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A+ IN THE WORKPLACE: DEVELOPING POSITIVE BEHAVIOR

(MERIDIAN) 18 minute VHS/DVD

Forces the viewer to think about their negative behavior, its affect on their success on the job, and the actions for correcting it.

Either format. Purchase only, \$195

ABSENCE MINDED: MANAGING ABSENTEEISM

(VIDEO ARTS) 23 minute DVD

This engaging and humorous video points out various absenteeism problems, and the skills and actions needed to counter them.

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(CRM) 22 minutes VHS/DVD, CD with ancillary materials

Upgraded to reflect the current environment, but still set in the 50's & 60's, it illustrates poor decision making, when participants in a group acquiesce without communicating their reservations to one another.

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ACCENTUATE THE POSITIVE

(BLANCHARD) 3 minutes

A stand alone, enchanting meeting opener showing the various animals of SeaWorld; or to be used inconjunction with the Whale Done! program.

Rental \$195; Purchase \$295

ACCOUNTABILITY TOOLKIT: GOVERNMENT VERSION

(CRM) 52 minute DVD, with ancillary materials

Designed specifically for government training, the 9 categories contain 35 video clips demonstrating people holding themselves, each other, and the organization accountable for commitments and achieving results.

Purchase only, \$695

ACCOUNTABILITY THAT WORKS

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Participants will learn the tools of accountability, seeing it as a simple, before, during and after, ongoing process and structure; common to all tasks. Handled properly, it will ensure clarity, empowerment, effectiveness, increased productivity and the completion of any task.

Rental \$275; Purchase \$995 for VHS or DVD

A.C.E. IT: HOW TO SOLVE TOUGH WORKPLACE PROBLEMS

(VISIONPOINT/MONAD) 19 minute VHS/DVD, with ancillary materials

Offers a model to help employees to address and resolve stressful workplace problems; manager to employee, co-worker to co-worker or individually.

Purchase only, \$695

ACHIEVING SUPERVISORY EXCELLENCE

(MONAD) 22 minute DVD

Various office and factory supervisors deal with an array of common situations, problems and challenges, using 5 key strategies for success.

Rental \$195; Purchase \$345

ACHIEVING PEAK PERFORMANCE ON THE JOB

(BRIEFINGS) 26 minute, VHS/DVD with leaders guide

Helps viewers to become peak performers by knowing what questions to ask, being efficient and productive, so as to constantly get tasks done right.

Purchase only, \$195

A.C.T. WITH INTEGRITY

(VISIONPOINT/MONAD) 18 minute VHS/DVD, with ancillary materials

With 12 case studies, this video offers business ethics training for use as a vital complement to any business practices and legal compliance program.

Purchase only, \$695

ADA MAZE: WHAT YOU CAN DO, THE

(COASTAL) 16 minute VHS/DVD

This video and its Leader's Guide will aid viewers in understanding, complying, and implementing the regulations of the Disabilities Act.

Either format. Rental \$120; Purchase \$495.

ADA REVISITED, THE

(QMR) 24 minute VHS/DVD, with ancillary materials

Legal experts, disabled employees and managers, examine the law's requirements and provide a balanced view of how to implement it.

Rental \$295; Purchase \$625

ADA, THE, SERIES

(AUDIO GRAPHICS TRAINING) 2 program VHS/DVD totaling 47 minutes

1. Understanding the Law. A docudrama on the misconception, anxieties, manage, and work within the new confines of ADA.

2. Common Sense Compliance. Instructs supervisors/managers on the parameters, reviewing all aspects of a legal job interview and understanding the accommodations needed in implementing the law.

Either format. Rental \$150; Purchase \$379

ADVENTURES IN SALES, SERVICE & SELF-ESTEEM

(ENTERPRISE MEDIA) 25 minute VHS/DVD

Peter Glen hosts and presents 7 key points for inspired sales and service. Animation, music, other effects, and 5 minutes of angry customer scenarios, reinforce them.

Either format. Purchase only, \$249

ADVENTURES IN SERVICE

(ENTERPRISE MEDIA) CD time open-self paced

Peter Glen's unique blend of humor and real life to help participants develop sales and service techniques for successful customer interaction. Simulating an auto trip, each "exit" becomes a review of this 6 step training program.

Purchase only, \$249

AFTER ALL YOU'RE THE SUPERVISOR 3

(CRM) 22 minutes; CD & ancillary materials

A comprehensive program for new and experienced supervisors, offering an array of tools, focusing on 8 key components for success in today's workplace.

Rental \$275; Purchase \$995. Either DVD or VHS.

AFTER THE HIRE: RETAINING GOOD EMPLOYEES

(MVID EDGE PRODUCTIONS) 24 minutes

Viewers see the need, the cost, and what must be done for organizations to retain their best employees.

Rental \$250; Purchase \$695

AGE & ATTITUDES

(TRAINERS TOOLCHEST) 19 minutes

Diane Sawyer, ABC News Prime Time Live, and a documentary on the bias and discrimination that occurs on job interviews for older candidates. Also part of The ABCs of Discrimination Series.

Rental \$95; Purchase \$325

ALL FOR ONE: TEAM BUILDING IN ACTION

(MERIDIAN) 15 minutes

Presenting 4 key points, this video shows how to make a group of individuals come together as an effective team.

