You Want!	Get clear, no-nonsense guidelines for defining and then achieving your own personal success. Learn how to cope with and create positive change, expand your comfort barrier, stop procrastinating and start progressing, and have a love affair with life.
2174	How to be the Person Successful Companies Fight to Keep	Learn why you must - find ways to demonstrate value-added, identify your competition-both inside and outside the company, cultivate advocates who will fight for you and have a positive impact on your customers, coworkers & company.
2166	How to Stop Worrying and Start Living	This book may change the whole course of your life by: 1. Showing you how to break the worry habit. 2. Teaching you mental attitudes that will lead to inner security and happiness. Learn practical, tested formulas for solving worry situations.
2135	Invisible Garden, The - One woman's journey from soil to soul	Using stories about her experiences and the joys and trials of living in a land-based community, the author uses gardening to give insight into the unappreciated richness of life.

## Wheatland Bank Business Resource Library

Item 2142	One Minute For Myself - How to Manage Your Most Valuable Asset	Using the proven methods of the world-famous One Minute program, you can: reduce stress, find new energy, dramatically improve personal performance, achieve greater self-esteem, stop wasting time on anger & resentment & develop positive relationships
Item 2112	Personal Knowledge to Shape Your Future	Establish a process for your personal growth and self-improvement, build action-driven, life changing behaviors. Its goal: help you find success.
Item 2110	Preferred Futuring - Envision the Future You Want and Unleash the Energy to Get There	Embrace change by envisioning the future you want as opposed to solving a problem. Develop a strategy versus quick-fix problem solving.
Item 2117	Soar With Your Strengths	Find out what you do well, and do more of it. Find out what you don't do well, and stop doing it. Increase productivity and performance, recognize and awaken hidden talents.
Item 2122	The On-Purpose Person - Making Your Life Make Sense	More than a goal-setting guide, this book will show you how to invest your time, talents, and assets in what's most important to you, exchange burnout for balance, and feel satisfied at the end of the day. Be on-purpose instead of off-purpose.
Item 2179	The Power of Wisdom - When You Change How You See the World, Your Whole World Changes	A simple change in how you see the world can lead to a profound difference in your results and your relationships. Its impact on your life is far-reaching - more than any skill, technique, strategy, habit or how-to formula you will ever learn.
Item 2119	Woman to Women - From Sabotage to Support	It is important to cultivate a professional relationship over a personal one to increase our support of each other. By observing and sharing, we can help each other to recognize the rules of the game and use them to our advantage.
Item 2121	Work and the Human Spirit	A collection of stories/dramas that revolve around work and the human spirit. Use them to gain insight about yourself and your company to improve your effectiveness

### Personnel/Employment

Item	Title	Comment
Item 1138	#1001 Ways to Energize Employees	Practical ideas on building employee morale and unleashing employee potential. Uses case studies, examples, suggestions and quotes to increase employment involvement and enthusiasm. Addresses new approaches, flexibility, communications, productivity.
Item 1110	#1001 Ways to Reward Employees	What motivates employees most is not money, but recognition. This guide has rewards for every conceivable type and situation. Includes low-cost ideas, proven strategies, achievement awards, contests, time off, and case studies.
Item 356	#Attacking Absenteeism (Small Business Institute)	Small Business Institute Series - "50 Minute Series". Improve business skills. If book is purchased from US Chamber, CEUs are available. Tests available for review upon request.
Item 2071	#Attracting & Rewarding Outstanding Employees	Packed with real-world examples, illustrations, tips boxes and sidebars, this is your essential guide to winning the recruiting battle.
Item 1371	#Hiring Great People	Step-by-step guide to attracting today's best employees. Explains hiring terms and concepts, hints to make recruiting easier, red flags, avoiding hiring errors, and procedures you can follow to make the best hiring decisions.
Item 1479	#Love 'Em or Lose 'Em - Getting Good People to Stay	Down-to-earth and practical, this book gives employers, managers and leaders 26 strategies they can do today to keep their best people. Learn how to keep the talented, committed employees you can't afford to lose.

