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## MONAD TRAINER'S AIDE, INC.

For a **FREE PREVIEW** or details, contact **1.800.344.6088** FAX **1.718.352.8276** WWW **monadtrainersaide.com**

**ABSENTEEISM**

Absence Minded: Managing Absenteeism

**ACCOUNTABILITY**

Accountability That Works  
Accountability Toolkit: Government Version  
Act With Integrity  
5 Waves Of Trust, The  
Get On The Right Bus  
Is Good Enough?  
Players Win The Game, The  
Professional Conduct 101: Vital Skills For New Employees  
Start Right...Stay Right  
That's Not My Problem  
Truth About Business Casual, The (Truth Series)  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*  
What Would You Do?  
Who Are They Anyway

**AIDS**

Aids & Attitudes  
Facts Vs Fears Aids In The Workplace:

**ADVERSITY**

Adversity Quotient  
Adversity Quotient At Work

**ALCOHOL ABUSE (see Drug/Alcohol Abuse)**

**ALLIANCE BUILDING**

**AMERICANS WITH DISABILITIES ACT**

ADA Maze: What You Can Do  
ADA Revisited  
ADA, The, Series:  
*Understanding The Law*  
*Common Sense Compliance*  
ADA: ToughNew Partnership, The: Manufacturing For Excellence Questions & Straight Answers (legal Briefs Series)  
All You Have To Do Is Ask  
Given The Opportunity  
HR Case Files: ADA  
Making The ADA Work For You  
Now Serving Every Customer  
Serving Customers With Disabilities  
10 Commandments OF Communicating With People With Disabilities, The  
Understanding The New A.D.A.

**ANIMATION (see Meeting Openers)**

**ASSERTIVENESS**

Assert Yourself: Learning To Be Assertive  
Assertive Professional, The  
Being Assertive  
Being Empowered: Making A Difference  
Being Positive In The Workplace: Good Attitudes Are Contagious  
Charisma  
From No To Yes  
Practice!, Practice!  
Straight Talking: The Art Of Assertiveness  
When I Say No, I Feel Guilty

**ATTITUDE**

A+ In The Workplace: Developing Positive Behavior  
Accentuate The Positive

Attitude (Smart Start Meeting Openers)  
Attitude: A Little Thing That Makes A Big Difference  
Attitude Virus, The: Curing Negativity In The Workplace  
Bad Apples: How To Deal With Difficult Attitudes  
Bear Essentials Of Business, The  
Boomerang  
Creating A Positive Workplace: Good Attitudes are Contagious  
Do It Right The First Time: Paying Attention To Details  
Drop By Drop  
Everybody Loves A Winner  
Fish!  
Fish! Culture  
Fish! Sticks  
40 Hours: Invest In Yourself  
Fun is Good  
Good Company  
It's Business, Not Personal: Taming Emotions In The Workplace  
Jukebox Journey With Soul (Jukebox Series)  
Juice  
Life Is Good  
Power Of Attitude, The  
Sam Glenn, The, Series  
*A Kick In Attitude*  
*When Change Happens Adjust Your Sale*  
*Who Put A Lizard In My Lasagna*  
Second Chance, A  
Seeing Red Cars  
Spirit Of The Dolphin  
Start Right...Stay Right  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
When You're Smilin'  
Will to Win  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
Yes lives In The Land Of No  
You Are The Organization: Every Employee's Public Relations Role

**BACK CARE**

Back Care & Safety

**BANKING**

Crime Check:Security Procedures For Bank Employees  
Customer Service: It Pays To Please

**BEHAVIOR MODIFICATION**

I'm Glad You Noticed  
New Partnership, The: Manufacturing For Excellence  
Start Right...Stay Right

**BENCHMARKING**

What Is Benchmarking?

**BLUE COLLAR**

Achieving Supervisory Excellence  
Attitude Virus: Curing Negativity In The Workplace  
Bad Apples: How To Deal With Difficult Attitudes  
Coaching: Lost Art Of Leadership  
Credibility Series:  
*Parts 1 & 2*  
Diversity: Food For Thought  
Documenting Discipline

Employee Awareness: Sexual Harassment  
Everyone A Problem Solver  
From Delegation To Empowerment: Getting Things Done Through People  
Gung Ho! Dramatic  
It's About Respect: Recognizing Harassment In A Diverse Place  
Leading With Persuasion  
Managing Up  
More Than A Gut Feeling (Manufacturing)  
Not Just Another Meeting  
Quality Supervision For Industry  
Sexual Harassment: Is It Or Isn't It  
Sexual Harassment: You Make The Call  
Sid Story, The  
Smart Workplace Series  
*1. High Performance Workplace*  
*2. Creating A Smart Workplace*  
Taking The Step Up To Supervisor  
Training Ground: Supervisory Skills  
When The Coach Is You  
Win Teams: How ! company made Empowerment Work

**BODY LANGUAGE**

Communication: The Nonverbal Agenda  
Hidden Advantage (Neuro-linguistics)

**BUSINESS "GURUS"**

Warren Bennis  
Ben Bissell  
Lance Armstrong  
Joel Barker  
Ken Blanchard  
Nuala Beck  
Fern Bratten  
Tony Buzan  
John Cleese  
Stephen Covey  
Pete Dimperio  
Roger Dow  
Jane Elliott  
John Dieball  
John Parker Stewart  
Robert (Bob) Farrell  
Peter Glen  
Marshall Goldsmith  
Dr. John Gray  
Pat Heim  
Lou Holtz  
Dewitt Jones  
Herb Kelleher  
John Kotter  
mike Krzyewski  
Vince Lombardi  
Loretta Laroche  
Morris Massey  
Tom Mellon  
C. W. Metcalf  
Lorraine Monroe  
Scott Peck  
Tom Peters  
Paul Stolz  
Deborah Tannen  
Brian Tracy  
Bob Waterman  
Jack Welsh  
Margaret Wheatley  
Richard C. Whitley  
Ben Zander  
Jack Zenger

**CAREER DEVELOPMENT**

Clerical Skills For New Employees  
Do It Right The First Time: Paying Attention To Details  
Emma's Choice  
Gettin' Ahead By Getting Along: People Skills For The Workplace  
If You Really Want To Get Ahead  
Promotability  
Start Right...Stay Right  
Survival In The Workplace 2000

**CASE STUDIES**

Big Mac: Inside The McDonald's Empire  
Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*There's Something About Judy*  
*Thinking Inside The Box*

Excellence Files, The  
Fish! Culture  
Fish! Sticks  
Fish! Tales: Building Trust  
Fish! Tales: Jump Start  
Fish! Tales: Peak Experience  
Fish! Tales: Sprint  
Fish! Tales: Vital Signs  
Igniting Exceptional Performance  
Implode!  
I'll Be Back  
It's So Simple  
Life Is Good..And Work Can Be Too  
Listen To Your Customers  
Living The Brand: The Patagonia Story  
Negotiating Corporate Change  
Not So Obvious Art Of Dynamic Collaboration  
Sincere Trust & Belief In People (gov't ver too)  
Succeeding In A Changing World  
Win Teams  
Women's Millenium

**CHANGE**

All Change: The Management Of Change Series:  
*1. Change For The Better*  
*2. The Shape Of Things To Come*  
Bob Knowlton Story, The  
Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*There's Something About Judy*  
*Thinking Inside The Box*  
C And The Box  
Change (Life's Lessons Series)  
Change (Priorities For Life Series)  
Change & Innovation Through Brainstorming  
Change In The Workplace  
*Part 1. Coping With Change*  
*Part 2. Implementing Change*  
Change: Making It Work For You  
Change Without Anxiety (Teamwork Essentials)  
Changes  
Corporate Culture & Performance/John Kotter  
Courage To Change (NFL Pro Shorts Series)  
Days Of Change  
Egg, The  
Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)  
Facing The Challenge Of Change  
Finding The Up In Upheaval  
Forget For Success

From No To Yes  
Future, The/Ken Blanchard  
Guiding Employees Through Change  
Ideas Into Action  
Innovate Or Die/Tom Peters  
Into The Millennium  
Journey, The: Reflections On Change  
Jump  
Leadership & The New Science  
Living In The Stretch Zone/Marc Bassin  
Living The Brand: The Patagonia Story  
Managing Change & Transition  
Managing Change: The Human Dimensions  
Managing People Through Change  
Managing The Journey  
Motivating Employees During Organizational Change  
New Business Of Paradigms  
New Pioneers, The  
New Workplace Series:  
*1. Making The Change*  
*2. Leading The Change*  
OXO Good Grips:Think Differently (Tom Peters: Re-imagine!)  
Paradigm Mastery Series/Joel Barker:  
*Change & Leadership*  
*Paradigm Effect*  
*Paradigm Curve*  
*Paradigm Partners*  
*Paradigm Hunting*  
Paradigm Pioneers  
Paradigm Principles  
Ready, Set, Change!  
Reengineering The Future  
Riding The Wave: Strategies For Change  
Sacred Cows Make The Best Burgers  
Sam Glenn, The, Series  
*A Kick In Attitude*  
*When Change Happens Adjust Your Sale*  
*Who Put A Lizard In My Lasagna*  
Shifting Gears  
Succeeding In A Changing World  
Survival Skills For The Future  
Tactics Of Innovation/Joel Barker  
Taking Charge Of Change  
Tearing Down The Walls/Stephen Covey  
Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
This Thing Called Change  
Thriving In A Techno World  
TNT: Dealing With Change (Tom Peters: Re-imagine!)  
Virtual Office, The: Wherever Work Needs To Be  
When The Going Gets Tough  
Windows Of Change  
Winds Of Change  
Workout For The Mind/Jennifer James

**CHARACTER**

Character is Destiny  
Do It Right The First Time: Paying Attention To Details  
Ethics In Action: 6 Pillars Of Character  
5 Waves Of Trust, The  
Start Right...Stay Right  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*

**CLERICAL SKILLS**

Clerical Skills For New Employees

**COACHING**

Art Of Coaching In Business  
Art Of Coaching In Business Meeting Openers  
*1. Combines 7 personalities*  
*2. Herb Kelleher*  
*3. Jack Nicklaus*  
*4. Keith Lockhart*  
*5. Lenny Wilkins*  
Becoming A Coach: Bringing Out The Best In Employees  
Can You Spare A Moment  
Coach, The  
Coaching Challenges Series  
*1. Can We Talk*  
*2. So You Agree With Me*  
*3. What's Really Going On*  
*4. Why Are We Stuck?*  
Coaching (Smart Start Meeting Openers)  
Coaching & Motivation Management: How It Works  
Courage To Coach  
Curse Of The Vanishing Employee  
Dimensions Of Coaching  
Feed Forward: Coaching For Your Future  
Gift Of Learning, The  
Helping Hand: Coaching Skills For Managers  
I'm Glad You Noticed  
Inside Information  
Juggling Your Work Performance  
Leader As Coach, The (Millenium-Leadership Series)  
Leader As Mentor, The (Millenium-Leadership Series)  
Leadership: An Art Of Possibility  
Leading By Example (Covey Leadership Series)  
Mentoring  
Mentoring That Makes A Difference  
Mentoring: The Success Connection  
Millenium: Coaching & Performance Training Scenes  
*1. Always Late*  
*2. I Like Things Just As They Are*  
*3. Great Stuff*  
*4. Attitude.*  
*5. Maximizing Potential*  
*6. Do You Smell Something*  
*7. Lest I Offend You*  
*8. 360° Feedback*  
Pass It On: Coaching Skills For Managers  
Performance Excellence Video Series  
*Part 1. Coaching To Clarify Expectations*  
*Part 2. Coaching To Build Skills*  
*Part 3. Coaching To Enhance Confidence*  
*Part 4. Coaching To Encourage Flexibility*  
*Part 5. Coaching To Resolve Conflict*  
*Part 6. Coaching To Develop Motivation*  
Players Win The Game, The  
Power Of Positive Discipline, The  
Practical Coach, The  
Smart Questions  
Succeed By Coaching  
We Need To Talk: Coaching The Problem Employee  
Whale Done Program  
*Whale Done!*  
*Whale Done! In Action*  
When The Coach Is You  
Winning With Women: Changing The Way We Lead  
You'll Soon Get The Hang Of It

**COFFEE BREAKS (see Meeting Openers)**

**COLLECTION**

It's In The Mail

**COMMITMENT**

Start Right...Stay Right  
Who Cares

**COMMUNICATION**

Abilene Paradox (also group)  
As Others See Us  
Becoming A Leader: Communication Techniques That Motivate, Guide & Inspire Employees...  
Bob Knowlton Story, The  
Boomerang  
Brain Game, The  
Breakthrough Listening  
Business Communication Series:  
1. *Listening* 2. *Writing* 3. *Speaking* 4. *Reading*  
Can You Guys Hear Me (NFL Pro Shorts Series)  
Case Of The Vanishing Customer  
Clarity Imperative, The  
Closing The Gap: Gender Communication  
Communicating Effectively With Customers Series  
1. *Effective Communication Starts with You.*  
2. *Communication Is Selling.*  
3. *The Art Of Questioning.*  
4. *Processing Word Power.*  
5. *Effective Telephone Communication.*  
6. *Communicating with Irate Customers.*  
Communicating For Results: How To Be Clear, Concise & Credible  
Communicating Non-Defensively  
Communicating To Reduce Stress  
Communicating With Customers  
Communicating With People On The Job  
Communication Breakdown  
Communication Cornerstones: Building Trust  
Communication Essentials Video Series  
Part 1. *Exercising Personal Power*  
Part 2. *Overcoming Negative Behavior*  
Part 3. *Listening & Understanding*  
Part 4. *Conveying Information*  
Communication Nightmares: Solutions To Your Top Communication Problems  
Communication Skills For The Workplace  
Communication Skills That Build Winning Relationships  
Communication Skills...What Everyone Needs To Know  
Communication: The Nonverbal Agenda  
Communication Toolkit  
Constructive Communication: How To Give It & How To Take It  
Coping with Difficult People: Parts 1 & 2  
Curse Of The Vanishing Employee, The  
Dialogue-Now You're Talking! Series  
1. *Communicating In A Diverse World*  
2. *Dialogue For Cultural Understanding*  
3. *Dialogue Between Genders*  
4. *Dialogue Among Generations*  
Difficult People: How To Deal With Them  
Discovering The Future: The New Business Of Paradigms  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress Drop By Drop  
Elephant, The: A Simple Fable About Communication, Perception, & An Elephant  
Empathic Listening  
1. *Nobody's Listening*  
2. *Diagnose Before You Prescribed*

3. *I Know Just What You Mean*  
4. *Tonesetter*  
Exceeding Expectations  
Four Styles, The  
From No To Yes  
Get To The Point, Keep To The Point  
Group Think  
How To Ask Positive Questions  
How To Communicate Clearly & Effectively With Employees  
How To Develop Effective Communication Skills  
How To Handle Difficult People  
1. *Differences In People, The*  
2. *Dealing With Difficult People*  
3. *Strategies For Increased Self-Esteem*  
How To Say It  
How To Write & Deliver Great Speeches  
I Know Just What You Mean (Covey Leader Series)  
Implode! Building Trust, Teams & Communication...  
Invisible Rules Revised  
Let's Talk! Performance Feedback  
Listen & Win  
Listen & Win: How To Keep Customers Coming Back  
Listening: The Key To Productivity  
Listening: Under Pressure  
Little Things Mean a Lot  
Make The Connection: How To Be Effective & Productive On The Phone  
Manager Of The Year: A Film About Effective Listening  
Mars & Venus In The Workplace/Dr. John Gray  
New Business Of Paradigms, The  
*Classic Edition & 21st Century Edition*  
Nobody's Listening  
Office Politics: Not Necessarily The Truth  
Power Dead-Even Rule, The  
Power Of Future Conversations  
Power Of Listening  
Power Of Words Meeting Opener  
Powerful Ways To Persuade People  
Relationship Strategies Series:  
Part 1. *Understand & Identify*  
Part 2. *Adapt*  
Sacrifice Is Just Not A Bunt  
Smart Questions  
Solving Even More People Problems On The Job  
Solving People Problems On The Job  
Solving Your Communication Crisis  
Speak Like A Pro...& Get A Standing Ovation Every Time  
Speaking Effectively To 1 Or 1000  
Speaking Effectively To 1 Person Or A Roomful: Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Straight Talking The Art Of Assertiveness  
Strategies For Success Series  
1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
2. *How To Overcome Mingle-Phobia*  
3. *Gaining That Edge During Business Meals*  
Talk Isn't Cheap  
Talking To A Wall  
10 Deadly Sins Of Communication  
This Is Going To Hurt Me More Than It Hurts You  
Toxic Talk: What Would You Say  
Verbal Communication: The Power Of Words  
Walk Awhile In My Shoes  
What A Manager Should Say  
What Do You Say?  
Who's On First