Purchase only, \$195

ALL YOU HAVE TO DO IS ASK

(COASTAL) 16 minute VHS/DVD

Actress Geri Jewell of the sitcom "The Facts of Life," leads a meeting on how to interact with employees having disabilities; helping participants counter their fears, doubts, and embarrassments.

Either format. Rental \$295; Purchase \$595

AMERICA THE BEAUTIFUL

(LEARNCOM) 3 minutes

Ray Charles classic singing of "America The Beautiful." Emotional, and highly motivational, it sparkles with spectacular scenes of the USA.

Purchase only \$295, for VHS or DVD, both formats \$200 additional.

AMERICA*: THE POWER TO CREATE

(ENTERPRISE MEDIA) 2 versions, 26 minutes and *4 minutes

The 1992 Americas's Cup victory that came about through a new paradigm

of Teamwork, Technology and Talent; assembled and empowered by successful businessman Bill Koch.

*Rental VHS \$225, DVD \$275; *VHS \$150, *DVD \$200*

*Purchase VHD/DVD, \$745; *VHS \$250, *DVD \$300*

AN EXTRA EFFORT FOR SAFETY'S SAKE

(ICON) 15 minutes, VHS, DVD, & On-line

Addresses the importance of safety, the financial and emotional impact of accidents and injuries; why safety needs to be a part of every task performed; and the best practices for preventing them.

Purchase only, \$395

AN INSIDE JOB: MEETING INTERNAL CUSTOMER NEEDS

(VIDEO ARTS) 30 minute DVD

Recognizing the needs and implementing the service for internal customers; and how it contributes to a successful and smoothly running organization.

Rental \$350; Purchase \$999

AN INVISIBLE MAN MEETS THE MUMMY

(CRM) 18 minutes

Humorously shows customer service being in the eye of the givers; and how inflexibility keeps them blind to the customer needs. 8 steps are offered to create 20/20 vision. Manufacturing and *Healthcare versions also available.

*Rental \$275; Purchase \$795, *\$595*

AND WHEN YOU FALL...

(CRM) 4 minutes, VHS/DVD

Speedskater Dan Jansen's story of adversity, tenacity, victory, and a philosophy that doesn't allow for "it can't be done."

Either VHS/DVD. Purchase only, \$295. Special package offer.

ANOTHER MEETING?

(ENTERPRISE MEDIA) 5 minute VHS/DVD

A meeting opener that focuses on having innovative, creative, productive, and inspiring meetings.

Either format. Rental \$145; Purchase \$295

ANTHRAX AWARENESS

(COASTAL) 13 minutes

Designed to educate and protect employees, it offers facts on what it is and how transmitted; symptoms and treatment; what to do in case of exposure; the Anthrax vaccine; suspicious packages and letters.

Purchase only, \$295

ANTHRAX THREAT, THE

(DISCOVER) 14 minutes

Gives viewers detailed information on recognizing its physiology, its symptoms, preventing infection if exposed, minimizing risk to others, and policies for countering the threat.

Purchase only, \$295

ANGRY EYE, THE

(ADMIRE) 30 minutes

Jane Elliott's famous "blue eyed" exercise is sprung upon college students, in exploring the nature of prejudice.

Purchase only, \$295

APOLLO 13: DOWN-TO-EARTH LESSONS FOR YOU & YOUR ORGANIZATION

(LEARNCOM) 30 minute VHS/DVD with ancillary materials

Jim Lovell and Jim Belasco show the teamwork and leadership strategies that safely brought Apollo 13 to Earth, against incredible odds.

Rental \$250; Purchase \$595, for VHS or DVD, both formats \$200 more

ARE YOU WITH ME?

(STAR THROWER) 22 minutes

Subtitled, "common courtesy on the phone," the video focuses on it being an extension of one's pleasantness. Correlating the phone usage with face-to-face actions. For instance, transferring a call, is introducing two people; putting a

caller on hold is keeping a visitor waiting at the door; etc.

Rental \$295; Purchase \$495, VHS or DVD

ARREST THAT STRESS: HOW TO DEPRESSURIZE YOUR WORK LIFE

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

This program helps all employees techniques are to alleviate stressful situations when dealing with bosses, colleagues, and customers.

Purchase only, \$195

ART OF COACHING IN BUSINESS

(GREYLOCK ASSOCIATES) 20 minutes

7 unique individuals in various fields of endeavor (including Herb Kelleher, Chairman of Southwest Airlines and Jack Nicklaus, world famous golfer), share their knowledge, experience, and the key points of successful coaching.

Rental \$250; Purchase \$795

ART OF COACHING IN BUSINESS MEETING OPENERS Series

(GREYLOCK) four 4 minute and one *7 minute VHS/DVD

These videos are a compilation of the best leadership and coaching philosophies from many highly successful personalities.

1. Combines the best of the following 4 and other personalities. 2. Herb Kelleher, Chairman of Southwest Airlines. 3. Jack Nicklaus & Jim Flake (Jack's golf coach). 4. Keith Lockhart, the Boston Pops' conductor. 5. Lenny Wilkins, the NBA's winningest coach.

Either format. Each: Purchase only, \$295; entire Series, \$695

ART OF CRITICISM...GIVING & TAKING

(KANTOLA) 2 video program, averaging 21 minutes

Part 1. The Art Of Giving Criticism. How to plan and deliver constructive and tactful criticism, to avoid defensive responses.

Part 2. The Art Of Taking Criticism. How to take criticism professionally, without being defensive or feeling humiliated.