## Wheatland Bank Business Resource Library

Item 115	#Managing People: 101 Proven Ideas For Making You & Your People More Productive	Advice from America's smartest small companies. Includes interviews with the most innovative CEO's in people management over the past decade
Item 113	#Managing People: A Practical Guide	Through discussions, exercises & self-tests you can increase efficiency & productivity through: collaborating, communicating effectively, motivating your staff, working as a team, evaluating employees, coping with stress, delegating, setting goals.
Item 1452	#Managing People: Lead Your Staff to Peak Performance	Using common, everyday scenarios, self-assessment worksheets and advice, this book will help you build your leadership skills, motivate your staff, resolve conflicts smoothly, handle problem employees with ease and coach your staff to success!
Item 1451	#Motivating & Rewarding Employees	This book is about making sure employees know what they're doing, why they're doing it that way; and then giving them some control. It's about giving employees appropriate challenges and giving feedback that lets employees judge their own performance
Item 117	#People Investment: How to Make Your Hiring Decisions Pay Off for Everyone	Tells what employers must know about: Family & medical leave act; Americans with Disabilities Act; sexual harassment; what you can't ask job applicants--& why
Item 112	#Problem Employees: How To Improve Their Performance	Shows how to deal with an employee who: Alienates co-workers & customers; is unwilling to work overtime; is unable to self-start; has steadily lost motivation over a long period of time; shows signs of drug abuse; challenges your authority.
Item 2108	Discipline Without Punishment	The Proven Strategy That Turns Problem Employees into Superior Performers. Learn how to take effective, fair, and consistent action when required.
Item 2169	Effective Succession Planning - Ensuring Leadership Continuity and Building Talent from Within	Learn the key elements of systematic succession planning. The survival of any organization depends on a steady stream of leadership talent. Learn not just how to replace, but when and why to replace. Includes worksheets, forms, etc.
Item 2145	Fire at Will - Terminating Your Employees Legally	Discusses your rights as an employer to deal with chronic absenteeism, employee crime, drug testing, family leave, pregnancy, OSHA, the handicapped, dealing with unions, and promotions or demotions.
Item 2144	Flexible Employment: Positive Work Strategies for the 21st Century	How to use outside staffing and temporary help to provide labor market flexibility and help business better manage their labor costs.
Item 2146	Hire at Will	Learn what you should know before you hire, how to get the most out of your interviews, make testing work for you, legal ways to check out applicants, make the disabilities act less burdensome and the right way to use independent contractors.
Item 1826	How to Hire & Develop Your Next Top Performer - The Five Qualities That Make Salespeople Great	Learn how to hire, develop, train, motivate, and retain top sales performers. Understand the strengths and limitations of each member of a sales team, make your investment in marginal producers pay off, learn new recruiting techniques.
Item 2114	Keeping Good People	How to manual for employee retention. Understand why employee turnover is high, discover the five principal reasons people leave their jobs, learn 195 practical techniques for reducing turnover.
Item 2165	Sharkproof - Get the Job You Want, Keep the Job You Love...in Today's Frenzied Job Market	Practical advice on getting hired, getting a job or career you like, and making yourself indispensable. A self-help book for the workers of today who want to be the entrepreneurs of tomorrow.

---

## Wheatland Bank Business Resource Library

---

Item 2172	The Hunted - The Art and Science of Employee Selection	Contains procedures for analyzing individual strengths and weaknesses, and aligning them with job requirements in order to achieve the optimum "fit" between the organization and its human resources.
Item 2181	Walk Awhile in My Shoes	Gut-level, real-world messages from employees to managers and managers to employees with the hope that with more understanding, we can meet in the middle and walk the rest of the way together.

---

### Women//Diversity

---

	<b>Title</b>	<b>Comment</b>
Item 2177	Confidence Factor, The - How Self-Esteem Can Change Your Life	Learn what women need to do to get confidence, keep confidence, and make it grow. Her 10 Commandments of Confidence provide the guidelines for improving your self-image and enhancing your level of self-respect.
Item 2133	Star Teams, Key Players - Successful Career Strategies for Women	Insights and step-by-step advice to help you successfully adapt to changing times - without losing your edge. Discover the sense of mission, ability to focus on goals, and desire for challenge that make you a key player. Make your team soar!
Item 2151	Working Together - Producing Synergy by Honoring Diversity	This book looks at diversity as an advantage to be utilized, not a problem to be solved. Collection of articles honoring diversity, recognizing its value, and the multitude of viewpoints it brings with it.

---