

**Appendix K: Classified Staff Development Fund Purchases
FY2012**

Videos Purchased

Communicating with confidence
Creating customer satisfaction / presented by Kathleen Leighton
Dealing with difficult employees / Don Crawley
Escaping the time trap / presented by Peter Ten Eyck
Exploring management styles / presented by Roben Graziadei
Managing your emotions / [presented by] Kay Joslin Walling
Supervisory solutions / presented by Janet Kirch