Purchase only, \$139

ART OF RESOLVING CONFLICTS IN THE WORKPLACE

(KANTOLA) 30 minutes

6 techniques for managing and resolving conflicts successfully; plus a section for viewers to test the techniques presented.

Purchase only, \$95

ART OF RETAIL SELLING Series

(LEARNCOM) 5 VHS/DVD, averaging 19 minutes each new

This Series offers all levels a smorgasbord of selling skills and ideas to enhance the viewer's abilities.

1. Meet & Greet, The. This video introduces the program, discussing ways customers are to be greeted and approached in-store settings.

2. Qualification. Deals with the process of fact-finding skills to uncover and satisfy customer's needs.

3. Demonstration, The. Shows the wrong and right ways, various techniques, and reviews concerns of customers.

4. Objections. How to get customers to clarify what they're saying; and move from passive looking to active buying.

5. Closing The Sale. Closing The Sale. Shows various techniques for concluding and consummating the sale.

VHS or DVD. Each: Rental \$95, all \$275; Purchase \$395, all \$1,495

ART OF SELLING, THE

(VIDEO ARTS) 28 minute DVD only with ancillary materials

Helps viewers learn the key skills, techniques and behaviors of selling that creates the atmosphere with the buyer of not being sold, just receiving good customer service.

Rental \$350; Purchase \$999

AS OTHERS SEE US

(LEARNCOM) 10 minutes

Using the JoHari Window, this animated video explores various conflicts, why they occur, their effects on relationships, and handling them.

Rental \$150; Purchase \$485

AS SIMPLE AS RESPECT

(ATS) 24 minute VHS/DVD, with ancillary materials
Using vignettes of healthcare, manufacturing, retail, and office settings, this video offers "7 common sense guidelines" that are broken down into simple steps for correcting disrespectful behavior.
Either format. Rental \$295; Purchase: \$795

ASSERT YOURSELF: LEARNING TO BE ASSERTIVE

(VIDEO ARTS) 28 minute DVD only with ancillary materials
Shows viewers what assertive behavior is, when and how to use it; and especially saying what is wanted, needed, but are direct, honest, and appropriate, while respecting the rights of those being addressed.
Rental \$350; Purchase \$999

ASK FOR THE ORDER

(LEARNCOM) 26 minute VHS/DVD, CD of Ancillary Materials, & a Meeting Kit
For selling strategies and levels of salespeople, this program shows how to succeed in getting their orders, rather than losing them to the competition.
Rental \$295; Purchase VHS or DVD \$795

ASSERTIVE PROFESSIONAL, THE

(MERIDIAN) 20 minutes
Whether appeasing an irate customer or interacting with difficult coworkers, assertiveness is crucial for productive communication, strengthening teams and supervising effectively.
Purchase only, \$195

AT WORK SERIES

(COASTAL) 3 part VHS series, averaging 16 minutes each
This program focuses on the key skills needed to succeed in each area.
Part 1. Customer Service At Work. Focuses on all aspects of internal and external customer service; whether as an individual, in teams, or with groups.
Part 2. Supervisory Skills At Work. Helps new managers develop these skills: Team Management; Motivation; Assertiveness and Coaching.
Part 3. Teamwork At Work. Focuses on these issues: Understanding The Team Concept; Individual Styles; Team Development and Team Roles.
Rental \$295, series-\$495; Purchase \$695, series-\$1,495

ATTITUDE: A LITTLE THING THAT MAKES A BIG DIFFERENCE

(COASTAL) 30 minute VHS/DVD
Shows viewers how to take control of their lives by developing and/or improving their attitudes at home and work. Accompanied with a self-study book.
Either format. Purchase only, \$99.95

ATTITUDE: RADIATING POSSIBILITY!

(GROH PRODUCTIONS) 17 minutes, VHS/DVD
Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, as he delivers an engaging, high-impact approach; transforming negativity and doubt to attitudes of courage and possibility.
Rental \$350; Purchase, VHS \$795, DVD \$895

ATTITUDE VIRUS, THE: CURING NEGATIVITY IN THE WORKPLACE

(CRM) corporate version: 27 minutes, government version: 21 minutes
Demonstrates a 5 step process for fostering positive work-related attitudes, while curing and preventing negative ones.
Rental \$275; Purchase \$895

AVOIDING LITIGATION LANDMINES: A SURVIVAL GUIDE FOR MANAGERS

(COASTAL) 30 minutes VHS/DVD with ancillary materials
Presents 9 situations open to costly litigation, how to defuse them, and create positive tools for developing productive employees.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

AVOIDING SEXUAL HARASSMENT: A SHADOW OF A DOUBT

(COASTAL) 25 minute video, with ancillary materials
An unusual plot focuses on 2 types of sexual harassment, inappropriate behaviors, how to change them, and create a respectful workplace.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

AWESOME!