Wild Goose Chase  
You're Not Communicating

**COMPETITION**

Chase, The  
Who's The Enemy

**COMPUTERS**

Ergonomics: Preventing Cumulative Trauma...  
Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)  
It's Time To Stop

**CONFLICT**

Art Of Resolving Conflicts In The Workplace  
As Others See Us  
Between You & Me: Solving Conflict  
Conflict Communication Skills  
Conflict Management: The My Turn, Your Turn Resolution (self study)  
Conflict Resolution  
Conflict Resolution: A Win/Win Approach  
Conflict Resolution Strategies: 5 Ways To Manage Conflict  
Conflict Resolution Training Scenes (Respectful Workplace Series)  
Conflict: Rules Of Engagement/Pat Heim  
Dealing With Conflict  
Conflict Management (JTI) Series  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress  
Everybody Wins: How to Turn Conflict Into Collaboration  
Facing Anger  
From No To Yes  
Forget For Success  
Give Me Space  
How To Resolve Conflict At Work  
Managers As Mediators  
Managing Conflict  
Managing Conflict At Work: The Art Of Communication  
Managing Conflict In The Workplace  
Peer Pressure  
Resolving Conflicts: Strategies For A Winning Team  
Resolving Difficult Situations  
Resolving Team Conflicts (Performance Excellence)  
Solving Conflict  
Solving People Problems On The Job  
Solving Even More People Problems On The Job  
12 Angry Men: Teams That Don't Quit  
Unlocking Conflict (Lifeline Series)  
What To Do When Conflict Happens

**CONTINUOUS IMPROVEMENT**

Basic Six Sigma Skills  
5S Garage  
Connor: ISO 9001: 2000 Road Movie  
Dashboard, The  
Errand Run, The  
Getting It Right  
Gorilla In The Midst: Auditing To Add Value  
How To Be Creative On The Job  
Introducing The Tools For Continuous Improvement  
ISO 9000 & Why Do I Care?  
ISO 9000 Series  
*ISO 9000: Quality Assurance*  
*ISO 9000: 6 Steps To Global Quality*  
ISO 9000: 2000 In Focus  
ISO 14000: The ISO 14000 Challenge

On The Brink Of Perfection  
Power Of Process Auditing, The: The Reality Video  
Reengineering The Future  
Toast Kaizen: An Introduction To Lean Principles

#### **CORRECTIONAL FACILITIES**

When Colors Bleed

#### **COURTESY**

Courtesy Or Consequences

#### **CREATIVITY/INNOVATION**

Blue Movie, The: Generating Great Ideas  
Brain Game  
Brain Power  
Brain Power 2  
Brains  
Break It..Thinking!  
Brilliant, Simply Brilliant Series  
    *Over & Outta Here*  
    *Plastic Gold*  
    *Play It Again Vin*  
    *There's Something About Judy*  
    *Thinking Inside The Box*  
C And The Box  
Everyday Creativity  
Everything Is Design  
Father & Son  
Focus Your Vision  
Free Radicals Of Innovation  
Getting The Light Bulb To Click  
Great Minds On Creativity, Innovation & Imagination (Great Minds Series)  
How Do You Fit A Giraffe Into A Refrigerator?  
How To See Opportunity In A Changing Workplace  
Ideas Into Action  
Innovate! How To stand Out In A Crowd  
Innovate Or Die/Tom Peters  
Innovation At The Verge  
Jamming: Art & Discipline Of Managing Creativity"  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)  
Mindworks: Creative Thinking Methods Series  
    *A Grand Re-opening; Break Up; Idea Box*  
    *Forced Connections; SCREAM; Zero In*  
My Idea  
OXO Good Grips:Think Differently (Tom Peters: Re-imagine!)  
Sam Glenn, The, Series  
    *A Kick In Attitude*  
    *When Change Happens Adjust Your Sale*  
    *Who Put A Lizard In My Lasagna*  
Sticky Wisdom: How To Start A Creative Revolution At Work  
Tactics Of Innovation/Joel Barker  
Team Creativity  
Uncover Your Creativity  
Why Didn't I Think Of That  
Why Man Creates  
Working Without A Script  
Yes, But  
Zea

#### **CRITICISM**

Arts Of Criticism-Giving & Taking  
Constructive Communications How To Give It & How To Take It  
Forget For Success  
How To Give & Receive Criticism  
Performance Matters: Need For Constructive Criticism

So Who's Perfect? How To Give & Receive Criticism

#### **CULTURAL ISSUES**

Bridging Cultural Barriers: Managing Ethnic Diversity In The Workplace  
Corporate Culture & Performance/John Kotter  
Dialogue-Now You're Talking! Series  
    1. *Communicating In A Diverse World*  
    2. *Dialogue For Cultural Understanding*  
    3. *Dialogue Between Genders*  
    4. *Dialogue Among Generations*  
Diversity In The Workplace  
Doing Business In Argentina  
Doing Business In Brazil  
Doing Business In Chile  
Doing Business In Indonesia  
Doing Business In Malaysia  
Doing Business In Mexico  
Doing Business In Singapore  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication  
Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
    *Beyond Culture Shock*  
    *Bridging The Culture Gap*  
    *Going International-Safely*  
    *Living In The USA*  
    *Managing The Overseas Assignment Safely*  
    *Welcome Home, Stranger*  
    *Working In The USA*  
How To Deal With Cultural Diversity In The Workplace  
Human Energy At Work Series:  
    1. *Bottom Line, The*  
    2. *Relating Across Differences*  
    3. *Breaking Thru Conflict*  
    4. *Teams In Action*  
    5. *Global Contrasts*  
    6. *Sexual Dynamics*  
Japan Project Series:  
    *Made In America*  
    *Made In Japan*  
Just Be FA.I.R. Series  
    *Just Be FA.I.R.*  
    *FA.I.R. In Action*  
Mauritius: Celebrating Differences (Covey Leadership Series)  
M.E.E.T. On Common Ground  
M.E.E.T. Zero Tolerance  
Multicultural Customer, The  
Power Dead-Even Rule, The  
Telling It Like It Is: Reflections On Cultural Diversity  
We Need To M.E.E.T.

#### **CUSTOMER SATISFACTION**

Boomerang  
Courtesy Or Consequences  
Customer Satisfaction  
Customer Service Zone  
Customer Service  
Fish!  
Fish! Culture  
Fish! Sticks  
Fish! Tales: Jump Start  
Fish! Tales: Peak Experience  
Fish! Tales: Sprint  
Golf & The Art Of Customer Service  
    *Basic Concepts Version*

*Generic/Business Version*

*Healthcare Version*

It's Show Time!  
It's Your Call: Connecting With Customers Over The Phone  
Life Is Good...And Work Can Be Too  
Love Your Customers & Love Your Difficult Customers  
Measuring Customer Satisfaction  
You've Gotta Be Kidding Me!  
WAYMISH: (Why Are you making It So Hard...For Me To Give

#### **CUSTOMER SERVICE (external)**

Adventures In Customer Courtesy  
Adventures In Sales, Service & Self Esteem  
Adventures In Service  
An Invisible Man Meets The Mummy (Government & Business Versions)  
Attitude Virus, The: Curing Negativity In The Workplace  
Basics Of Profitable Customer Service, The  
Bear Essentials Of Business, The  
Best In The Field  
Boomerang  
Business Chronicle Series:  
    1. *LL Bean: A Commitment To Customer Service*  
    2. *Corporate Missions: The People Behind The Products*  
    3. *The Marketing & Manufacturing Edge*  
Case Of The Broken Shoe  
Case Of The Vanishing Customer  
Casino: A Customer Service Story  
Cliff's Customer Service Adventure  
Comedy Central Presents: The Essentials Of Great Service  
Commendable Customer Service  
Communicating Effectively With Customers Series  
    1. *Effective Communication Starts with You.*  
    2. *Communication Is Selling.*  
    3. *The Art Of Questioning.*  
    4. *Processing Word Power.*  
    5. *Effective Telephone Communication.*  
    6. *Communicating with Irate Customers.*  
Communicating With Customers  
Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)  
Coping With Difficult People:  
    *Part 1. Know-It-All Experts, Stallers, & Snipers*  
    *Part 2. Tanks, Super Agreeables & Complainers*  
Cost Of Intolerance  
Courtesy Or Consequences  
Creating A People-Centered Organization  
Customer Is Always Dwight  
Customer Service (Life's Lessons Series)  
Customer Service At Work (At Work Series)  
Customer Service Central: The Essentials Of Great Service  
Customer Service Connection, The  
Customer Service Excellence: It's In The Details  
Customer Service Or Else  
Customer Service: Natural As Child's Play  
Customer Service Toolkit  
Customer Service...With A Spirit  
Customer Service Zone  
Customer Talks Back, The  
Customer Service Zone  
Dealing With Angry Customers  
Dealing With People: Effective Customer Service  
Dealing With The Irate Customer II

Demanding Customers: Customer Care Made Perfect  
 Difficult Guest, The  
 Difficult People: How To Deal With Them  
 Diffusing Hostility Thru Customer Service (Respectful Workplace Series)  
 Do It Right  
 Don't Mind Him, He's Only A Customer  
 Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)  
 Everyone's Customer Service Role  
 Everything Is Design  
 Exceeding Expectations  
 Excellence Files, The  
 50 Ways To Keep Your Customers  
 File 102: Creating World Class Customer Service (Excellence Files: Action Agenda Series)  
 Fish!  
 Fish! Culture  
 Fish! Sticks  
 Fish! Tales: Peak Experience  
 Fish! Tales: Sprint  
 Fish! Tales: Jump Start  
 5 Star Teamwork  
 5 Values Of Great Customer Service  
 Flashpoint: When Values Collide  
 Focus On The Customer  
 48-Hour Dilemma, The  
 Get To The Point, Keep To The Point  
 Gift From Mrs. Timm, A  
 Give 'Em The Pickle  
 Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
 Good Enough Isn't Good Enough  
 Good Old Days Of Quality Service  
 Guest, The/Guest, The, 2E  
 Hot Under The Collar  
 How To Connect In Business  
 How To Handle Difficult Customers  
 How To Lose Customers Without Really Trying  
 How To Win Customers & Keep Them For Life  
 If Looks Could Kill: The Power Of Behavior  
 I'll Be Back  
 In Search Of Excellence/Tom Peters  
 In Search Of Quality, Vol 1. Quality Thru Systems (Wallace)  
 In Search Of Quality, Vol 2. Quality Thru People (Motorola)  
 In The Customer's Shoes  
 It's A Wonderful Life: Leading Through Service  
 It's Show Time!  
 t's Your Call: Connecting With Customers Over The Phone  
 Johnny The Bagger  
 Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)  
 Jukebox Journey With Vibes (Jukebox Series)  
 Just Incredible! A Customer Service Story  
 Legendary Service/Ken Blanchard  
 Listen & Win: How To Keep Customers Coming Back  
 Mad About Customer Service  
 Make The Connection: How To Be Effective & Productive On The Phone  
 Managing Difficult Customers  
 Many Happy Returns  
 Multicultural Customer, The  
 One To One Future, The: Building Relationships One Customer At A Time

Opportunity Imperative, The  
 Opps! Time For Recovery  
 Other Side Of The Window, The: Providing Exceptional Service In Government  
 Passion For Customers/Tom Peters  
 Passion For Excellence/Tom Peters  
 Point Of Impact  
 Power Of Customer Service, The  
 Quality Service In The Public Sector  
 Quality: You Don't Have To Be Sick To Get Better  
 Race Without A Finish Line  
 Real Heroes Of Business, The  
 Remember Me  
 Return, The: Not So Great Moments In Customer Service  
 Revitalizing Your Company: Creating Ways...  
 Secret Of Guest Relations  
 Secret, The: Customer Service Uncovered  
 Sell! 25 Essentials on Selling with Tom Peters  
 Serve! Turn Customer Service into Unforgettable Customer Experiences with Tom Peters  
 Service Excellence: Time To Call  
 Service: How To Keep Your Customers & Build Your Business/Roger Dow  
 Service Impact Series  
*Credibility Through Honesty*  
*Cross-Cultural Communication*  
*Dimensions of Service*  
*Levels of Learning*  
*The Angry Customer*  
 Service With Soul/Tom Peters  
 Serving Customers With Disabilities  
 7 Things Never To Say To Your Customer  
 Smile: It's About Attitude  
 So Help Me  
*Employee & Manager versions*  
 Taking C.A.R.E. Of Business  
 T.H.A.N.K.S. Enlightened Customer Service  
 Think Like The Customer, Act Like The Owner: The Art Of Delivering Superior Customer Service  
 Truth About Customer Service, The (Truth Series)  
 Two Guys Named Mike  
 WAYMISH: (Why Are you making It So Hard...For Me To Give You My Money  
 We're On The Same Team, Remember?  
 What Customers Really Want  
 What Do You Say?  
 What It Really Takes To Be A World Class Co.  
 What's In It For Me?  
 What's Your Pickle?  
 Who Cares?  
 Who Sold You This, Then?  
 Winning Customer Loyalty Series  
*Eliminate Customer Turnoff*  
*Exceed Customer Expectations*  
 Winning Customers Through Service  
 Winning Formula  
 Winning Over The Most Difficult Customers: Going Beyond "Service With a Smile"  
 You've Gotta Be Kidding Me!

**CUSTOMER SERVICE (Internal)**

An Inside Job: Meeting Internal Customer Needs  
 Bear Essentials Of Business, The  
 But I Don't Have Customers (Gov't & Bus versions)  
 Courtesy Or Consequences  
 Customer Satisfaction  
 Customer Service (Life's Lessons Series)  
 Customer Service Toolkit  
 48 Hour Dilemma, The  
 Golf & The Art Of Customer Service

*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
 Hidden Customer, The: Internal Customer Service  
 Inside Information  
 Internal Customer Service  
 t's Your Call: Connecting With Customers Over The Phone  
 We're On The Same Team, Remember?  
 What's Your Pickle?  
 Your Link In The Internal Service Chain  
 You've Gotta Be Kidding Me!

