SUGGESTED SEARCH TERMS

(.Search Terms for Articles, Books, and Videos)

- Active listening
- Body language
- Business etiquette
- Business writing
- Career development
- Communication skills
- Conflict resolution
- Cover letters
- Critical thinking
- Cultural awareness
- Cultural differences
- Customer service
- Decision making
- Filing systems
- Group problem solving
- Intercultural communication
- Interpersonal communication
- Interpersonal conflict
- Job applications
- Job hunting
- Listening skills
- Negotiation in business
- Problem solving
- Professional image
- Public speaking
- Resumes (Employment)
- Teams in the workplace
- Teamwork (workplace)
- Technical writing
- Telephone etiquette

(Search Terms for Books and Videos)

- Commercial correspondence
- Employment interview
- English grammar
- Intuition
- Leadership
- Mediation
- Professional appearance
- Research guide
- Workplace
- Writing skills

CALL NUMBERS (174 – 617)

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<th>Call Number</th>
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<td>651.7 Communication in the workplace</td>
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<td>658.812 Customer Service</td>
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<td>650.14</td>
<td>Resumes, Cover Letters, Interviewing</td>
<td>808.51 Public Speaking (speeches)</td>
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JOURNALS AVAILABLE FOR CHECKOUT

- HR Magazine (2010 - Present)
- Insight Into Diversity (2010 - Present)
- Writer’s Digest (2010 - Present)

DATABASES

- Academic Search Premier
- Business Source Premier
- Ebrary
- Films on Demand
- Gale Virtual Reference Books (GVRL)
- MasterFILE Premier
- OmniFile Full Text Select
- Professional Development Collection
- ProQuest Research Library

ELECTRONIC BOOKS & SPECIALIZED REFERENCE SOURCES

- Ebrary
  - Business Ethics (2010)
  - Professional Image : Your Road to Success (2010)
  - 101 Great Resumes (2009)
- Gale Virtual Reference Library
  - Bridging the Culture Gap (2008)
- ProQuest Career and Technical Education
  - 10 Steps to Successful Business Writing (2009)

ONLINE PERIODICALS

- Business Source Premier
  - Harvard Business Review (1922 – present)
- ProQuest Career and Technical Education
  - Occupational Outlook Quarterly (1983 – present)
- Professional Development Collection
  - Career Development Quarterly (1996 – present)
  - Journal of Employment Counseling (1994 – present)*
    * 12 month delay due to publisher embargo

STREAMINGVIDEOS

- Films on Demand
  - Job Killers: Don’t Say That! (2012)
  - Job Search: Busting the Myths (2011)
  - Online Customer Service (2012)
- Writing Essentials (2010)
- Diversity in the Workplace: Playing Your Part (2012)