(QMR) 2 part program, 10 minutes each with ancillary materials
Enlightening and entertaining, it helps viewers prepare for the task of engaging, inspiring and productively channeling Gen Y's energies.
Part 1. "A New Generation @ Work" shows 24 Gen Y employees from a wide range of occupations, sharing what makes them tick.
Part 2. "Engaging Gen Y" presents 5 managers and their views on how to help Millennials succeed.
Rental \$295; Purchase \$625

BACK CARE & SAFETY

(MARCOM) 15 minutes
A 7 step program, progressing from details about the back, the types of injuries, care, and safety practices.
Purchase only, \$99

BACK WITH A VENGEANCE

(CORVISION) 15 minutes
Diane Sawyer, of 20/20, and a documentary on workplace violence; presenting recent case histories and providing insights into the individuals involved.
Rental \$95; Purchase \$325

BAD APPLES: HOW TO DEAL WITH DIFFICULT ATTITUDES

(VISIONPOINT/MONAD) 23 minute VHS/DVD with ancillary materials
This program shows all employees easy to use techniques for countering bad attitudes and eliminating negativity in the workplace.
Purchase only, \$695

BALANCE SHEET BARRIER, THE

(VIDEO ARTS) 30 minute DVD
Simplifies the key points of money's use in business, explaining the terminology of a balance sheet; profit and loss accounting; cash flow forecasting; and their role in explaining a businesses' financial position.
Rental \$350; Purchase \$999

BALANCING THE STRESS OF LIFE

(AUDIO VISION) 20 minutes
12 stressful scenarios shows 3 different characters 4 mental techniques, for coping with each situation they encounter.
Purchase only, \$149

BAMBI MEETS GODZILLA

(PYRAMID) 3 minutes
A spoof on movie credits, with a Hitchcock style "gotcha".
Purchase only, \$295

BASIC FACILITATION

(WORKPLACE PUBLISHING) 29 minute, VHS/DVD video program
A total program for productive meetings, offering skills and techniques for successful openings, interactions, and closings.
Either format. Rental \$295; Purchase \$695

BASIC TOOLS FOR QUALITY & PROCESS IMPROVEMENT

(AMATULLI & ASSOCIATES) 4 videos ranging from 9-17 minutes each
The narrative covers key steps, practice steps and samples of completed tools for diverse industries, including health care. **1. Check Sheet. 2. PARETO Chart. 3. Run Chart. 4. Cause & Effect Diagram.**
Each: Purchase only, \$195, Series \$695

BASICS OF BUSINESS ETIQUETTE

(JWA) 45 minute video, audio, & book*; 70 minute CD & book
When meeting with supervisors, peers, clients, or customers, this program offers the right things to do and say, for being a success in a business or social environment.
Purchase only, VHS \$109.95; DVD \$129.95

BASICS OF HOW TO PLAN, WRITE AND GIVE A WINNING PRESENTATION, THE

(JWA) 30 minute VHS/DVD with post-test and book*
Divided into 3 sections; planning, writing and giving a presentation, this new

program will help speakers overcome "presentation jitters, delivering the great speech the audience expects. *75 Ways to Improve Your Next Speech. Purchase only, VHS \$109.95; DVD \$129.95

BASICS OF PROFITABLE CUSTOMER SERVICE, THE

(JWA) 35 minutes

10 points on profitable customer service; focusing on the concept of customers not caring about what you know, until knowing how much you care.

Purchase only, VHS \$109.95; DVD \$129.95

BASIC SIX SIGMA SKILLS

(TECHNICOMP/EXCEL) 2 VHS or DVD 20 minutes each; ancillary materials CD A 3 unit, 4 to 8 hour program offering a comprehensive quality philosophy that allows organizations to make breakthrough improvements in process performance, resulting in significant financial gains. Motorola developed and first applied the Six Sigma Concept in 1986. GE also introduced the program with extensive savings over a 5 year period.

Purchase only, \$999

BATTLE OF THE CENTURY

(LEARNCOM) 4 minutes

The only segment of a Laurel and Hardy silent film, on mob mentality, action causing reaction and the strong motivation to get even. Valuable concepts to be numbered among one's supervisory/managerial skills.

Rental \$110; Purchase \$250 for VHS or DVD

BE PREPARED FOR MEETINGS

(KANTOLA) 24 minutes

How to maximize the benefits, while minimizing time and money costs.

Purchase only, \$95

BE PREPARED TO LEAD

(KANTOLA) 27 minutes

Shows 4 different business leaders, applying their unique and special skills to a variety of situations and offering insight to viewers in leading their teams.

Purchase only, \$95

BE PREPARED TO SELL

(KANTOLA) 24 minutes

How to do group sales presentations, plus their design and preparation.

Purchase only, \$95

BE PREPARED TO SPEAK

(KANTOLA) 30 minutes

An excellent video on the basic skills of giving a presentation.

Purchase only, \$89

BE S.A.F.E. (NOT SORRY) PREVENTING VIOLENCE IN THE WORKPLACE

(VISIONPOINT/MONAD) 17 minute, VHS/DVD with ancillary materials

Using the acronym SAFE, it shows viewers the actions to take in being aware of how to head off workplace threats and keep themselves safe.

Purchase only, \$695

BEAR ESSENTIALS OF BUSINESS, THE

(JWA) 19 minute video, DVD, and ancillary materials

A case study of the Vermont Teddy Bear Company showing its unique philosophy of happy customers and employees, and a successful organization.

Rental \$295; Purchase \$595

BECOMING A COACH: BRINGING OUT THE BEST IN EMPLOYEES

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

This program offers 6 key points to help viewers successfully coach peers and subordinates; resulting in productive organizations.

Purchase only, \$195

BECOMING A LEADER: COMMUNICATION TECHNIQUES THAT MOTIVATE, GUIDE, & INSPIRE EMPLOYEES TO EXCEL

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

This program offers 8 key communication principles to help viewers be

successful leaders.