**DECISION MAKING**

Compliance Is Just The Beginning  
 Cuban Missile Crisis, The: A Case Study In Decision Making & It's Consequences  
 Decisions, Decisions  
 Good People, Bad Choices  
 Group Productivity  
 Group Think  
 Learning To Solve Problems  
 Moment Of Truth  
 Red Movie, The: Elements Of Decision Making  
 Solo  
 12 Angry Men: Teams That Don't Quit  
 WAYMISH: (Why Are you making It So Hard...For Me To Give  
 Yes Or No: Choosing Success Sooner

**DELEGATION**

From Delegation To Empowerment: Getting Things Done Through People  
 Giving Leadership Away  
 Helping Hand: Coaching Skills for Managers  
 Leader's Guide To Delegating, A  
 Leadership In Action  
 Unorganized Manager Series/John Cleese  
*Part 1, Part 2, Part 3*

**DISASTER PREPAREDNESS**

Anthrax Threat, The  
 Chemical & Biological Threat: Emergency Preparedness  
 Fear & Stress In The Workplace: Managing The Global Challenge  
 Lessons From Ground Zero: Speculations & Emergency Action Plans Series;  
*Part 1. Evacuation*  
*Part 2. Emergency Action Plan*  
 Moving Forward...In The Aftermath Of Trauma  
 Responding To The Threat Of Terrorism Series...  
*Emergency Action Plan: Crisis Under Control*  
*Facility Security: The Critical Link*  
*Anthrax Awareness*  
*SEA-J Special Report: Disaster Preparedness*  
*Biological & Chemical Threats: Closing The Door*  
*Biohazard Health Risks In Healthcare: Identify & Respond*

**DISCIPLINE**

Avoiding Litigation Landmines; A Survival Guide For Managers  
 Credibility: Parts 1 & 2  
 Documenting Discipline  
 Documenting Discipline II  
 How To Manage Performance & Discipline To Maximize Productivity &...(Fairness Factor Series)  
 I'd Like A Word With You  
 Legal & Effective Progressive Discipline (Legal & Effective Employment Series)

Positive Discipline  
Power Of Positive Discipline, The  
Respect & Responsibility Series:  
*A Positive Approach To Discipline*  
*Avoiding Common Discipline Mistakes*

### **DISCRIMINATION**

Age & Attitudes  
Angry Eye, The/Jane Elliot  
Beyond Sexual Harassment (Employee & Mgr)  
Bill Cosby On Prejudice  
Class Divided, A/Jane Elliot  
Complete Blue Eyed Series/Jane Elliot  
*Blue-Eyed*  
*Essential Blue-Eyed*  
*30 Minute Blue-Eyed*  
Differences  
Discrimination/Legal Issues (JITI) Series  
Eye Of The Storm/Jane Elliot  
Fair's Fair: Equal Opportunities For All  
Harassment In The Workplace: Employee Aware...  
Harassment In The Workplace: Manage't Aware...  
It's Not Just About Sex Anymore  
It's The Law: The Legal Side Of Management  
Land Of O's  
Let's Get Together: Communicating Respect In A  
Diverse Workplace  
Manager's Guide, A  
Matter Of Respect, A  
Miller Guide, The  
Ouch! That Stereotype Hurts  
Race, Ethnicity, Language/Religion Workplace Issues  
(Diversity Series)  
Read My Lips  
Respect In The Workplace: Avoiding Discrimination  
Tale Of O, A  
True Colors  
Ugly Truth, The  
Under Suspicion  
Valuing Our Workplace Series  
*Doing Our Part*  
*Look Inside Ourselves, A*  
Wide Eyed  
Without Regard...To Race, Religion, Sex...

### **DIVERSITY**

As Simple As Respect  
Awesome!  
Bridging Cultural Barriers: Managing Ethnic  
Diversity In The Workplace  
Building A Diverse Workforce For The Global  
Millenium Series:  
*1. Do We Speak The Same Language?*  
*2. Double Standards In Performance Appraisals.*  
*3. Why Can't We Attract & Keep People Of  
Color?*  
*4. Will My Mentor Make A Difference?*  
*5. Is It The Cement Ceiling Or Is It Me.*  
*6. What about Me?*  
*7. I Deserved It Didn't I?*  
*8. Disbanding The "Good Old Boy Network."*  
*9. Old School Vs. New School.*  
*10. But We've Always Done It That Way!*  
*11. Fatal Interview, The.*  
*12. Balancing Act, The.*  
*13. Worlds Apart.*  
*14. Making a Good Impression.*  
*15. It's All In The Presentation.*  
*16. You Don't Fit My Style.*  
*17. You're Making Me Uncomfortable.*  
*18. Sexual Harassment-Are You Serious?*  
*19. The Skip-Level Meeting.*

*20. Building Teams In The Global Marketplace.*  
Closing The Gap: Gender Communication  
Clown  
Cost Of Intolerance, The  
Cultural Baggage  
Dealing With Diversity  
Dialogue-Now You're Talking! Series  
*1. Communicating In A Diverse World*  
*2. Dialogue For Cultural Understanding*  
*3. Dialogue Between Genders*  
*4. Dialogue Among Generations*  
Differences  
Diversity Advantage, The: Food For Thought  
Diversity Challenges: What Would You Do  
Diversity: Creating Success For Business & People Series:  
*1-1. Sexual Harassment & Gender Discrim...*  
*1-2. Disabilities: Hiring & Promotion*  
*2-1. Career Development: Minority Issues*  
*2-2. Career Development: Reverse Discrimina-  
tion & Ageism*  
*3-1. Performance Appraisal*  
*3-2. Balance Of Work/Family Issues*  
*4-1. Sexual Orientation*  
*4-2. Career Mobility: Language*  
Diversity: Food For Thought  
Diversity: Face To Face  
Diversity In The Real World  
Diversity In The Workplace  
Diversity Management: An Individual Perspective  
Diversity: Maximizing Customer Satisfaction Thru  
Valuing Employees  
Diversity Now  
Diversity, The, Series:  
*1. On The Threshold Of Change*  
*2. Gender & Sex Orientation Workplace Issues*  
*3. Race, Ethnicity, Language & Religion*  
*4. Age & Physical Ability Workplace Issues*  
Diversity: The Real Scene  
Diversity, The, Series Training Scenes  
Diversity Unplugged: Provocative Insights, Practical  
Solutions  
Doing Our Part  
Drop By Drop  
Faces  
Gender & Sexual Orientation Workplace Issues  
How To Deal With Cultural Diversity In The  
Workplace  
HR & EEO Toolbox (Learncom Books)  
Human Energy At Work Series:  
*1. Bottom Line, The*  
*2. Relating Across Differences*  
*3. Breaking Thru Conflict*  
*4. Teams In Action*  
*5. Global Contrasts*  
*6. Sexual Dynamics*  
Just Be FAIR. Series  
*Just Be FAIR.*  
*FAIR. In Action*  
Just Not Our Kind  
Land Of O's  
Let's Talk Diversity  
Little Things Mean A Lot  
Managing A Diverse Workplace Series: (Combo)  
*Recruiting And Interviewing*  
*Helping New Employees Feel Valued*  
*Understanding Difficult Values & Styles*  
Managing Diversity  
Managing Diversity: A Business Necessity  
Mauritius: Celebrating Differences (Covey Leader-  
ship Series)  
M.E.E.T. On Common Ground

M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance  
With Fairness & Respect  
Mosaic Workplace Series: (Combo)  
*Why Value Diversity*  
*Understanding Our Biases and Assumptions*  
*Men & Women Working Together*  
*Sexual Harassment*  
*Meeting The Diversity Challenge*  
*Success And Strategies For Minorities*  
*Future Is Now, The: Celebrating Diversity*  
Multicultural Customer, The  
Not My Type: Valuing Diversity  
Peacock Experience  
People  
Pigeon-holed In The Land Of Penguins  
Power Dead-Even Rule, The  
Real World Guide To Diversity In The Workplace, A  
Sand Castle: Teamwork & Diversity  
Tale Of O, A  
Valuing Diversity Series:  
*1. Managing Differences*  
*2. Diversity At Work*  
*3. Communicating Across Cultures*  
*4. You Make The Differences*  
*5. Supervising Differences*  
*6. Champions of Diversity*  
*7. Profiles In Changes*  
Village Of 100, 3rd Edition  
We Need To M.E.E.T.  
Wealth, Innovation, & Diversity  
When Opposites Complement  
Wide Eyed  
Winning Balance 2  
Workforce Kaleidoscope, The: Systems Approach  
To Diversity Series  
*Diversity Strategy At The Organizational Level*  
*Tapping The Potential Of Diversity*  
*Valuing Diversity At The Interpersonal Level*  
World Of Difference, A

### **DRUG/ALCOHOL ABUSE**

D.O.T. Drug & Alcohol Testing  
Recognizing Drug & Alcohol Abuse  
*Employee & Manager Versions*  
Substance Abuse: Awareness & Intervention  
Welcome To Our Drug-Free Workplace

### **E-MAIL**

E-mail Essentials  
No Privacy: Legal Issues In E-Mail  
Straight Scoop On E-Mail  
Truth About E-Mail

### **EEO (see Discrimination, Diversity, Legal Issues, Respect/Harassment, Sexual Harassment)**

EEO Compliance For Supervisors & Managers  
HR & EEO Toolbox (Learncom Books)  
HR Case Files Series  
Millenium: Leadership Capsules series  
Tale Of O, A

### **EMOTIONAL INTELLIGENCE**

Brains! Harnessing The Power Of Emotional  
Intelligence  
Emotional I.Q.  
How You Think Is Everything: The Power Of  
Natural Intelligence  
Increasing Emotional Intelligence (Training Bytes)  
It's Business, Not Personal: Taming Emotions In  
The Workplace  
Managing From The Heart

### EMPLOYEE ASSISTANCE

Can You Spare A Moment  
Focusing On Quality Solutions  
Good News! It's Performance Appraisal Time  
How To Motivate The Problem Employee  
Managing Performance Problems  
Taking Charge  
Troubled Employee  
Working With You Is Killing Me

### EMPLOYEE RELATIONS

Boomerang  
Gettng Ahead By Getting Along: People Skills For  
The Workplace  
Little Things Mean A Lot  
Living The Brand: The Patagona Story  
Managing Up  
Preventing Employee Lawsuits: 12 Ways To Stay  
Out Of Court  
Start Right...Stay Right  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*  
Working With You Is Killing Me

### EMPLOYEE RETENTION

After The Hire: Retaining Good Employees  
Building Employee Morale: Missed Opportunities  
Continuous Motivation  
Curse Of The Vanishing Employee  
Emma's Choice  
Encouraging The Heart  
Fish! Culture  
Fish! Tales: Jump Start  
Fish! Tales: Sprint  
Keeping The Good Ones  
Life Is Good...And Work Can Be Too  
Love 'Em Or Lose 'Em  
Performance Matters: Importance Of Praise  
Talent Management: How To Retain Your Best  
People  
Would I Inspire Me?

### EMPOWERMENT

Being Empowered: Making A Difference  
Empowered Manager, The  
Empowered Team, The  
Empowered Workers, The Doers & The Planners  
Empowering Employees  
Flashpoint: When Values Collide  
Flight Of The Buffalo  
From Delegation To Empowerment: Getting Things  
Done Through People  
Gift, The  
Giving Leadership Away  
Green Movie: Empowerment Within A Framework  
Gung Ho! Succeeding In A Changing World  
Improving Performance Through Empowerment  
Managing For Commitment  
Managing Up  
New Pioneers, The  
New Workplace, The, Series:  
*Making The Change*  
*Leading The Change*  
One On One: Informal Performance Review  
Repowered Employees Series  
*Case Study, A*  
*Redefining Empowerment*  
*Implementing Repowerment*  
Smart Workplace Series:  
*1. High Performance Workplace*  
*2. Creating A Smart Workplace*

Soaring With The Phoenix  
Spirit Of Individualism  
Tapping The Sources Of Change  
Teaching The Elephant To Dance  
What America Does Right  
Windows Of Change  
Win Teams  
Zapp

### ERGONOMICS

Computer Ergonomics  
Office Ergonomics: It's Your Call  
Office Ergonomics: It's Your Move  
Preventing & Managing Computer Related Injuries  
Video Display Terminal: Battle For Comfort

### ETHICS

A.C.T. With Integrity  
Business Ethics...A 21st Century Perspective  
Character Is Destiny  
Compliance Is Just The Beginning  
Dynamic Leadership For The 21st Century  
Ethics & Corporate America: A Crisis Of Credibility  
Ethics 4 Everyone  
Ethics: The L.O.G.I.C. Of Right  
5 Waves Of Trust, The  
Good People, Bad Choices  
Moment Of Truth  
Office Politics: Not Necessarily The Truth  
Rumor, Gossip & Confidentiality  
Values & Ethics  
Values & Ethics (Life's Lessons Series)

### ETIQUETTE

Basics Of Business Etiquette  
Business Etiquette  
Courtesy Or Consequences  
Gaining The Competitive Edge With Business  
Etiquette Series:  
*1. Business Etiquette*  
*2. Business Meal Etiquette*  
Power Of Professionalism  
Professional Conduct 101: Vital Skills For New  
Employees  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive  
Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
10 Basics Of Business Etiquette  
Truth About Business Casual, The (Truth Series)

### EXHIBIT SKILLS

Best Of Shows: Essential Dot Points To Successful  
Exhibiting  
How Not To Exhibit Yourself

### FACILITATE

Facilitate

### FEEDBACK

After The Hire: Retaining Good Employees  
Discussing Performance  
Feedback For Performance  
Feedback: Giving Constructive Criticism  
Feedback: Skills For Supervisors  
Feedback Solutions Video Series  
*Part 1. Giving Feedback: Basic Skills*  
*Part 2. Giving Feedback: Advanced Skills*  
*Part 3. Receiving Feedback: Basic Skills*  
*Part 4. Receiving Feedback: Advanced Skills*  
Getting Information  
Gift Of Feedback, The

How Leaders Provide Performance Feedback  
(Millenium-Leadership Series)  
I'm Glad You Noticed  
Let's Talk: Performance Feedback  
Performance Matters: Importance Of Praise

### FIELD CUSTOMER SERVICE

Best In The Field  
Who Sold You This Then

### FINANCE

Accounting Game, The: Learning The Basics  
Balance Sheet Barrier  
Budgeting  
Control Of Working Capital  
Cost, Profit Break-Even  
Stanford Guide To Financial Statements

### FIRST AID

Survival Guide

### GENDER DIFFERENCES

Boomerang  
Brain Game, The  
Changing The Rules/Pat Heim  
Closing The Gap  
Dialogue Between Genders  
Gender-Driven Selling  
In The Company Of Women  
Invisible Rules: Revised  
Mars & Venus In The Workplace/Dr. John Gray  
Power Dead-Even Rule, The: Revised  
Talking 9 To 5: Women & Men In The Workplace  
Talking To A Wall  
When Opposites Complement

### GENERATION ISSUES

Awesome!  
Bruce Tulgan's Managing Generation X Workshop  
Dialogue Among Generations  
Generations: M.E.E.T. For Respect In The Workplace  
Generation Why?  
Generations In The Workplace  
Gettng Ahead By Getting Along: People Skills For  
The Workplace  
Massey Triad Series  
*What You Are Is Where You Were When*  
*What You Are Is Not Where You Have To Be*  
*What You Are Is Where You See*  
Managing 4 Generations In The Workplace  
Mixing 4 Generations In The Workplace  
Showdown At Generation Gap  
X Factor, The: Managing & Motivating Generation X  
What You Are Is Where You Were When...Again

### GOAL SETTING

Chart Your Course  
Clarity Imperative, The  
Discovering The Future: The Power Of Vision  
Encouraging The Heart  
Focus Your Vision  
Goals: The Backbone Of Dreams  
Goal, The: How To  
Goal Setting Series;  
*Part 1. Realizing Your Potential*  
*Part 2. Achieving*  
Grander Goal  
Happily Ever After...Setting Goals  
How To Set & Really Achieve Your Goals  
Leadership: An Art Of Possibility  
Life Is Short  
Mastering Goal Setting

Natural Intelligence  
Priorities (Priorities For Life Series)  
Smart Goals: Steps To Success  
Solo  
Targeting For Performance  
Training To Win: Helping Employees Meet Or  
Surpass Their Goals  
We Are The Ones

#### **GOVERNMENT REGULATIONS**

From Red Tape To Results: Reinventing Government

#### **HEALTH/HOSPITAL CARE**

An Invisible Man Meets The Mummy  
Another Look  
Beyond Words For Healthcare: A Body Language  
Guide For Healthcare Professionals  
Communication Nightmares: Solutions To Your  
Top Communication Problem  
Customer Service (Baptist Medical) Training Series  
*Service Heroes: Customer Service Turnaround*  
*6 Steps To Greatness: Customer Service*  
*Agenda*  
Dealing With Conflict: Healthcare  
Difficult Behavior: Breaking Through  
Don't Lose Your Patients On The Phone  
Ergonomics: Preventing Cumulative Trauma  
Fish! Tales: Vital Signs  
General Hospitable: Keeping Your Customers &...  
Gift From Mrs. Timm, A  
Golf & The Art Of Customer Service  
How To Connect In Healthcare  
Humor Prescription: Care for the Care Giver  
Integrity Every Day: Real Choices, Right Decisions  
It's A Dog's World  
Just Incredible: A Customer Service Story  
Life Is Short  
Lila's Story Trainer's Toolkit  
Memorial Hospital & HealthWorks Kids (Tom  
Peters: Re-imagine!)  
Natural As Child's Play Toolkit  
Own It!  
Patient Diversity: Beyond The Vital Signs  
Patient Safety  
Positive Prescription  
Quitter, The  
Service Excellence: Time To Care Trainer's Toolkit  
Sexual Harassment: Is It Or Isn't It: Healthcare  
Supervision Prescription  
Taking Charge Of Change: Healthcare  
Target Zone, The  
Teaching The Elephant To Dance  
Video Display Terminals: The Battle For Comfort  
We Need To Talk: Coaching Problem Employees  
Well, Well, Well  
When The Coach Is You  
Work Plays: Sexual Harassment In A Healthcare  
Environment

