

TOXIC TALK**

(LEARNCOM) 9 minute DVD, with ancillary materials

Shows gossip, gripes and rumors, the Toxic Talk that undermines an organization's motivation and productivity; and how to effectively deal with it.

Rental \$250; Purchase \$495

UNDERSTANDING THE NEW A.D.A.

(COASTAL) 16 minute DVD with ancillary materials

Features a knowledgeable host guiding viewers with detailed explanations of 6 major changes now required by the ADA Amendments Act.

Rental: \$295; Purchase \$695

WHEN THE PHONE RINGS: TELEPHONE SKILLS FOR BETTER SERVICE**

(KANTOLA) 20 minute DVD

Offers viewers the training to set the right tone in communicating effectively, listening, and giving customers what they need.

Purchase only, \$159

WORKPLACE HARASSMENT: PREVENTION AND THE LAW

(ANDERSON-DAVIS) On-line program

An interactive e-learning program for training supervisors/managers/employees dealing with all aspects of prevention, implementation, and resolution of workplace harassment issues; offering flexible training options.

Call for details about pricing.