Purchase only, \$195

BEHAVIORAL INTERVIEWING: TAKING THE GUESSWORK OUT OF RECRUITING

(VIDEO ARTS) 26 minute DVD only

Shows viewers how to conduct effective interviews, developing the skills for assessing past behavior, taking guesswork out of recruitment and for predicting future behavior.

Rental \$350; Purchase \$999

BEING ASSERTIVE

(CRM) 23 minutes and ancillary materials

This engaging video shares the 'how tos' of assertive communication, without denying the rights of others, while identifying those actions prone to cause difficulties in the workplace.

Rental \$225; Purchase \$695

BEING EMPOWERED: MAKING A DIFFERENCE

(VIDEO ARTS) 22 minute DVD

Team members taking responsibility and substituting for one another.

Rental \$350; Purchase \$795

BEING POSITIVE IN THE WORKPLACE: GOOD ATTITUDES ARE CONTAGIOUS

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

This program offers 6 key points for countering negativity, disagreements, complaints, and criticisms; culminating in a positive work environment.

Purchase only, \$195

BENEFIT SELLING

(LEARNCOM) 16 minutes

Viewers are taken step-by-step through a variety of sales techniques such as probing, separating advantages and benefits, and building product value.

Rental \$150; Purchase \$495 for VHS or DVD, both formats \$200 additional.

BEST IN THE FIELD: THE 5 STARS OF SERVICE SUCCESS

(MONAD) 22 minute DVD

Focusing on people skills, 3 people involved in field servicing, review 5 key points of maintaining their customer's equipment, as well as their good graces.

Rental \$195; Purchase \$345

BEST OF MOTIVES, THE, Series

(VIDEO ARTS) 2 DVDs, 30 minutes each

Deals with problems for team leaders when trying to motivate the team.

1. Nobody Ever Tells Us. Focuses on how each team member's job fits into the goal of the team. Purchase \$999

2. Nobody Ever Asks Us. The how and why of consulting each member, actively including them in the team's decisions. Purchase \$870

Each: Rental \$350; Purchase \$1,695

BEST OF SHOW: ESSENTIAL DOT POINTS TO SUCCESSFUL EXHIBITING

(VIDEOMEDIA) 10 minute VHS/DVD with ancillary materials

This is a fast-paced, hard-hitting training program, presenting powerful information about all aspects of exhibiting.

Either format. Rental \$295; Purchase \$695

BETTER BUSINESS GRAMMAR

(BRIEFINGS) 12 minute, VHS/DVD with leaders guide

This program offers tips for avoiding grammar and usage errors that can undermine communication, whether writing or speaking.

Purchase only, \$195

BETTER MEETING MANAGEMENT FOR BETTER COMMUNICATION

(JWA) 22 minute video, audio and guide

Presents a 7 step process to create productive and successful meetings.

Purchase only, VHS \$109.95; DVD \$129.95

BETWEEN YOU & ME: SOLVING CONFLICT

(COASTAL) 23 minute VHS/DVD

Deals with conflict resolution, showing the skills, methods, and attitudes needed for concerned parties to settle an issue, by focusing only on it.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

BEYOND IMPOSSIBLE

(LIGHTWORKS MEDIA) 9 minutes

Challenges viewers to go beyond their boundaries, discover their capabilities, self-motivate, problem solve and believe in themselves.

Rental \$125; Purchase \$295

BEYOND NEEDS ASSESSMENT: 10 STEPS TO CONSULTATIVE SELLING

(BRIEFINGS) 23 minute, VHS/DVD with leaders guide

This program shows viewers how to become problem solvers by building rapport with prospects, determining their needs and supplying solutions.

Purchase only, \$195

BEYOND SEXUAL HARASSMENT: OTHER FORMS OF HARASSMENT

(COASTAL) 15 minute VHS/DVD

Attorney Greg Naylor helps employees/viewers identify and prevent illegal actions involving gender, religion, age, disability, and subtle forms of harassment

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

BEYOND SEXUAL HARASSMENT VIGNETTES

(COASTAL) 9 minutes, VHS/DVD

Only has the vignettes from the video, "Beyond Sexual Harassment: Other Forms Of Harassment"

Either Format. Rental \$295; Purchase \$595, DVD has Spanish

BEYOND WORDS FOR HEALTHCARE: A BODY LANGUAGE GUIDE FOR HEALTHCARE PROFESSIONALS

(ENTERPRISE MEDIA) 24 minute DVD, with ancillary materials

This video focuses on learning body language cues to help viewers diagnose patients more accurately, enabling the viewer to strike a balance between business efficiency and providing needed bedside manners.

Rental \$295. Purchase \$695

BIG BUSINESS

(LEARNCOM) 7 minutes

Featuring Sid Caesar and Carl Reiner, viewers are treated to a funny session on how not to conduct the meeting.

Rental \$150; Purchase \$320 for VHS or DVD

BIG MAC: INSIDE McDONALD'S EMPIRE

(FILMS MEDIA) 60 minute VHS/DVD

An NBC News program on the history and working philosophy behind the world's largest food-service corporation offering interviews, case studies, and their strategies for the future in China and in the nutrition-conscious America.

Either format. Purchase only, \$295

BILL COSBY ON PREJUDICE

(PYRAMID) 24 minutes

There's nothing funny about prejudice. In one long, jolting monologue, Bill Cosby, portraying America's composite bigot, drives the point home.