#### **HOSPITALITY (Customer Service)**

Customer Service Agenda: 6 Steps To Greatness  
(Customer Service Training Series)  
5 Star Teamwork  
More Than A Gut Feeling: Interview  
Remember Me (hospitality version)  
Secret: Customer Service Uncovered For Hospitality  
Service Heroes: Customer Service Turnaround  
Service: How To Keep Your Customers & Build  
Your Business  
Service Perspective

#### **HUMOR**

Candid Camera Goes To Work Series  
*Expect The Unexpected*  
*Too Close To The Customer*  
From Hell Series:  
*Bosses From Hell!*  
*Customers From Hell!*  
*Employees From Hell!*  
*Salespeople From Hell!*  
*Teams From Hell!*  
Meeting Openers With Loretta Laroche  
*Not Another Meeting*  
*Whoopee, Another Meeting*  
Muppet Meeting Openers & Coffee Breaks  
NFL Series  
*The Courage To Change*  
*Speed Is The Strategy.*  
*Teams: When Me Becomes We*  
*Can You Guys Hear Me?*  
*We Have Met The Enemy...*  
*Risk Taking: Putting It All On The Line*  
Norman Krasner, The, Series  
*Norman Checks In*  
*Norman Gives A Speech,*  
*Norman Krasner,*  
*Welcome Back, Norman*  
P.I.S.T.  
Snookles  
Who's On First  
Wild Goose Chase

#### **INFLUENCE**

Abilene Paradox  
Boomerang  
Encouraging The Heart  
Leadership Challenge  
Leadership: The Art Of Possibility/Ben Zander  
Servant-Leadership  
Strategies For Success Series  

- 1. Key Ways For Gaining That Competitive*  
*Edge In The 21st Century*
- 2. How To Overcome Mingle-Phobia*
- 3. Gaining That Edge During Business Meals*

#### **INTERNAL SECURITY**

Internal Crime  
Leakproof: 8 Privacy Principles

#### **INTERNATIONAL**

Building The Transnational Team  
Diversity In The Workplace  
Doing Business In Argentina  
Doing Business In Brazil  
Doing Business In Chile  
Doing Business In Indonesia  
Doing Business In Malaysia  
Doing Business In Mexico  
Doing Business In Singapore  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication  
Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
*Beyond Culture Shock*  
*Bridging The Culture Gap*  
*Going International-Safely*  
*Living In The USA*  
*Managing The Overseas Assignment Safely*  
*Welcome Home, Stranger*

#### *Working In The USA*

How To Welcome Business Guests From Japan  
International Negotiating: Successful Deal Making  
In Global Business  
Japan Project Series:  
*Made In America*  
*Made In Japan*  
Managing Across Cultures: Avoiding Misunder-  
standings & Stereotypes  
Mauritius: Celebrating Differences  
Middle East: Understanding Values & Beliefs, The  
Multicultural Meeting: Working With Diverse Cultures  
Multicultural Customer, The  
Virtual Team: Managing Culture & Technology

#### **INTERNET**

Truth About Internet, The (Truth Series)

#### **INTERPERSONAL RELATIONS**

Boomerang  
Character Is Destiny  
Employee Orientation Solution Series:  
*Getting A Good Start!*  
*Getting Along With The Boss!*  
*Getting Along With Your Co-workers!*  
Get To The Point, Keep To The Point  
If Looks Could Kill  
Little Things Mean a Lot  
Managing Up  
Peer Pressure  
Ripples  
Working With You Is Killing Me  
Worksmarts: How To Get Along, Get Noticed, & Get  
Ahead

#### **INTERVIEWING SKILLS**

Do I Know You? Defining, Discovering, & Deciding  
Whom To Hire  
Get Hired! How To Ace The Interview  
Get Ready! How To Prepare For A Successful Job  
Search  
Get The Whole Picture: Asking Probing Questions  
In A Behavior Based Interview  
Get To The Point, Keep To The Point  
Hire For Attitude  
Hiring Process, The: JobFather's Guide To Inter-  
viewing  
Hiring Secrets: 12 Tips To Get Candidates To  
Reveal Their True Selves  
Hiring Success: A Step By Step Guide  
Hiring The Best  
How Great Companies Get Great People  
How To Recruit, Interview, & Hire To Maximize  
Effectiveness & Minimize... (Fairness Factor Series)  
Interviewing  
Interviewing: A Pain In The Gut! (T. Conway Series)  
Interviewing Getting Beyond The Image  
Interviewing Techniques That Help You Hire The  
Best  
It's Your Choice: Selection Skills  
Legal & Effective Hiring  
Legal & Effective Interviewing (Legal & Effective  
Employment Series)  
More Than A Gut Feeling III  
More Than A Gut...Hiring Excellent Sales People  
More Than A Gut...Interviewing For Entry Level  
More Than A Gut...Manufacturing Version  
More Than A Gut...Situations For Discussions  
Panel Interview, The, Series:  
*The Panel*  
*The Applicant*

Safe Hiring: How You Can Avoid Bad Hires  
Smart Questions  
Target Interviewing  
Three-Dimensional Interview, The  
You Be The Judge

**INTRAPRENEURSHIP**

Entrepreneurs: An American Adventure

**JAPANESE MANAGEMENT**

Challenge For The Deming Prize  
Just In Time: Just In Case

**LEADERSHIP**

Abilene Paradox  
Apollo 13 Leadership: Down To Earth Leadership...  
Be Prepared To Lead  
Becoming A Leader: Communication Techniques  
That Motivate, Guide & Inspire Employees...  
Bob Knowlton Story, The  
Boomerang  
Bury My Heart At Conference Room B  
Character In Action  
Charting Your Course  
Corporate Culture & Performance/John Kotter  
Covey Leadership Library  
    *Tearing Down Walls*  
    *Leading By Examples*  
    *I Know Just What You Mean*  
    *Mauritius: Celebrating Differences*  
    *Max & Max*  
Creating A People Centered-Organization  
Difficult People: How To Deal With Them  
Discovering The Future:The Power Of Vision  
Do Right: The Plan/Lou Holtz  
Don't Panic  
Encouraging The Heart  
Everest  
Extraordinary Leader, The: Going From Good To  
Great  
File 103: Developing 21st Century Leaders  
(Excellence Files: Action Agenda Series)  
First Time Around, The  
Fish!  
Fish! Culture  
Fish! Sticks  
Fish! Tales: Building Trust  
Fish! Tales: Jump Start  
Fish! Tales: Peak Experience  
Fish! Tales: Sprint  
Fish! Tales: Vital Signs  
Flight Of The Buffalo  
5 Questions Every Leader Must Ask  
5 Waves Of Trust, The  
Flawless Leadership  
Framing The Future: Leadership Skills For A New  
Century  
Follow The Leader  
Front Of The Class, The  
Get To The Point, Keep To The Point  
Giving Leadership Away  
Great Minds On Leadership (Great Minds Series)  
Group Think  
Gung Ho! (2 versions)  
Hiring The Best  
Home Away From Home  
How Great Companies Get Great People  
How To Handle Difficult People Series  
    1. *Differences In People, The*  
    2. *Dealing With Difficult People*  
    3. *Strategies For Increased Self-Esteem*

I Wish My Manager Would Just...(Smart Start  
Meeting Openers)  
I'm Glad You Noticed  
In Search Of Excellence/Tom Peters  
It's A Wonderful Life: Leading Through Service  
It's Okay To Be Boss  
Joel Barker's Leadership: 5 Lessons For Leading  
In The 21st Century/Joel Barker  
Jukebox Journey With Heart (Jukebox Series)  
Lance Armstrong Meeting Openers  
    *Crossing The Line*  
    *Teamwork*  
    *Perspective: A Different View*  
Language Of Leadership, The: Winston Churchill  
Method  
Leader Madness  
Leader's Guide To Delegating, A  
Leaders Of Character: Leadership, The West Point  
Way  
Leadership  
Leadership (Life's Lessons Series)  
Leadership (Priorities For Life Series)  
Leadership Alliance, The/Tom Peters  
Leadership: An Art Of Possibility  
Leadership & Self-Deception  
Leadership & The New Science  
Leadership & The One Minute Manager/Blanchard  
Leadership Assignment, The  
Leadership Challenge (Revised)  
Leadership In Action  
Leadership/Management Mix  
Leadership Pickles, The  
Leadership Pill, The  
Leadership: Reach For The Stars  
Leadership Secret Of Gregory Goose, The  
Leadership: The Myth & The Reality (Smart-Start)  
Leadership: What's Trust Got To Do With It?  
Leading In A Time Of Change  
Leading The Nation  
Leading With Persuasion  
Legacy: The Leadership Challenge  
    1. *A Leader's Legacy*  
    2. *The Leadership Challenge*  
    3. *Encouraging The Heart*  
    4. *Leadership In Action*  
    5. *The Credibility Factor: What Followers Expect*  
    *From Leaders*  
    6. *Credibility: How Leaders Gain & Lose It; Why*  
    *People Demand It*  
Legal & Effective Hiring  
Legal Issues For Managers: It's Just Not Fair  
Legal Perils 8 Management Pitfalls To Avoid  
Life & Work  
Life Is Short  
Love & Profit: The Art Of Caring Leadership  
Manager Of The Year: A Film About Effective  
Listening  
Manager Or Mouse  
Manager's Balancing Act, The  
Managing Change & Transition  
Managing From The Heart  
Managing Me  
Managing Up  
Mastering Leadership Workshop  
Max & Max (Covey Leadership Series)  
Millenium-Leadership Capsules For The 21st..Series:  
    1. *Leadership Is..*  
    2. *The Leader As A Coach*  
    3. *The Leader As A Mentor*  
    4. *How Leaders Provide Performance Feedback*  
    5. *Beginning Employment Relationships*

6. *Ending Employment Relationships*  
7. *In Compliance*  
Memorial Hospital & HealthWorks Kids (Tom  
Peters: Re-imagine!)  
New Business Of Paradigms, The  
    *Classic Edition & 21st Century Edition*  
New Workplace Series:  
    *Making The Change*  
    *Leading The Change*  
Once Upon A Leader  
Ordinary People, Extraordinary Results: True Stories  
Of Great Leadership  
    *Trim Tab*  
    *A Legacy of Winning*  
    *Store 334*  
    *Emma Brandon*  
    *Your Best Moment*  
    *Live Love Learn Legacy*  
Players Win The Game, The  
Paradigm Mastery  
Paradigm Pioneers  
Paradigm Principles  
Professional Conduct 101: Vital Skills For New  
Employees  
Question Of Management  
Re-imagine: Business Excellence In A Disruptive  
Age  
Sacrifice Is Just Not A Bunt  
Servant-Leadership  
Sid Story, The  
Sixth Discipline, The: Conscious Oversight  
Smart Questions  
Solving The Leadership Puzzle/Richard Whitley  
Speed, Simplicity & Self-Confidence  
Stephen Covey's Lesson In Leadership Series:  
    *Grander Goal, A*  
    *Journey To Discovery*  
    *Better Way, A*  
    *Law Of The Harvest*  
Stephen Covey On Leadership  
Strategic Leadership Type Indicator  
Talent! How To Win The Great War For Talent  
With Tom Peters  
Talent Management: How To Retain Your Best  
People  
Theirs Not To Reason Why: The Story of Lt.  
Wm. Sowden Sims  
Thriving In A Techno World  
TNT: Dealing With Change (Tom Peters: Re-  
imagine!)  
Training To Win: Helping Employees Meet Or  
Surpass Their Goals  
Re-imagine! Business Excellence In A Disruptive  
Age  
12 Angry Men: Teams That Don't Quit  
Victor Kiam: Case Study In Leadership & Innovation  
Vision Web  
What America Does Right Series:  
    *Management Turned Upside Down*  
    *Organization Is Strategic*  
Whale Done Program  
    *Whale Done!*  
    *Whale Done! In Action*  
What It Really Takes To Be A World Class  
Company  
Where There's A Will..Leadership & Motivation  
Who Says We Can't Do It?/Lance Armstrong  
Why Won't Rodney Work  
Winning Formula  
Winning With Women: Changing The Way We  
Lead

Would I Follow Me?  
Would I Inspire Me?  
Would I Work For Me?

**LEGAL ISSUES**

Act With Integrity  
Avoiding Litigation Landmines  
Beyond Sexual Harassment  
Discrimination/Legal Issues (JITI) Series)  
Documentation & Discipline: One Of Many Termination Techniques  
Employment Law (Smart Start Meeting Openers)  
Ethics & Corporate America: A Crisis Of Credibility  
Ethics: The L.O.G.I.C. Of Right  
Family Medical Leave Act  
Harassment/Termination: Porn On A Computer  
*Parts 1 & 2*  
HR Case Files With Catherine Crier  
ADA  
FMLA  
FLSA  
*Sexual Harassment*  
It's The Law: Legal Side Of Management  
It's Time To Stop  
Legal & Effective Employment Series  
*Legal & Effective Interviewing*  
*Legal & Effective Performance Appraisal*  
*Legal & Effective Employment Termination*  
Legal & Effective Hiring  
Legal & Effective Interviewing II  
Legal Briefs Series:  
*It's The Law*  
*Discipline & Termination*  
*Harassment & Discrimination*  
*Family & Medical Leave Act, The*  
*Workplace Violence*  
*Recruiting & Hiring*  
ADA, The  
*Substance Abuse: The Manager's Role In*  
*Creating & Maintaining A Drug Free*  
*Workplace*  
*Workplace Privacy: Does It Really Exist*  
Legal Issues For Managers  
Legal Peril: 8 Management Pitfalls To Avoid  
Legal Side Of Evaluating Performance  
Need To Know, A: Insider Trading & The Law  
Preventing Employee Lawsuits  
Training Triggers Series  
*Accommodation: Day of Rest*  
*Constructive Discharge Part 1: He's Been Fired*  
*Constructive Discharge Part 2: Transferred*  
*Constructive Discharge Part 3: I Quit*  
*FMLA Part 1: Sick Again*  
*FMLA Part 2: He Didn't See It Coming*  
*FMLA Part 3: Cutting It Close*  
*FMLA Part 4: The Big Let Down*  
*FMLA/Retaliation: Rock-A-Bye Baby*  
*Harassment/Termination Part 1: He Knows the*  
*Rules*  
*Harassment/Termination Part 2: the Tip Of The*  
*Iceberg*  
*Retaliation Part 1: He's Picking On Me*  
*Retaliation Part 2: I'm Afraid You Have No*  
*Future In This Company*  
*Safety Absolute Scene 1: A Little Thing like*  
*That*  
*Safety Absolute Scene 2: You Can't Be*  
*Serious*  
*Termination Step Aside*  
*Unauthorized Removal Of Confidential Data:*  
*Just Personal Things*

*Unmerited Claim & Harassment Part 1: She*  
*May Just Need Time To Adjust*  
*Unmerited Claim & Harassment Part 2: The*  
*Other Side Of The Coin*  
*Unmerited Claim & Harassment Part 3: Tough*  
*Decisions*  
*USERRA: Just Trying To Be Helpful*  
12 Danger Zones or Supervisors  
Union Realities Series:  
*That's Just Reality*  
*Talking With Employees*  
Union Realities Series:  
*Module 1. You're The First Line Of Defense*  
*Module 2. Signing The Union Card*

**LISTENING**

Asoh Defense, The: Managing Blame & Forgiveness  
Breakthrough Listening  
Communication Connection  
Effective Communication Starts With You (Communicating Effectively With Customers Series)  
Empathic Listening  
*1. Nobody's Listening*  
*2. Diagnose Before You Prescribed*  
*3. I Know Just What You Mean*  
*4. Tonesetter*  
From No To Yes  
I Know Just What You Mean  
Jump Start Your Brain  
Listen & Win: How To Keep Customers Coming  
Back  
Listening Between The Lines (Men, Women &  
Work Series)  
Listening: The Key To Productivity  
Listening Under Pressure  
Love & Profit: Art Of Caring Leadership  
Manager Of The Year: A Film About Effective  
Listening  
Nobody's Listening  
Power Of Listening  
6 Essentials Of Effective Listening  
Smart Questions  
Succeed By Listening  
Take Time To Listen  
You're Not Listening