Purchase only, \$295

BLAME GAME, THE

(CORVISION) 10 minute VHS/DVD

An animated video focusing on managers and employees being personally accountable and responsible for their behaviors and results; to avoid the need to blame someone else.

Rental \$165; Purchase \$495

BLANCHARD TRILOGY, THE

(BLANCHARD TRAINING) 3 videos averaging 33 minutes each

1. Values & Vision. Dr. Blanchard challenges the traditional value system of striving for financial achievement; offering a new one that connects life, meaning, work power, and money.

2. Decade Of learning. A He describes how successful organizations will need

to be custom-driven, cost-effective, flexible and make decisions quickly.

3. H. E. L. P. For Managers. He offers his H. E. L. P. model as a system for creating motivated and productive environments.

Each: Rental \$175, all \$300; Purchase \$450, all \$1,100

BLUE MOVIE, THE: GENERATING GREAT IDEAS

(VIDEO ARTS) 12 minute DVD

Viewers see how to tap "the bottomless depths of creativity," think multi-dimensionally, entertain the impossible and open their minds to new ideas.

Rental \$250; Purchase \$695

BOB KNOWLTON STORY, THE

(BLANCHARD TRAINING & DEVELOPMENT) 25 minutes

A case study depicting the demotivating impact of ineffective leadership on communication and teamwork.

Rental \$200; Purchase \$595

BOLERO

(PYRAMID) 2 versions, 13 and 26 minutes

Zubin Mehta conducts the Los Angeles Philharmonic Orchestra in a stirring performance of Ravel's Bolero. Excellent for programs dealing with leadership, motivation, and teamwork.

Purchase only, \$295

BOMB THREAT

(DISCOVER) 17 minutes

Shows law enforcement and security personnel that procedures and techniques for countering bomb threats, evacuation and safety procedures; plus contact/liaison with terrorist groups.

Purchase only, \$295

BOOMERANG

(ASH-QUARRY) 10 minutes

Based on the concept of reciprocity, the video focuses on how we give back what we receive; whether negative or positive. As well as offering a few simple lessons to create happy customers, cooperative team members and motivated employees

Rental \$195; Purchase \$495

BRAIN GAME, THE

(CORVISION) 24 minutes

This video is based on an ABC News documentary, about the workings of men and women's brains, how they differ when solving problems, affects communication, and working together.

Purchase only, \$495

BRAIN POWER

(CORVISION) 11 minute DVD

Featuring John Houseman, it points out how perception will affect your ability to innovate, be receptive to change and deal with various personalities.

Purchase only, \$395

BRAIN POWER II

(KARL ALBRECHT) 18 minute DVD ancillary materials

Expanding upon the original video and Dr. Karl Albrecht's best-seller, it offers vital mental exercises, information and training; and encourages innovation to translate new thinking skills into organizational success.

Purchase only, \$495. Online previewing.

BRAINS! HARNESSING THE POWER OF EMOTIONAL INTELLIGENCE

(TALENTSMART) 18 minute video, DVD, and ancillary materials

Using clips of movie stars, classic TV programs, and famous historical figures, this video shows how emotional intelligence is an important part of everyday life; plus making it easy to understand and implement the concept.

Purchase only, \$995

BREAK IT!...THINKING

(GROWTHWORKS) 15 minutes

Based on the book "If It Ain't Broke.Break It!" by Robert J. Krugel and Louis Patler, the video focuses on the need for, and how to make dramatic changes

in thinking. And doing it forcefully with vivid and explosive visuals.
Rental \$250; Purchase \$595

BREAKING COMPETITIVE ACCOUNTS

(COASTAL) 23 minutes

Skip Normand and 7 critical sales' actions for consistently breaking competitive accounts.

Either Format. Rental \$295; Purchase \$595, DVD has Spanish

BREAKTHROUGH LISTENING

(MONAD) 20 minute DVD

Offers 3 key points in developing the skills to counter the issues that block effective communication and undermine productive listening.

Rental \$195; Purchase \$345

BRIDGING CULTURAL BARRIERS: MANAGING ETHNIC DIVERSITY IN THE WORKPLACE

(LEARNCOM) 24 minute VHS/DVD

Shows how to deal and communicate with a culturally diverse workforce.

Either format. Rental \$195; Purchase \$695

BRILLIANT, SIMPLY BRILLIANT! Series

(PRO-MEDIA) VHS only, 5 videos, averaging 6 minutes each

Hosted by Dr. Roger Firestien, (a member of the creativity think-tank at the University of Buffalo and consultant to an impressive list of corporations) who reviews each situation, detailing the problem, how it was researched, and the methods used to uncover the solution. Viewers see how to define problems and find solutions, without being rocket scientists.

Over And Outta Here. How The Golden Gate Bridge set in motion an unusual, unique customer service solution that was highly successful; but was not implemented until 10 years after it was initially presented.

There's Something About Judy.

How far is too far out? Well, watch "Rattee The Rat" as she goes about her business of stringing computer network cable.

Plastic Gold.

How falling autumn leaves played a golden concerto of green dollars, solving a critical marketing problem for a one product business; and opened an extensive, adjunct product line.

Play It Again Vin.

A marketing concept which understood the paradigm shift that gave anyone, regardless of age or ability, the means to create a humorous video.

Thinking Inside The Box.

A problem that forced one of Kodak's multi-divisional teams to create a solution that satisfied informational, environmental, financial and productivity needs; but required a 180 degree turn, in their approach to find the answer.

Each: Rental \$125, all \$500; Purchase \$250, all \$995

BRUCE TULGAN'S MANAGING GENERATION X WORKSHOP

(HRD PRESS) 30 minute video, workbook, leader's guide, PowerPoint slides

Reviews approximately 12 points for dealing with, and motivating Generation Xers in the workplace.

Purchase only, \$495

BUDGETING

(VIDEO ARTS) 30 minute DVD

Shows how to design, develop and implement a budget for the purpose of creating a path to accomplishing an organization's financial goals.

Rental \$250; Purchase \$695

BUILDING A DIVERSE WORKFORCE FOR THE GLOBAL MILLENNIUM Series

(ENTERPRISE MEDIA) 20 VHS/DVDs, 8-13 minutes each

This Series deals with all levels of workers involved in various diversity issues, as well as mentoring, team building, communication, interviewing, change management, coaching, globalization, conflict resolution, and much more.

1. Do We Speak The Same Language? Should language and cultural style impact performance evaluations?

2. Double Standards In Performance Appraisals. The effects on work, family, and global travel.

3. Why Can't We Attract And Keep People Of Color? Recruiting and retaining people of color.

4. Will My Mentor Make A Difference? Mentoring people of color for successful careers.

5. Is It The Cement Ceiling Or Is It Me. Career issues for non-management people of color.

6. What about Me? Diversity's impact on the careers of non-management white males.

7. I Deserved It Didn't I? Diversity's impact on the careers of white male managers.

8. Disbanding The "Good Old Boy Network." Inclusive vs. non-inclusive.

9. Old School Vs. New School. How much change is too much, too fast?

10. But We've Always Done It That Way! How much change is too much, too fast? (management setting)

11. Fatal Interview, The. Recruiting people of color.

12. Balancing Act, The. Gender issues; career development; work vs. family.

13. Worlds Apart. Building of effective teams globally.

14 Making a Good Impression. Cross-cultural conflicts in global interviews and recruitment.

15. It's All In The Presentation. A double standard for women.

16. You Don't Fit My Style. Cross cultural challenges in performance evaluations.

17. You're Making Me Uncomfortable. Gender conflicts in cross-cultural global communications.

18. Sexual Harassment-Are You Serious? Gender issues in the plant and in the office.

19. The Skip-Level Meeting. How to talk to the manager's manager.

20. Building Teams In The Global Marketplace. Overcoming cultural conflicts in the European Community.

Either Format. Rental \$225, all-\$2,125; Purchase \$395, all-\$3, 450.

BUILDING COOPERATION: HOW EVERYONE CAN WIN AT WORK

(BRIEFINGS) 15 minute, VHS with leaders guide

This program helps viewers learn how to develop the skills for creating, building and implementing a cooperative workplace.

Purchase only, \$195

BUILDING EMPLOYEE MORALE: MISSED OPPORTUNITIES

(EMPLOYEE UNIVERSITY) 15 minute VHS/DVD, with ancillary materials

Individually available, this segment from "One on One" offers a solution for the problem of employees feeling rated poorly, although assessed as meeting performance standards.

Rental \$275 DVD only; Purchase VHS or DVD \$590. Only DVD previews.

BUILDING THE PERFECT TEAM

(VIDEO ARTS) 29 minute DVD

Dr. Meredith Belbin believes that team members should be selected on how a functional skill and personality would fit into a team.

Rental \$350; Purchase \$870

BURY MY HEART AT CONFERENCE ROOM B

(VISIONPOINT/MONAD) 24 minute VHS/DVD with ancillary materials

Featuring Stan Slap and a revolutionary program to increase management commitment, reduce turnover, and get support for corporate strategies.

Purchase only, \$695

BUSINESS CHRONICLE Series

(ENTERPRISE MEDIA) 30 minutes each

A 3 video Series by the Emmy award-winning news program Chronicle, profiling outstanding corporate management.

1. L. L. Bean: A Commitment to Customer Service. Bean's tremendous growth and popularity is a testimony to its excellent service level.

2. Corporate Missions: The People Behind the Products. At Harbor Sweet's, Cross Per's and Tom's of Maine, employees take active roles in assuring that quality products go out the door daily.

3. The Marketing and Manufacturing Edge. Gillette is recognized for its marketing brilliance and assessment of changing customer needs.

Each: Purchase only, \$99, all \$-195

BUSINESS COMMUNICATION Series

(MERIDIAN) 4 videos, averaging 15 minutes each

A back-to-basics, business communication Series, individually focusing on each of the critical skills. **Listening. Writing. Speaking. Reading.**

Purchase \$195, Series \$500

BUSINESS ETHICS: A 21st-CENTURY PERSPECTIVE

(FILMS MEDIA) 22 minute VHS/DVD

Global marketing, cultural and ethnic issues will affect business being conducted in an ethical manner. This program deals with making difficult choices that reflect ethics individuals can personally stand behind.

Purchase only, \$195

BUSINESS ETIQUETTE

(CRM) 18 minutes with ancillary materials

This program was designed to raise the awareness of 'common sense' courtesies, unknown or forgotten by many employees; and reinforce those social skills so important to teamwork, professionalism and productivity.