**MANAGEMENT**

After The Hire  
Becoming A Coach: Bringing Out The Best In  
Employees  
Blanchard Trilogy, The  
*Values & Vision*  
*Decade Of Learning*  
*H.E.L.P. For Managers*  
Boomerang  
Bruce Tulligan's \*Managing Generation X Workshop  
Building One Minute Manager Skills/Ken Blanchard  
Communication Cornerstones: Building Trust  
Creating A Positive Workplace: Good Attitudes Are  
Contagious  
Curse Of The Vanishing Employees, The: How To  
Retain & Motivate Great Employees  
Deb's Way: A Profile In Management  
Discussing Performance  
Effective Executive Series, The/Peter Drucker  
*Managing Time*  
*Effective Decisions*  
*Staffing For Strength*  
*What Can I Contribute?*  
*Focus On Tomorrow*  
Encouraging Manager, The  
Encouraging The Heart

Everything You Always Wanted To Know About  
Management  
Excellence Files, The  
Get To The Point, Keep To The Point  
Giving Leadership Away  
Goal, The: How To  
Gung Ho! (2 versions)  
Hiring the Best  
Home Away From Home  
How To Handle Difficult People  
*1. Differences In People, The*  
*2. Dealing With Difficult People*  
*3. Strategies For Increased Self-Esteem*  
How To Shine In Difficult Management Situations  
I Wish My Manager Would Just...(Smart Start  
Meeting Openers)  
I'd Like A Word With You/John Cleese  
I'm Glad You Noticed  
In An Instant Series/Anthony Salemi  
*Volumes: 1, 2, 3, 4*  
In Search Of Excellence/Tom Peters  
It's Okay To Be Boss  
It's The Law: legal Side Of Management  
Journey Into The Heroic Environment, A  
Jukebox Journey With Heart (Jukebox Series)  
just In Time Information (JITI) Series: Management  
Solutions In Under 5 Minutes Series  
*1. Personal Issues*  
*2. Discrimination/Legal Issues*  
*3. Conflict Management*  
*4. Performance Management*  
Keeping The Good Ones  
Leader's Guide To Delegating, A  
Leaders Of Character: Leadership-The West Point  
Way  
Leadership (Life's Lessons Series)  
Leadership & Self-Deception  
Leadership Challenge  
Leadership/Management Mix  
Legal Peril:: 8 Management Pitfalls To Avoid Litigation  
Let's Face It: Harassment Training For Supervisors  
Life Is Short  
Love & Profit: Art Of Caring Leadership  
Love "Em Or Lose 'Em  
Manager's Guide, A  
Manager Of The Year: Listening Skills For Everyone  
Manager Or Mouse?  
Managers As Mediators  
Managers As Mentors  
Manager's Balancing Act, The  
Managing Change & Transition  
Managing Difficult Customers  
Managing Diversity  
Managing From The Heart  
Managing Generation X (see Bruce Tulligan\*)  
Managing Me  
Managing The Journey  
Managing Thru Change  
Managing Up  
Mentoring: The Success Connection  
Millennium-Leadership Capsules for the 21st  
Century Series  
*1. Leadership Is...*  
*2. The Leader As A Coach*  
*3. The Leader As A Mentor*  
*4. How Leaders Provide Feedback*  
*5. Beginning Employment Relationships*  
*6. Ending Employment Relationships*  
*7. In Compliance*

Mixing 4 Generations In Thy Workplace  
 Motivating Employees During Organizational Change  
 One Minute Manager/Ken Blanchard  
 Peer Today, Boss Tomorrow  
 Project Management  
 Promotability  
 Putting The One Minute Manager To Work/Ken Blanchard  
 Question Of Management, A: Historical Perspective  
 Re-imagine: Business Excellence In A Disruptive Age  
 Relationship Strategies Series:  
     *Part 1. Understand & Identify*  
     *Part 2. Adapt*  
 Revitalizing Your Company: Creating Ways To Build Profits  
 Sid Story, The  
 Smart Questions  
 Smart Workplace Series:  
     1. *High Performance Workplace*  
     2. *Creating A Smart Workplace*  
 Spirit At Work, The  
 Story Of The One Minute Manager, The  
 Strategic Leadership Type indicator  
 Talent! How To Win The War For Talent  
 Talent Management: How To Retain Your Best People  
 This Is Going To Hurt Me More Than It Hurts You  
 Unorganized Manager Series/John Cleese  
     *Parts 1, 2, 3*  
 Vision Web  
 We Are The Ones  
 What A Manager Should Say  
 What America Does Right Series:  
     *Management Turned Upside Down*  
     *Organization Is Strategic*  
 Where There's A Will...Leadership & Motivation  
 Would I Follow Me?  
 Would I Inspire Me?  
 Would I Work For Me?  
 X Factor, The; Managing & Motivating Generation...  
 Zapp

**MARKETING**

Brilliant, Simply Brilliant Series  
     *Over & Outta Here*  
     *Plastic Gold*  
     *Play It Again Vin*  
     *There's Something About Judy*  
     *Thinking Inside The Box*  
 Everything Is Design  
 Excellence Files: Coca Cola  
 Focusing On The Customer  
 Living The Brand: The Patagona Story  
 Maslow's Hierarchy Of Needs  
 One-To-One Future: Building Relationships One Customer At A Time  
 Trapped! How To Escape the Sameness Trap With Tom Peters  
 What It Really Takes To Be A World Class Co.

**MBO**

Management By Objective Series:  
 MBO 1: *What Is MBO*  
 MBO 2: *Developing Objectives*  
 MBO 3: *Performance & Appraisal*

**MEETING OPENERS/COFFEE BREAKS**

Accentuate The Positive  
 America  
 America<sup>3</sup>, The Power To Create

AmericaThe Beautiful (3 versions-Hero Series)  
 And When You Fail  
 Art Of Coaching In Business Meeting Openers  
     1. *Combines 7 personalities*  
     2. *Herb Kelleher*  
     3. *Jack Nicklaus*  
     4. *Keith Lockhart*  
     5. *Lenny Wilkins*  
 Bad Fur Day  
 Bambi Meets Godzilla  
 Battle Of The Century  
 Big Business  
 Bolero  
 Boomerang  
 Bounceback  
 Brain Power  
 Brilliant, Simply Brilliant Series  
     *Over & Outta Here*  
     *Plastic Gold*  
     *Play It Again Vin*  
     *There's Something About Judy*  
     *Thinking Inside The Box*  
 C & The Box  
 Candid Camera Goes To Work Series:  
     *Expect The Unexpected*  
     *Too Close To The Customer*  
 Case Of The Broken Shoe  
 Climbing  
 Cultural Baggage  
 Do It Right  
 Egg, The  
 Elephant, The: A Simple Fable About Communication, Perception, & An Elephant  
 Everybody Loves A Winner  
 Faces  
 Father & Son  
 Flight  
 Fish!  
 Fish! Culture  
 Fish! Sticks  
 Fish! Tales: Building Trust  
 Fish! Tales: Jump Start  
 Fish! Tales: Peak Experience  
 Fish! Tales: Sprint  
 From Hell! Series:  
     *Bosses From Hell*  
     *Communicators From Hell*  
     *Customer Service From Hell*  
     *Employees From Hell*  
     *Interviewers From Hell*  
     *Public Service From Hell*  
     *Salespeople From Hell*  
     *Teams From Hell*  
 Future, The/Ken Blanchard  
 Great Minds, The, Series  
     *Think Again*  
     *Extraordinary*  
     *What's Holding You Back?*  
     *Great Minds On Leadership*  
     *Great Minds On Motivation*  
     *Great Minds On Creativity, Innovation and Imagination*  
     *Great Minds On Attitude*  
     *Great Minds On Teamwork*  
     *Great Minds On Character*  
     *Great Minds On Respect, Tolerance & Diversity*  
     *Great Minds On Teaching & Learning.*

Gift, The  
 Gift Of Learning, The  
 Goals: The Backbone Of Dreams  
 Gravity Never Sleeps

Hero Series Meeting Openers  
     *America The Beautiful*  
     *I Remember*  
 In Concert  
 Innovate! How To Stand Out In The Crowd With Tom Peters  
 Into The Millennium  
 Java Junkie  
 Juice  
 Journey, The  
 Jukebox Journey Series, The  
     *Jukebox Journey With Heart*  
     *Jukebox Journey With Vibes*  
     *Jukebox Journey With Soul*  
 Jump  
 Just Not Our Kind  
 Lance Armstrong Meeting Openers  
     *Crossing The Line*  
     *Teamwork*  
     *Perspective: A Different View*  
 Leader, The  
 Leadership Secret Of Gregory Goose, The  
 Legal Briefs Series:  
     *It's The Law*  
     *Discipline & Termination*  
     *Harassment & Discrimination*  
     *Family & Medical Leave Act, The*  
     *Workplace Violence*  
     *Recruiting & Hiring*  
     *ADA, The*  
     *Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free...*  
     *Privacy: Does It Really Exist*  
 Lessons From Geese  
 Life Is Short  
 Lifeline Series  
     *Activating Attitude*  
     *Stress Tacklers*  
     *Unlocking Conflict*  
 Life's Lessons Series:  
     *Leadership*  
     *Motivation*  
     *Change*  
     *Teamwork*  
     *Values & Ethics*  
     *Customer Service*  
 Lincoln  
 Magic Of We Communication Session Starter  
 Meeting Openers With Loretta Laroche  
     *Not Another Meeting*  
     *Whoopee, Another Meeting*  
 Mr. Unexpected  
 Muppet Meeting Openers & Coffee Breaks  
 My Idea  
 NFL Pro Series  
     *Courage To Change, The*  
     *Speed Is The Strategy*  
     *Teams: When Me Becomes We*  
     *Can You Guys Hear Me?*  
     *Risk Taking Putting It All On The Line*  
 Norman Krasner, The, Series  
     *Norman Checks In*  
     *Norman Gives A Speech*  
     *Krasner, Norman*  
     *Welcome Back, Norman*  
 Not So Great Moments In Customer Service: The Return  
 On The Brink Of Perfection  
 On Your Own  
 Peacock Experience  
 People

Perception: The Tragedy Of The Friendly Breakfast  
Perfect Moment, The  
P.I.S.T.

Power Of Words Meeting Opener  
Powers Of 10

Priorities For Life Series:

1. *Leadership*
2. *Priorities*
3. *Change*
4. *Capacity & Energy*
5. *Excelling In A Changing World/Return, The:*
6. *Reaching The Next Level & Beyond*

Read My Lips

Right Brain Meetings Series

*Power Of Communication, The*  
*Power Of Customer Service, The*  
*Power Of Ideas, The*  
*Power Of Teamwork, The*

Sandcastle: Teamwork & Diversity  
Sell?

Serve! Turn Customer Service Into Unforgettable

*Customer Experiences With Tom Peters*

Service Impact Series

*Credibility Through Honesty*  
*Gross-Cultural Communication*  
*Dimensions of Service*  
*Levels of Learning*  
*The Angry Customer*

Sisyphus

Smart-Start Meeting Openers

*Attitude*  
*Coaching (office & retail)*  
*Diversity: What Is Diversity?*  
*Employment Law*  
*I Wish My Manager Would Just...*  
*Interviewing*  
*Manager & The Law*  
*Motivation*  
*Respect: It Just Takes A Little Respect*  
*Sexual Harassment*  
*Think Like A Customer*  
*What Is It Really All About*

Snookles

Solo

Spirit Of The Dolphin, The

Sportsters

Star Spangled Banner, The

Starthrower Story, The

Stephen Covey On Leadership

Stress As A Gift Session Starter Package

*Stress As A Gift*  
*Jump*  
*Power Of Words*  
*Magic Of We: Communication*  
*Sound Of Service (opener & closer)*  
*And When You Fall*

This Thing Called Change

Train, The

Training Timeout Series

*Boating Safety*  
*Driving In Rainy Weather*  
*Family Vacation Safety*  
*Food Poisoning/Choking*  
*Holiday Drinking*  
*Holiday Traveling*  
*Home Security*  
*Package Bomb Safety*  
*Personal Safety*  
*Preventative Medicine*  
*Recycling*  
*Summer Sports Safety*

*Winter Sports Safety*

*Working Parents*

Training Trigger Series

*Accommodation*

*Documentation & Discipline: One Of Many*

*Termination Techniques*

*FMLA/Retaliation*

*Harassment/Termination: Porn On A Computer*

*Parts 1 & 2*

*Retaliation: No Future Here*

*Parts 1 & 2*

Truth Series, The:

*Truth About Email*  
*Truth About Business Casual*  
*Truth About The Internet*  
*Truth About Customer Service*

Tusks

Uncover Your Creativity

Value Of Time

Village Of 100, 3rd Edition

Way You Were, The

We Are The Ones

What A Manager Should Say

What's Holding You Back

When You're Smilin'

Who's On First

Wild Goose Chase

Winds Of Change

Winning

Winning Team

Working Together Works: Short

You

You Need To Know...Sexual Harassment Is Illegal  
(It's Not Enough To Know Series)

Zea: A Study In Perception

#### **MEETING SKILLS**

Basic Facilitation

Be Prepared For Meetings

Better Meeting Management For Better Communication

Conducting A Productive Meeting

Facilitate

Fearless Facilitation

Going To A Meeting

*Part 1: Messing Up A Meeting*

*Part 2: Meeting Menac*

How To Hold Successful Meetings

Invisible Meeting, The

Leading 20-minute Meetings That Matter

Meeting Robbers

Meetings

Meetings Bloody Meetings/John Cleese

More Bloody Meetings/John Cleese

We've Got To Stop Meeting Like This

#### **MEMORY**

I'll Never Forget What's His Name

#### **MENTORING**

Getting Mentors For Success (Maximum Performance Series)

Gift Of Learning, The

Insights To Better mentoring

Leader As Mentor, The (Millenium-Leadership Capsules)

Leading By Example (Covey Leadership Library)

Managers As Mentors: Building Partnerships For Learning

Mentoring That Makes A Difference

*Parts 1. Mentors & Part 2. Mentees*

Mentoring, The Success Connection

Players Win The Game, The  
Will My Mentor Make A Difference

#### **MOTIVATION**

After The Hire: Retaining Good Employees  
America The Beautiful (3 versions-Hero Series)  
And When You Fall/David Jansen (ice skater)

Best Of Motives Series:

1. *Nobody Ever Tells Us*
2. *Nobody Ever Asks Us*

Bounceback

Capacity & Energy (Priorities For Life Series)

Chart Your Course

Coaching And Motivation Management: How It Works

Continuous Motivation

Curse Of The Vanishing Employees, The: How To Retain & Motivate Great Employees

Don't Fire Them, Fire Them Up

Drop By Drop

Encouraging The Heart

Excelling In A Changing World (Priorities For Life)

Flight Of The Buffalo

Fish!

Fish! Culture

Fish! Sticks

Fish! Tales: Jump Start

5 Star Teamwork

Galatea Effect, The

Get On The Bus

Great Minds On Motivation (Great Minds Series)

Growing In Place

Gung Ho! Dramatic

Gung Ho! Succeeding In A Changing World

Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)

Lance Armstrong Meeting Openers

*Crossing The Line*

*Teamwork*

*Perspective: A Different View*

Life Is Short

Love 'Em Or Lose 'Em

Maslow's Hierarchy Of Needs

Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)

Motivating At Work

Motivating Employees: Keep Up The Good Work

Motivating Others

Motivation (Life's Lessons Series)

Motivation (Smart Start Meeting Openers)

Motivation: Igniting Exceptional Performance

Muppet Meeting Openers

Norman Krasner, The, Series

*Norman Checks In*

*Norman Gives A Speech,*

*Norman Krasner,*

*Welcome Back, Norman*

On Your Own

OXO Good Grips:Think Differently (Tom Peters: Re-imagine!)

Players Win The Game, The

Power Of Words

Reinventing The Corporate Spirit

Say What?

Service With Soul/Tom Peters

Sid Story, The

Spirit Of The Dolphin

Start Right...Stay Right

Their's Is Not To Reason Why: The Story Of Lt.

Wm. Sowden Sims

We Are The Ones

When The Going Gets Tough  
Who Says We Can't Do It/Lance Armstrong  
Winning  
Yes Lives In The Land Of No  
Your Summit Awaits

**MOTIVATION (self)**

Achieving Peak Performance On The Job  
Adversity Quotient  
And When You Fall/David Jansen (ice skater)  
C And The Box  
Capacity & Energy (Priorities For Life Series)  
Celebrate What's Right With The World  
Curse Of The Vanishing Employee: How To  
Retain & Motivate Great Employees  
Do It Right/Lou Holtz  
Do It Right The First Time: Paying Attention To  
Details  
Do Right 1 & 2/Lou Holtz  
Do Right: The Plan/Lou Holtz  
Either Way You're Right  
Employee Motivation: Journey To Success  
Everybody Loves A Winner  
Excelling In A Changing World (Priorities For Life)  
Fifth Discipline: The Personal Mastery/Peter Senge  
Fish!  
Fish! Culture  
Fish! Sticks  
Fish! Tales: Building Trust  
Fish! Tales: Jump Start  
Fish! Tales: Peak Experience  
Fish! Tales: Sprint  
Get On The Bus  
Good Company  
Gravity Never Sleeps  
Great Minds On Motivation (Great Minds Series)  
How To See Opportunity On The Job  
How You Think Is Everything: The Power Of...  
If Enough People Care/Lou Holtz  
In Concert  
In Search Of Excellence  
Juice  
Lessons From The New Workplace  
Life Is Short  
Lincoln  
Managing Up  
Motivation (Life's Lessons Series)  
Motivation: Dream It, Walk It, Believe It  
On Your Own  
Perfect Moment  
Players Win The Game, The  
Power Of Adversity/Tom Sullivan & Charlie Plumb  
Sacrifice Is Just Not A Bunt  
Second Chance, A  
Quantum Leap Thinking  
Ready, Willing, & Able  
Ride The High Places  
Say What?  
7 Habits Of Highly Effective People/Stephen Covey  
Second Effort/Vince Lombardi  
Seeing Red Cars  
Sisyphus  
Solo  
Sportsters (non-narrative)  
Start Right...Stay Right  
Starthrower Story, The  
Survival Run  
Theirs Not To Reason Why: The Story of Lt.  
Wm. Sowden Sims  
Train, The  
Way You Were, The

We Have Met The Enemy (NFL Pro Shorts Series)  
Whale Done Program  
*Whale Done!*  
*Whale Done! In Action*  
When The Going Gets Tough  
Who Says We Can't Do It  
Will To Win, The  
Winning Team  
Winning Ways/Tommy La Sorda  
Worksmarts: How To Get Along, Get Noticed, & Get  
Ahead  
Working Together  
X Factor, The: Managing & Motivating Gen X  
Yes lives In The Land Of No  
You  
Your Summit Awaits

**NEGOTIATING**

Art Of Negotiating (Muppet Meeting Openers)  
5 Skills For Getting A Yes  
Getting To Yes  
Global One: International Negotiating  
Negotiating For Business Results  
Negotiating To Win (Motorola Selling Concepts)  
Negotiating: Tying The Knot  
Negotiation: 3 Rules For Win-Win  
Ploys, Gambits & Dirty Tricks Of Negotiating  
Stanford Video Guide To Negotiating

**NETWORKING**

Strategies For Success Series  
*1. Key Ways For Gaining That Competitive  
Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*

**NEW EMPLOYEES**

Clerical Skills For New Employees  
Do It Right The First Time: Paying Attention To  
Details  
Employee Orientation Solutions Series:  
*Getting A Good Start*  
*Getting Along With The Boss*  
*Getting Along With Your Co-workers*  
Hiring The Best  
Legal & Effective Hiring  
Managing Up  
Professional Conduct 101: Vital Skills For New  
Employees  
Start Right...Stay Right  
Starting Your New Job  
Succeeding At Work: The Adventure Begins  
Working Together Works  
Working Together Works: Short

**NON-NARRATION**

Divided Man, The  
Egg  
Life Is Short  
Sand Castle  
Sisyphus  
Sportsters  
Teamwork  
Working Together Works: Short  
Zea

**ONE-ON-ONE TRAINING**

Train The Trainer  
You'll Soon Get The Hang Of It

**ORIENTATION**

Beginning Employment Relationships (Millenium-  
Leadership Series)  
Do It Right The First Time: Paying Attention To  
Details  
Employee 101: Respecting The Team  
Employee Orientation Solution Series:  
*Getting A Good Start!*  
*Getting Along With The Boss!*  
*Getting Along With Your Co-workers!*  
Jukebox Journey With Soul (Jukebox Series)  
9-5 Survival Guide  
Start Right...Stay Right  
Succeeding At Work: The Adventure Begins  
Working Together Works  
Working Together Works: Short  
X Factor, The

**OUTPLACEMENT**

Developing Job Leads  
Guide To A Successful Job Search  
Hiring Process  
Impressions Count & So Do You  
Out Of Work

**PEER TO PEER**

Boomerang  
Handling Difficult People  
Little Things Mean a Lot  
Peer Pressure  
Toxic Talk: What Would You Say  
When The Coach Is You  
Working With You Is Killing Me

**PERCEPTION**

Elephant, The: A Simple Fable About Communica-  
tion, Perception, & An Elephant  
Father & Son  
It's Your Choice/Rocky Bleier  
Me and You  
Paradigm Of Perception  
Perception: The Tragedy Of The Friendly Breakfast  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive  
Edge In The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
Zea: A Study Of Perception

**PERFORMANCE APPRAISAL**

Beyond Appraisal: Managing Performance  
Everyday  
Care & Candor: Making Performance Appraisals  
Work  
Conducting The Performance Appraisal: Be A  
Coach, Not A Judge  
Continuous Performance Appraisal, The  
Discussing Performance  
Dreaded Appraisal  
Good News! It's Performance Appraisal Time  
How Am I Doing  
How Supervisors Should Appraise Employee  
Performance  
Human Touch Performance Appraisal  
Legal & Effective Performance Appraisal (Legal &  
Effective Employment Series)  
Legal Side Of Evaluating Performance  
Legal Side Of Performance Appraisal: You Be The Judge  
Let's TALK: Handling Difficult Performance  
Appraisal

Looking Forward: Your Performance Appraisal  
Not Just Another Meeting  
One On One: Informal Performance Review  
Painless Performance Improvement  
Performance Appraisal (BLR, ITC)  
Performance Appraisal: Getting Results  
Performance Review: Every Manager's Nightmare  
Surviving The Appraisal Interview (Performance Management Series)

**PERFORMANCE MANAGEMENT**

Beyond Appraisal: Managing Performance  
Everyday  
Building Employee Morale: Missed Opportunities  
Conducting High-Impact, Low Stress Performance Reviews  
Performance Management (JITI Series)  
Effective Performance Management: Building A Quality Organization  
Forget For Success  
How Supervisors Should Appraise Employee Performance  
Let's Talk! Performance Feedback  
Manager's Guide, A  
Managing Performance Problems  
Mastering Performance Management (SMART.)  
Once & For All  
One On One: Informal Performance Review  
Painless Performance Improvement  
Performance Management (Aims)  
Performance Management (Consult Video Series)  
Performance Matters: The Importance of Praise  
Performance Matters: The Need For Constructive Criticism  
Performance Review Series  
1. *Every Manager's Nightmares*  
2. *Every Appraisee's Dream*  
Reinventing Appraisals Video Series  
Part 1. *The Performance Management Cycle*  
Part 2. *Setting The Goal*  
Part 3. *Determining Key Result Areas*  
Part 4. *Identifying Performance Standards*  
Part 5. *Managing Change & Developing Performance*  
Talent! How To Win The Great War For Talent With Tom Peters  
Targeting For Performance

**PERSONAL GROWTH**

A+ In The Workplace: Developing Positive Behavior  
Accountability Toolkit: Government Version  
Achieving Peak Performance On The Job  
A.C.T. With Integrity  
Activating Attitude  
Adversity Quotient  
Adversity Quotient At Work  
Assertive Professional, The  
Attitude Virus  
Attitude: A Little Thing That Makes A Big Difference  
Attitude Your Most Priceless Possession  
Basics Of Business Etiquette  
Battle For Excellence  
Bounceback  
Boomerang  
Brain Game, The  
Capacity & Energy (Priorities For Life Series)  
Charisma  
Clerical Skills For New Employees  
Do It Right The First Time: Paying Attention To Details  
Eagle's Secret

Employee Orientation Solution Series:  
*Getting A Good Start!*  
*Getting Along With The Boss!*  
*Getting Along With Your Co-workers!*  
Ethics 4 Everyone  
Everybody Loves A Winner  
Excelling In A Changing World (Priorities For Life)  
Focus Your Vision  
40 Hours: Invest In Yourself  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Gettin' Ahead By Getting Along: People Skills For The Workplace  
Gift Of Learning, The  
Goals: The Backbone Of Dreams  
Good Company  
Guide To Successful Job Search  
Happily Ever After...Setting Goals  
How To Be Creative On The Job  
How To Clear Your Desk: The Paper Chase  
How To See Opportunity On The Job  
How To See Opportunity In A Changing Workplace  
Impressions Count And So Do You  
It's Your Choice: Interviewee Video  
It's Possible/Les Brown  
Invisible Rules: Men, Women & Teams  
Juice  
Jukebox Journey With Soul (Jukebox Series)  
Legacy Of Achievement, The  
Life Is Short  
Lincoln  
Making Your Own Luck  
Managing Up  
Mastering Personal Change  
Own Your Own  
Personal Issues (Consultant, The, Series)  
Players Win The Game, The  
Ploys, Gambits & Dirty Tricks Of Negotiating  
Professional Conduct 101: Vital Skills For New Employees  
Professional Excellence  
Professional Presence  
Reaching The Next Level & Beyond (Priorities For Life)  
Sacrifice Is Just Not A Bunt  
Second Chance, A  
Seeing Red Cars  
7 Day Professional Image Update  
Straight Talking: The Art Of Assertiveness  
Start Right...Stay Right  
Starthrower Story, The  
Strategies For Success Series  
1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
2. *How To Overcome Mingle-Phobia*  
3. *Gaining That Edge During Business Meals*  
Succeeding At Work: The Adventure Begins  
Success Through Positive Thinking  
Supervisory Self-Appraisal  
Survival In The Workplace  
Taking The Initiative On The Job  
Truth About Business Casual, The (Truth Series)  
Unlocking Conflict  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*  
When I Say No, I Feel Guilty  
When Opposites Complement  
Worksmarts  
Yes Lives In The Land Of No

Your Image At Work  
Your Summit Awaits

**PERSONAL SITUATIONS**

Boomerang  
Balancing Home & Career  
Capacity & Energy (Priorities For Life Series)  
Clerical Skills For New Employees  
Climbing  
Excelling In A Changing World (Priorities For Life)  
Family Medical Leave Act  
Fear Of Success/Ben Bissell  
Juggling Priorities: How To Balance Your Life  
Life Is Short  
Little Things Mean a Lot  
Managing Up  
Personal Issues (Consultant, The, Series)  
Personal Issues (JITI Series)  
Truth About Business Casual, The (Truth Series)  
Virtual office

**PLANNING**

All Change  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Getting Things Done: The 5 Phases Of Managing Workflow  
How To Juggle Multiple Priorities  
Integrated Management Planning  
Take Back your Time: How To Manage Your Workload & Still Have A Life  
What Is Strategic Planning

**PRESENTATION SKILLS**

Basics Of How To Plan, Write & Give A Winning Presentation  
Be Prepared To Speak  
Get To The Point, Keep To The Point  
How To Make Winning Presentations  
How To Write & Deliver Great Speeches  
Life Is A Series Of Presentations  
Powerful Ways To Persuade People  
Presentation Excellence  
Presentation Skills For The Professionally Petrified  
Speak Like A Pro...& Get A Standing Ovation Every Time  
Speaking (Business Communication Series)  
Speaking Effectively To 1 Or 1000  
Speaking Effectively To 1 Person Or A Roomful: Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Winning Them Over

**PROBLEM EMPLOYEES**

Constructive Communication  
How To Handle Difficult People Series  
1. *Differences In People, The*  
2. *Dealing With Difficult People*  
3. *Strategies For Increased Self-Esteem*  
Why Won't Rodney Work  
Working With You Is Killing Me

**PROBLEM SOLVING**

A.C.E. It: How To Solve Tough Workplace Problems  
Blue Movie, The: Generating Great Ideas  
Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*There's Something About Judy*  
*Thinking Inside The Box*  
Father & Son

How Do You Put A Giraffe Into A Refrigerator?  
Learning To Solve Problems  
Learn While & Doing (Putting The Learning Organization To Work Series)  
Powers Of 10  
Why Didn't I Think Of That?  
Zea: A Study Of Perception

**PRODUCTIVITY**

Achieving Peak Performance On The Job  
Attitude Virus  
Boomerang  
Building Productive Workplaces (Blue Sky)  
Challenge To America Series  
*Old Ways, New Game*  
*Heart Of The Nation, The Winning Strategies*  
Constructive Criticism: How To Build Better Performance  
Do It Right The First Time: Paying Attention To Details  
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
First Time Around, The  
Forget For Success  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Goal, The. How To Group Productivity  
How To Juggle Multiple Priorities  
How To Receive Work Assignments (Empow'r Series)  
I'm Glad You Noticed  
Journey Into The Heroic Environment  
Learning After Doing  
Learn While Doing (Putting The Learning...Series)  
Listening: The Key To Productivity  
Maslow's Hierarchy Of Needs  
Organizational Climate  
Painless Performance Improvement  
Pygmalion Effect, The: Managing The Power Of Expectations  
Reinventing The Corporate Spirit  
Smart Workplace Series:  
*1. High Performance Workplace*  
*2. Creating A Smart Workforce*  
Solving The Performance Puzzle  
Take Back your Time: How To Manage Your Workload & Still Have A Life  
Toxic Talk: What Would You Say We Need To Talk  
Will To Work

**PROJECT MANAGEMENT**

First Time Around, The  
5S Garage  
Getting Things Done: The 5 Phases Of Managing Workflow  
How To Juggle Multiple Priorities

**PROJECT PLANNING**

First Time Around, The  
5S Garage  
Getting Things Done: The 5 Phases Of Managing Workflow  
Team Building For Mgrs, Supervisors & Team Leaders

**QUALITY**

Basic Six Sigma Skills  
Basic Tools For Quality Process  
Cornerstones Of Quality  
Cost Of Quality, The

Customer Care Is Everyone's Job  
Customer Is Always Dwight, The  
Do It Right  
5S Garage  
Florida Power & Light Model  
Good Enough Isn't Good Enough  
Good Old Days Of Quality Service  
In Search Of Quality: Quality Through People (Wallace)  
In Search Of Quality: Quality Through Systems (Motorola)  
ISO 9000 & Why Do I Care?  
ISO 9000 Series  
*ISO 9000: Quality Assurance*  
*ISO 9000: 6 Steps To Global Quality*  
SO 9000: 2000 In Focus  
SO 14000: The ISO 14000 Challenge  
Leading The Nation  
*Volume 1: Team Based Quality*  
*Volume 2: Customer Driver Quality*  
Managing Frontline Staff  
Mining Group Gold  
On The Brink Of Perfection  
Quality At Work  
Quality Connection  
Quality In The Office  
Quality Secrets: Baldrige Award Winners Speak  
Quality Service In The Public Sector  
Quality Supervision For Industry  
Quality: You Don't have To Be Sick To Get Better  
Race Without A Finish Line, The  
Reengineering The Future  
Supervising For Quality  
What Is Quality?  
Why Quality  
Winning Formula  
Working On The Front Line

**READING**

Business Communications: Reading

**RECRUITING**

Hiring Process, The: Guide To Interviewing  
Hiring The Best  
How Great Companies Get Great People  
Managing A Diverse Workforce: Recruiting & Interviewing  
Talent! How To Win The Great War For Talent With Tom Peters

**REENGINEERING**

5S Garage  
Reengineering The Future  
Wolves On The Horizon: Reengineering For Survival

**RELATIONSHIP**

Boomerang  
Gettig Ahead By Getting Along: People Skills For The Workplace  
Relationship Strategies  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*  
Valuing Relationship Series:  
*Demonstration Tape*  
*Interpersonal Synergy*  
*Organizational Energy*  
*Personal Patterns*  
Working With You Is Killing Me

**RESPECT/HARASSMENT**

As Simple As Respect

Beyond Sexual Harassment: Other Forms Of Harassment  
Clear Picture, A: Harassment In The Public Sector  
Cost Of Intolerance, The  
Differences  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress  
Drop By Drop  
Generations In The Workplace  
Generations: M.E.E.T. For Respect In The Workplace  
Harassment Is...  
Harassment Hurts: It's Personal  
Harassment: The Real scene  
In This Together  
It's About Respect; Recognizing Harassment In A Diverse Workplace  
It's Not Just About Sex Anymore: Harassment & Discrimination In The Workplace  
Let's Face It: Harassment Training For Supervisors  
Let's Get Together: Communicating Respect In A Diverse Workplace  
Little Things Mean a Lot  
Matter Of Respect, A  
M.E.E.T. On Common Ground  
M.E.E.T. Zero Tolerance: Enforcing Zero Tolerance  
Ouch! That Stereotype Hurts  
Ouch! Your Silence Hurts  
Person-To-Person: Creating Respectful Workplaces  
Respect (Smart Start Meeting Openers)  
Respect Vs. Harassment Training System  
*How To Recognize & Prevent Harassment*  
*How To Resolve Harassment Situations*  
*Effective Intervention Techniques.*  
*How To Receive & Resolve Harassment Complaints*  
*Managing The Healing Process*  
*Effective Training Techniques*  
Respectful Workplace, The, Series  
*1. Opening The Right Doors*  
*2. Diffusing Hostility Through Customer Service*  
*3. Managing Harmony*  
Respectful Workplace, The: Conflict Resolution Training Scenes  
Right Side Of The Line, The  
Step Up, Speak Up  
Toxic Talk: What Would You Say  
Valuing Our Workplace Series  
*Doing Our Part*  
*A Look Inside Ourselves*  
You Can Stop Harassment  
You Can Stop Harassment Training Scenes  
When Opposites Complement  
Workplace Harassment: Prevention & The Law  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

**RESPONSIBILITY**

Accountability That Works!  
Accountability Toolkit: Government Version  
Being Empowered: Making A Difference  
Blame Game  
Do It Right The First Time: Paying Attention To Details  
First Time Around, The  
Is Good Enough?  
Leadership Kit: It's Not My Fault  
Managing Up  
Ouch! Your Silence Hurts  
That's Not My Problem  
Toxic Talk: What Would You Say

Valuing Our Workplace Series

*Doing Our Part*

*A Look Inside Ourselves*

Who Are They Anyway?

You Are The Organization: Every Employee's Public Relations Role

### **RETALIATION**

Preventing Retaliation In The Workplace

### **RETAIL**

Can You Help Me?

Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)

Courage To Coach

Crime Check: Retail Employees

Crime Check: Retail Management

Customer Service Teamwork: It's Show Time (Customer Service Training Series)

Exceeding Expectations

I Know It When I See It

Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)

Loss Prevention

Mental Workout: Retail 1 & 2

More Than A Gut Feeling (Interviewing)

Point Of Impact

Prescription For Complaints

Quality Customer Service

Retail Learning Library, The

*Actions and Attitudes*

*Building Your Team*

*Five Star Selling*

*Leadership through Communication*

*The S.T.O.P. Shop*

*Welcome to the Team*

*Zero Tolerance: Harassment & Discrimination Awareness*

Secret Customer Service Uncovered

Service Challenge

Sexual Harassment: Is It Or Isn't It

### **RISK TAKING**

If At First: Overcoming The Fear Of Failure

NFL: Risk Taking: Putting It All On The Line

Risk Maker, Risk Taker

### **SAFETY**

An Extra Effort For Safety Sake

Anthrax Awareness

Anthrax Threat, The

Back Care & Safety

Crime In The Workplace: Personal Safety: Muggings & Carjackings

Driven To Distraction

Driver Safety: A Lifetime Of Learning

Emergency Action Plan: Crisis Under Control

Facility Security: The Critical Link

Fire Prevention & Safety

Fire Safety & Evacuation

Forklift Operation & Safety

Forklift Safety: Inspection

Forklift Safety: The Experienced Operator

Hand Safety: You Control It

Hazard Communication

Hearing Conservation: You Decide What To Hear

Lessons From Ground Zero: Evacuations & Emergency Action Plans

Lockout-tagout Procedures

Mr. Unexpected

Moving Forward...In The Aftermath Of Trauma

No Injury, No Accident?

Office Safety: (2 versions)

Office Safety: It's A Jungle In There

Over Exertion

Proper Lifting Techniques

Redesigning A Workplace for Self-Regulation

Respiratory Protection

Safety And Substance Abuse

Safety Attitudes: Food For Thought

Safety On The Job: Accidents, Causes & Pre-Job

Safety Checklist Prevention

Safety On The Job: Hazards Of Substance Abuse

SEA-J Special Report: Disaster Preparedness

Slips, Trips & Falls

Successful Safety Committees: They're No Accident

Training Timeout Series

*Boating Safety 1*

*Driving In Rainy Weather*

*Family Vacation Safety*

*Food Poisoning/Choking*

*Holiday Drinking*

*Holiday Traveling*

*Home Security*

*Package Bomb Safety*

*Personal Safety*

*Preventative Medicine*

*Recycling*

*Summer Sports Safety*

*Winter Sports Safety*

*Working Parents*

Winter Walking: Avoiding Slips & Falls

### **SALES MANAGEMENT**

Boomerang

Don't Fire Them, Fire Them Up

Get To The Point, Keep To The Point

Managing Sales Stress

More Than A Gut Feeling: Hiring Excellent Sales People

Motivating Salespeople (Superior Sales Management)

SalesSmarts For Sales Managers (SalesSmarts series)

Skills Coaching (Superior Sales Management)

Super Salesman

Talent! How To Win The Great War For Talent With Tom Peters

### **SALES TIME MANAGEMENT**

Manage Your Time To Build Your Territory

Time & Territory Mgmt: Turning Time Into Gold

Unorganized Sales Person

### **SECRETARIAL/ADMINISTRATIVE**

Clerical Skills For New Employees

Get To The Point, Keep To The Point

Impressions Count & So Do You

Seven Day Professional Image Update

When You're Smilin'

You

### **SECURITY**

Crime Check: Personal Security

Crime Check: Retail Employees

Crime Check: Retail Management

Crime Check: Security Procedures For Bank Employees

Crime In The Workplace: Embezzlement

Crime In The Workplace: Illegal Business Transactions

Crime In The Workplace: Information Theft

Crime In The Workplace: Theft of Property

Leakproof: 8 Privacy Principles

Stolen Identity: Crimes Of The Millennium

### **SELF DEVELOPMENT**

Accountability Toolkit: Government Version

Choice, The

Developing Job Leads

Don't Panic

5 Waves Of Trust, The

Get To The Point, Keep To The Point

Gettign Ahead By Getting Along: People Skills For The Workplace

Growing In Place

Humor, Risk, Change

Inner Game Of Management

Is Good Enough?

Legacy Of Achievement (short & long versions)

Ouch! Your Silence Hurts

Professional Conduct 101: Vital Skills For New Employees

Professional Presence

Promotability

Second Chance, A

Seeing Red Cars

Start Right...Stay Right

Starthrower Story, The

Strategies For Success Series

1. *Key Ways For Gaining That Competitive Edge In The 21st Century*

2. *How To Overcome Mingle-Phobia*

3. *Gaining That Edge During Business Meals*

Way You Were, The

You

Your Image At Work

### **SELF DIRECTED WORK TEAMS**

Smart Workplace

### **SELF MANAGEMENT**

Adventures In Sales, Service, & Self Esteem

Do It Right The First Time: Paying Attention To Details

40 Hours: Invest In Yourself

Everybody Leads

Second Chance, A

Seeing Red Cars

Managing Up

Professional Conduct 101: Vital Skills For New Employees

Strategies For Success Series

1. *Key Ways For Gaining That Competitive Edge In The 21st Century*

2. *How To Overcome Mingle-Phobia*

3. *Gaining That Edge During Business Meals*

### **SELLING SKILLS**

Ask For The Order

Battle For Excellence

Be Prepared To Sell

Benefit Selling

Beyond Needs Assessment: 10 Steps To Consultative Selling

Boomerang

Breaking Competitive Accounts

Business-to-Business Prospecting Series

*Part 1: Determine & Reach Key Decision Makers: Sticking To It*

*Part 2: Verify The Decision Maker & Ask For The Business: Develop The Thirst*

*Part 3: Listening & Addressing Resistance: Prepare For Obstacles*

Citizen Sayles

Cold Calling Techniques

- Communicating Effectively With Customers Series  
 1. *Effective Communication Starts With You*  
 2. *Communication Is Selling*  
 3. *Art Of Questioning, The*  
 4. *Professional Word Power*  
 5. *Effective Telephone Communication*  
 6. *Communicating With Irrate Customers*
- Competitive Edge
- Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)
- Cost Of Intolerance
- Cost Of Quality
- Courtesy Or Consequence
- Don't Fire Them, Fire Them Up
- Gender-Driven Selling
- Get Out There & Sell!!!! (Tim Conway Series)
- Get To The Point, Keep To The Point
- Heat Up Your Cold Calls
- Hidden Advantage-Neuro-Linguistic Sales
- How To Ask Positive Questions
- How To Build Trust
- How To Connect In Business
- Listen & Win: How To Keep Customers Coming Back
- Motorola Selling Concepts Series:  
*Identifying Needs & Opportunities*  
*Demonstrating Features & Benefits*  
*Handling & Preventing Objections*  
*Closing Concepts*  
*Selling With Style*  
*Listening For Results*  
*Negotiating To Win*  
*Competing For The Gold*
- Muppet Meeting Openers & Breaks
- One-To-One Future, The: Building Relationships  
 One Customer At A Time
- Plays, Gambits & Dirty Tricks Of Negotiating
- Powerful Ways To Persuade People
- Red Hot Cold Calling
- Red Hot Customers
- Sales Connection, The, Series  
*Sales Engine, The*  
*Seller's World, A*  
*Big Picture, The*  
*Personal Touch, The*  
*First Impressions*  
*Sales Talk*  
*In The Know*  
*Good Match, A*  
*In Position*  
*Beneath The Surface*  
*Step By Step*  
*Making Connections*  
*Plan Of Action*  
*Going The Distance*  
*Show & Tell*  
*Breaking Through*  
*On The Dotted Line*  
*Full Service*  
*Extra Mile, The*  
*Setting The Pace*  
*Peak Performance*  
*Personal Best/Bonnie Blair*  
*On Line*  
*Open Line*  
*Right Choice, The*  
*One World*
- Sales Essentials Series/Fern Bratten  
*Selling By The Numbers*  
*Big Finish, The*  
*Selling With Passion*
- Sales Is Not A Dirty Word
- Sales Questions That Close The Sale Program  
*Advanced Communication & Listening Skill*  
*Advanced Selling Skills*  
*Gaining Commitment*  
*Handling Objections*  
*Presenting Powerful Solutions*
- SALES Series, The  
*For Sales Managers*  
*For Sales Professionals*  
*For Service & Support Professionals*
- Second Effort/Vince Lombardi
- Sell?
- Sell Benefits: Communicating For Results
- Sell It To Me Series:  
 1. *Preparing The Way*  
 2. *Doing The Deal Selling, A Prospective*
- Sell! 25 Essentials On Selling With Tom Peters
- Selling Made Simple/Steve Sullivan
- Selling On The Phone
- Smart Questions
- So You Want To Be A Success At Selling:  
 1. *Preparation, The*  
 2. *Presentation, The*  
 3. *Difficult Customers*  
 4. *Closing The Sale*
- Solo
- Supersalesman
- Talent! How To Win The Great War For Talent With Tom Peters
- Theirs Not To Reason Why: The Story Of Lt. Wm. Sowden Sims
- Time & Territory Management: Turning Time Into Gold
- Unorganized Salesperson Series:  
*Parts 1 & 2*
- What Do You Say?
- What's Your Pickle?
- Who Sold You This, Then?
- SERVICE REPS**
- Best In The Field
- SEXUAL HARASSMENT**
- Beyond Sexual Harassment: Other Forms Of Harassment
- Cost Of Intolerance, The
- Employee Awareness: Sexual Harassment
- Ending Sexual Harassment
- Gender & Sexual Orientation Work Place Issues (Diversity Series)
- Handling The Sexual Harassment Complaint Harassment Is...
- Ho Ho Or Oh No! Humor Or Harassment
- How To Handle A Sexual Harassment investigation
- HR & EEO Toolbox (Learncom Books)
- HR Case Files: Sexual Harassment In This Together
- Intent Vs. Impact: Managaing A Harrassment-Free & Diverse Workplace (On-line)
- Intent Vs. Impact Series  
*Part 1. Management Harassment Prevention*  
*Part 2. Employee Harassment Prevention*
- It's Not Enough To Know Better Series  
*Employee's Version*  
*Manager's Version*  
*You Need To Know...Sexual Harassment Is Illegal*
- It's Not Just About Sex Anymore: Harassment & Discrimination In The Workplace
- It's Up To You: Stopping Sexual Harassment
- Employee & Manage versions'*
- Let's Get Honest
- Let's Get Real About Sexual Harassment Series  
 1. *Go For Gold*  
 2. *Seeing The Light*  
 3. *Boyz In The Room*  
 4. *Do Or Die*  
 5. *Man Oh Man*  
 6. *Getting Real*
- Man To Man
- Matter Of Respect, A
- Miller Guide, The
- Myths Vs. Facts Series  
*Part 1. How To Recognize & Confront Subtle Sexual Harassment.*  
*Part 2. How To Manage Sexual Harassment Situations*
- Patterns Series:  
*Program 1: Preventing Sexual Harassment*  
*Program 2: Responding To Sexual Harassment*  
*Program 3: Rights & Responsibilities*
- Patterns' Training Scenes
- Person To Person: Creating Respectful Workplaces
- Prevent Sexual Harassment In The Workplace
- Preventing Sexual Harassment For Employees
- Preventing Sexual Harassment For Managers & Supervisors
- Preventing Sexual Harassment In The Workplace
- Proactive Management Of Sexual Harassment: Recognition, Intervention, Prevention
- Real World Guide To Sexual Harassment In The Workplace, A (Positive Prevention Series)
- Respect Vs. Harassment Training System Program  
*How To Recognize & Prevent Harassment*  
*How To Resolve Harassment Situations*  
*Effective Intervention Techniques.*  
*How To Receive & Resolve Harassment Complaints*  
*Managing The Healing Process*  
*Effective Training Techniques*
- Sexual Harassment (Mosaic Workplace Series)
- Sexual Harassment (Smart Start Meeting Openers)
- Sexual Harassment: A Common Sense Approach  
*Employee Version*  
*Management Version*
- Sexual Harassment A High Price To Pay Series  
*Program 1. Employee Awareness*  
*Program 2. Management Briefing*
- Sexual Harassment: A Manager's Guide
- Sexual Harassment: A Manager's Guide In CA
- Sexual Harassment: An Interactive Guide To Your Workplace Rights & Responsibilities (CD)
- Sexual Harassment & Gender Discrimination
- Sexual Harassment Awareness: What You Need To Know
- Sexual Harassment: Beyond The Law
- Sexual Harassment: A Common Sense Approach
- Sexual Harassment For Education Series:  
 1. *Administration, 2. Student*
- Sexual Harassment For Managers: Zero Tolerance
- Sexual Harassment From 9-5
- Sexual Harassment In The 21st Century
- Sexual Harassment In The Workplace...Identify, Stop, Prevent
- Sexual Harassment: Is It or Isn't It?  
*Retail & Hospitality versions available too*
- Sexual Harassment: It Can Happen Here
- Sexual Harassment: Know Your Rights
- Sexual Harassment: New Perspectives
- Sexual Harassment Prevention Kit

Sexual Harassment: Prevention, Recognition, Correction

Sexual Harassment Quiz

Sexual Harassment Series:

*Understanding The Law*

*Handling The Complaint*

Sexual Harassment Series:

1. *New Behaviors, New Issues*

2. *New Management Challenges*

Sexual Harassment: Serious Business

Sexual Harassment: Situations For Discussion

*Retail & Hospitality versions available too*

Sexual Harassment?: You Decide

Sexual Harassment: You Make The Call

Stop Sexual Harassment: Interactive Training For Supervisors

Subtle Sexual Harassment Series:

*The Issue Is Respect*

*Management's New Responsibilities*

Subtle Sexual Harassment Training Scenes

What Everyone Needs To Know About Sexual Harassment

Work Plays: Sexual Harassment In A Healthcare Environment

You Can Stop Harassment Series

1. *Taking Responsibility*

2. *Responsible Leader, The*

You Can Stop Harassment Training Scenes

### **SITUATIONAL LEADERSHIP**

Styles Of Leadership

### **STRATEGIC PLANNING**

Integrated Management Planning Tools

Strategic Leadership

Strategic Leadership Type Indicator

Strategic Planning In Government

Vision Of Teams

### **STRESS**

Arrest That Stress: How To Depressurize Your Work Life

Balancing The Stress Of Life

Communicating To Reduce Stress

Coping With Stress In The Real World

Dealing With Stress

Don't Panic

Fear & Stress In The Workplace

Humor Prescription Care for the Care Giver

Just Relax

Laughing At Stress

Life Meets Work: Overcoming Stress, Fear & Anxiety

Managing Distress

Managing Sales Stress

Managing Stress

Managing Stress Before It Manages You

Managing Stress/Ben Bissell

Moving Forward...In The Aftermath Of Trauma

Overcoming Stress At Work

Overcoming Stress, Fear & Anxiety

Preventing & Managing Stress

Re-energize Yourself

Saving For Stress

Shiftwork: Circadian Survival

Short Circuiting Stress

Sick Of Stress

Stress Is A Gift

Stress Management

Stress Management: A Practical Approach

Stress Management Series (Dr. David Katz)

*Recognizing Stress*

*Managing Stress*

*Resilience: Mastering Stress*

*Yoga @ Work*

*Stress, Weight Control & Emotional Eating*

Stress You're In Control

StressBusters/Laroche

Tackling Stress

Take Your Job Seriously & Yourself Lightly

Well, Well, Well

When The Going Gets Tough

### **SUPERVISORY SKILLS**

Achieving Supervisory Excellence

After All, You're The Supervisor

After The Hire: Retaining Good Employees

Boomerang

Confident Supervisor

Communication Cornerstones: Building Trust

Curse Of The Vanishing Employee

Debi's Way: A Profile In Management

Front Of The Class, The

Get To The Point, Keep To The Point

Hiring The Best

How To Build A High Performance Workforce...

*The Keys To Effective Supervision*

How To Handle Difficult People Series

1. *Differences In People, The*

2. *Dealing With Difficult People*

3. *Strategies For Increased Self-Esteem*

How Supervisors Should Appraise Employee Performance

How To Supervise People

It's Okay To Be Boss

just In Time Information (JIT) Series: Management

*Solutions In Under 5 Minutes Series*

1. *Personal Issues*

2. *Discrimination/Legal Issues*

3. *Conflict Management*

4. *Performance Management*

Leadership (Life's Lessons Series)

Let's Face It: Harassment Training For Supervisors

Life Is Short

Manager Or Mouse?

Managing Me

Managing Up

New Supervisor: Skills For Success

Pygmalion Effect, The: Managing The Power of Expectations

Setting The Stage For Success

Sid Story, The

Smart Questions

Supervisor Toolkit

Supervisory Skills: Take Control

Taking The Step Up To Supervisor

Training Ground: Supervisory Skills

12 Danger Zones For Supervisors Program

Would I Follow Me?

Would I Inspire Me?

Would I Work For Me?

You'll Soon Get The Hang Of It

### **TEAMWORK**

All For One: Team Building In Action

America<sup>3</sup>: Power To Create

Apollo 13 Leadership: Down-To-Earth Lessons

At Work Series

*Part 1. Customer Service At Work*

*Part 2. Supervisory Skills At Work*

*Part 3. Teamwork At Work*

Attitude Virus, The: Curing Negativity In The Workplace

Bear Essentials Of Business, The

Best Of Motives, The, Series:

1. *Nobody Ever Tells Us*

2. *Nobody Ever Asks Us*

Bolero

Boomerang

Brain Game, The

Building The Perfect Team

Climbing

Confident Supervisor, The

Creating Your DreamTeam: How To Harness The Power Of Teamwork

Do Right 2/Lou Holtz

Do It Right

Does The Team Work?

Effective Teamwork

Everest

Everyone's Teamwork Role

Excellence Files, The

File 101: Teams For Success (Excellence Files: Action Agenda Series)

First Among Equals: Leading A Team

Fish!

Fish! Culture

Fish! Sticks

Fish! Tales: Building Trust

5 Star Teamwork

From Hell Series

*Bosses From Hell*

*Communicators From Hell*

*Customer Service From Hell*

*Employees From Hell*

*Interviewers From Hell*

*Public service From Hell*

*Salespeople From Hell*

*Teams From Hell*

*From No To Yes*

Four Weeks In May

Get On The Right Bus

Getting Cooperation: Teambuilding That Works

Gift, The

Giving Leadership Away

Global Scenario: Building The Multicultural Team

Global Scenario: Building The Virtual Team

Group Think

How In Hell Do We Manage

How To Ask Positive Questions

If Enough People Care/Lou Holtz

I'm Glad You Noticed

Implode! Building Trust, Teams & Communications...

In Concert

Invisible Rules Revised

Kingdom Was Lost, The

Lance Armstrong Meeting Openers

*Crossing The Line*

*Teamwork*

*Perspective: A Different View*

Lessons From Geese

Life Is Good...And Work Can Be Too

Manager's Balancing Act, The: Paradoxical

Management

Magic Of We, The

NFL Series:

*Courage To Change*

*Speed Is The Strategy*

*Teams: When Me Becomes We*

*Can You Guys Hear Me?*

*We Have Met The Enemy*

*Risk Taking: Putting It All On The Line*

Not So Obvious Art Of Dynamic Collaboration

One For All: Teamwork The Meerkat Way

Painless Performance Improvement  
Peer Pressure  
Pigeon Holed In The Land Of Penguins  
Pit Crew Challenge: Driven To Perform  
Players Win The Game, The  
Power Of Words  
Resolving Conflicts: Strategies For A Winning Team  
Sacrifice Is Not A Bunt  
Sand Castle: Team work & Diversity  
Shape Of The Winner  
Sink Or Swim Teamwork: We're All In This Together  
Spirit Of Individualism, The  
Spirit Of The Dolphins, The  
Tango Teambuilding  
Team Approach, The  
Team Building: Techniques That Work  
Team Building: What Makes A Good Team Player  
Team Compatability: The Truth Option  
Team Creativity  
Team Development & Maintenance  
Team Excellence  
Team Nightmares: Solutions To Your Top Team Problems Series:  
*Volume 1 & Volume 2*  
Team Of Eagles, A  
Team Player  
Teams At Work  
Teamwork (2)  
Teamwork (Life's Lessons Series)  
T.E.A.M.W.O.R.K. (Four Weeks In May companion)  
Teamwork/Pat Riley  
Teamwork: Achieving For Success  
Teamwork Essentials Video Series  
*Part 1. Teams That Work*  
*Part 2. Change Without Anxiety*  
*Part 3. Meetings Under Control*  
*Part 4. Presentations Without Fear*  
Teamwork: How Synergy Succeeds  
Teamwork In Action (Muppet)  
Teamwork In Crisis: Miracle Of Flight 232  
Teamwork What's Trust Got To Do With It?  
Think Or Sink: Professional Team Decision Thinking Together  
Training Ground: Supervisory Skills  
12 Angry Men: Teams That Don't Quit  
Unified Team, The  
Vision Of Teams  
Vision Web Simulation/Game  
We're On The Same Team, Remember?  
What A Manager Should Say  
When Opposites Complement  
Who Says We Can't Do It?/Lance Armstrong  
Winning Team  
Winning With Women  
Working Together Works  
Working Together Works Short  
Workteams & The Wizard Of Oz  
Yes Lives In The Land Of No  
Your Place In The Team

#### **TELEMARKETING**

Call To Order: Converting Telephone Inquiries Into Sales  
Cold Calling Techniques 1 & 2  
Get To The Point, Keep To The Point  
Make The Connection: How To Be Effective & Productive On The Phone  
Open Line: Telemarketing (Sales Connection Series)  
Selling On The Telephone  
Telesales: Your Line Of Business

What's Your Pickle?

#### **TELEPHONE CUSTOMER SERVICE**

Get To The Point, Keep To The Point  
Just A Call Away Series:  
*Attitude Is Everything*  
*Really Angry Customers*  
*It's Your Call*  
*Outbound Call, The*  
*Customers With A Difference*  
Telephone Communication: Clear As A Bell  
Telephone Courtesy & Customer Service  
Telephone Courtesy Pays  
Telephone Courtesy Pays Off II  
Telephone Courtesy: You Are The Company  
Telephone Excellence  
Telephone Talk  
T.H.A.N.K.S. Enlightened Customer Service  
When The Phone Rings: For Telephone Skills Better Service

#### **TELEPHONE SKILLS**

Adventures In Customer Courtesy  
Are You With Me  
Call Of The Mummy  
Connections: Basic Telephone Techniques  
Dealing With People On The Telephone  
Dealing With The Irate Customer  
Effective Call Management  
Effective Telephone Communication (Communicating Effectively With Customers Series)  
End Of The Line  
Every Call Counts  
Get To The Point, Keep To The Point  
Glad I Could Help  
Handling Incoming Calls  
It's Your Call  
Just A Call Away Series:  
*Attitude is everything*  
*Really Angry Customers*  
*It's Your Call*  
*Outbound Call, The*  
*Customers With A Difference*  
Last Call  
Let's Talk: Telephone Tactics For Better Business  
Make The Connection: How To Be Effective & Productive On The Phone  
Telephone Behavior: The Rules Of Effective Communication  
Telephone Communication: Clear As A Bell  
Telephone Courtesy & Customer Service  
Telephone Courtesy Pays  
Telephone Courtesy Pays Off II  
Telephone Courtesy: You Are The Company  
Telephone Film, The  
Telephone Power  
Telephone Skills 2000  
Telephone Skills At Work  
When The Phone Rings: For Telephone Skills Better Service  
Telephone Talk  
10 Skills For Better Telephone Communication  
Time On The Line (Time Management)  
Voice Mail Etiquette  
Winning Telephone Tips

#### **TERMINATION**

Care & Control: A Better Approach To Termination  
Documenting Discipline  
Ending Employment Relationships (Millennium-Leadership Capsules...)  
Jury Friendly Termination

Legal & Effective Termination (Legal & Effective Employment Series)  
This Is Going To Hurt Me More Than It Hurts You

#### **THEFT**

Crime In The Workplace: Information Theft  
Crime In The Workplace: Theft of Property  
Crossing The Line (Loss Prevention Programs)  
Red Flags Rule: Prevention Identity Theft  
Stolen Identity: Crimes Of The Millenium  
Take A Good Look (Loss Prevention Programs)  
Take It Or Leave It

#### **TIME MANAGEMENT**

Conquer The Chaos: The Best Ideas In Time Management  
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
How To Clear Your Desk: The Paper Chase  
How To Get Things Done  
How To Juggle Multiple Priorities  
Juggling Elephants  
Making Time  
Manage Your Time Better  
New Time Of Your Life  
Simplifying Your Work & Your Life  
Successfully Managing Your Job & Yourself  
Take Back your Time: How To Manage Your Workload & Still Have A Life  
30 Ways To make More Time  
Time Challenged  
Time Management: A Productivity Plan  
Time Management: Get The Most Out Of Your Time  
Time Management: Keeping The Monkey Off Your Back  
Time Of Your Life  
Time Trap II  
Timing Is Everything  
Unorganized Manager Series/John Cleese  
*Parts 1, 2, 3*

#### **TRAIN THE TRAINER**

Fearless Facilitation  
Get To The Point, Keep To The Point  
Mr. Tudball-Technology Trainer (T. Conway Series)  
Train-The-Trainer Series  
*Adult Learning*  
*Needs Assessment & Objectives*  
*Planning & Designing*  
*Making Learning Stick*  
*Evaluation*  
*Presentation Skills*  
*Training With Media*  
You'll Soon Get The Hang Of It

#### **TQM**

Customer Is Always Dwight  
Improving Work Systems  
Making Quality Work  
Mining Group Gold  
Quality Secrets: The Baldrige Award Winners Speak

#### **UNION**

EFCA Card Tricks/EFCA Card Sharks  
Redesigning A Workplace For Self-Regulation  
Sign Now, Pay Later (union specific)  
Union Realities Series:  
*That's Just Reality*  
*Talking With Employees*

Union, The, Series:

*Module 1: You're The First Line Of Defense*

*Module 2: Signing The Union Card*

**VALUES**

Boomerang

5 Waves Of Trust, The

Flashpoint

Get On The Right Bus

Gung Ho! Dramatic

Gung Ho! Succeeding In A Changing World

Is Good Enough?

Juice

Little Things Mean a Lot

Massey Triad series:

*What You Are Is Where You Were When*

*What You Are Is Not What You Have To Be*

*What You Are Is Where You See*

Professional Conduct 101: Vital Skills For New Employees

Second Chance, A

Start Right...Stay Right

: What Would You Say

Values & Ethics (Life's Lessons Series)

Values & Visions (Blanchard Trilogy)

Valuing Our Workplace Series

*Doing Our Part*

*A Look Inside Ourselves*

What You Are Is Where You Were When/M. Massey

What You Are Is Where You Were When...Again

**VALUE PROGRAMMING**

Just Get It

Massey Triad series

*What You Are Is Where You Were When*

*What You Are Is Not What You Have To Be*

*What You Are Is Where You See*

Start Right...Stay Right

What You Are Is Where You Were When...Again

**VISION**

Celebrate What's Right With The World

Clarity Imperative, The

Discovering The Future:The Power Of Vision

Everyday Creativity

Fish!

Fish! Culture

Fish! Sticks

Fish! Tales: Building Trust

Fish! Tales: Jump Start

Fish! Tales: Peak Experience

Fish! Tales: Sprint

Focus Your Vision

Life Is Good...And Work Can Be Too

Soaring With The Phoenix

Vision Of Teams

**VOICE MAIL**

Voice Mail Etiquette

**WOMEN IN BUSINESS**

Changing The Way We Do Business

Winning With Women

Women And The Corporate Game

Woman At The Top

Woman In The Boardroom

Women's Millennium Series:/Tom Peters

*The \$3 Trillion Market*

*Prospective & Strategies*

**WORKPLACE VIOLENCE**

Back With A Vengeance

Be Safe (Not Sorry)

Flashpoint: Recognizing & Preventing Violence In The workplace

Moving Forward...In The Aftermath Of Trauma

Respectful Workplace, The: Series:

*Opening The Right Doors*

*Diffusing Hostility Through Customer Service*

*Managing Harmony*

Taking Control Of Workplace Violence

Ticking Bomb: Defusing Violence In The Workplace Series:

*1. Prevention & 2. Preparedness*

Violence In The Workplace

Violence: Reducing Your Risk

Workplace Violence: Customer Service & Field Perf..

Workplace Violence: Employee Awareness

Workplace Violence: Employee Training

Workplace Violence: First Line Of Defense

Workplace Violence: Recognizing & Diffusing Aggressive Behavior

Workplace Violence: The Calm Before The Storm Managers

Workplace Violence: The Legal Role In Keeping Your Workplace Safe (Legal Brief Series)

Workplace Violence: The Risk From Within

Workplace Violence: Training For Supervisors & Managers

Workplace Violence: When The Shooting Starts

**WORK REDESIGN**

Getting Things Done: The 5 Phases Of Managing Workflow

Improving Work Systems

Redesigning A Workplace For Self-Regulation

Reengineering The Future

**WRITING**

Better Business Communications

Better Business Grammar

Business Communication Series

Driving It Home

Handcuffs On Your Brain

How To Say It

How To Write & Deliver Great Speeches

Mastering Memos

Power Writing: Techniques For Success

Write Stuff, The

Writing For Business Results