Rental \$275; Purchase \$695

BUSINESS TO BUSINESS PROSPECTING

(COASTAL) 3 video VHS/DVD program, averaging 15 minutes

Part 1. Determine & Reach Key Decision Makers: Sticking to It. How to get past the gatekeeper and reach the decision maker.

Part 2. Verify The Decision Maker & Ask For The Business: Develop The Thirst. Determine client needs, while developing trust and rapport.

Part 3. Listening & Addressing Resistance: Prepare For The Obstacles. Focusing one's selling skills to counter objections when asking for business.

Either format. Each: Rental \$295, all 3-\$495; Purchase \$595, all 3-\$995

BUT I DON'T HAVE CUSTOMERS

(COASTAL) 21 minute VHS/DVD

Shows viewers the steps and techniques for defining internal customers, appropriately serving them while creating positive environments effecting external customers too.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

C & THE BOX

(MONAD) 6 minute DVD program

A humorous, animated video illustrating that people must break free of old assumptions, limitations, negativity, but to grow, develop, and innovate.

Rental \$195; Purchase \$395

CALL OF THE MUMMY

(CRM) 19 minutes

Entertaining vignettes of customer service reps in business, government and healthcare, illustrate the dos and don'ts on the phone.

Rental \$275; Purchase \$695

CALL TO ORDER: CONVERTING TELEPHONE INQUIRIES INTO SALES

(VIDEO ARTS) 22 minute DVD

How to effectively handle telephone inquiries and turn them into sales.

Rental \$350; Purchase \$999

CAN YOU SPARE A MOMENT?

(VIDEO ARTS) 2 DVDS, 25 & 3 minutes

A remake of a 4 stage structured approach for managers to spot impending problems, creating opportunities to talk confidentially, remain neutral and friendly, and not imposing their solutions, when counseling staff.

Rental \$350; Purchase \$999

CARE & CANDOR: MAKING PERFORMANCE APPRAISALS WORK

(COASTAL) 18 minute VHS/DVD with ancillary materials

Offers 5 key points, demonstrating the importance of a caring attitude and honest feedback are the foundations for productive appraisal meetings.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

CARE & CONTROL: A BETTER APPROACH TO TERMINATION

(COASTAL) 21 minute VHS/DVD

Offers 6 steps for conducting a systematic, sensitive and legal termination.
Either Format. Rental \$295; Purchase \$695, DVD has Spanish

CASE OF THE VANISHING CUSTOMER, THE

(VIDEO ARTS) 28 minute DVD

Viewers see how suppressing unwanted emotions (anger or boredom) and actively promoting positive emotions (enthusiasm and cheerfulness) allows them to deal with even the most difficult customers; leaving them satisfied.

Rental \$350; Purchase \$870

CASINO: A CUSTOMER SERVICE STORY

(VIDEO MEDIA) 17 minutes

Shot in one of the largest casinos on the West Coast, it documents the giving of great service by the actual casino employees.

Rental \$295; Purchase \$795

CELEBRATE WHAT'S RIGHT WITH THE WORLD

(STAR THROWER) 22 minutes, VHS/DVD; CD & ancillary materials

National Geographic's photographer, Dewitt Jones, presents his philosophies of developing, recognizing, and maintaining a vision; whether for yourself or for your organization.

Either Format. Rental \$295; Purchase \$795

CHALLENGE TO AMERICA

(FILMS FOR THE HUMANITIES) 4 videos, 58 minutes each

Hedrick Smith hosts innovative companies and classrooms in Japan, Germany, and the U.S., revealing the uniqueness strengths and weakness of each.

Old Ways, New Game. A look at global mass, craft, and lean production in various industries; and how the U.S. is competing.

Heart Of The Nation, The. Explores the central values of Japan, Germany, and the U.S., focusing on what drives each society.

Winning Strategies. Shows the strategies that American companies, communities and political leaders are using to capture America's competitive edge, improve efficiency and productivity.

Each: Rental \$195; Purchase \$295

CHANGE & INNOVATION THROUGH BRAINSTORMING

(MEDIA PARTNERS) 2 DVD program (15" and 12") with ancillary materials

Based on his book, "Innovation At The Speed of Laughter," John Sweeney hosts this program for both management and employees, offering 8 points for successfully brainstorming and implementing innovation.

Rental: \$350; Purchase \$895

CHANGE IN THE WORKPLACE

(LEARNCOM) 33 minutes

A 2 part video for understanding and coping with change.

Part 1. Coping With Change. Demonstrates why people resist, the importance of attitude, and the positive aspects.

Part 2. Implementing Change. Focuses on planning and communicating.

Each: Rental \$150; Purchase \$695 for VHS or DVD

CHANGES

(COASTAL) 14 minute VHS

Ken Blanchard's, step by step ACT principle shows employees how to understand their feelings during change; giving them the tools to handle it.

Rental \$130; Purchase \$550

CHANGING THE RULES

(CORVISION) 25 minute VHS/DVD

Based on a case study, the video focuses on changing our behavior, when attempting to get others to change; by offering a model for accomplishing it.

Rental \$195; Purchase VHS, \$495; DVD, \$545

CHARACTER IN ACTION

(ADVANCED KNOWLEDGE) 23 minutes, DVD or VHS, and leader's guide

Bestselling author, Donald T. Phillips (Lincoln On Leadership) uses the example of the US Coast Guard in demonstrating 3 major strategies for leadership that maximizes productivity and creates successful organizations.

Rental \$250 (VHS only); Purchase \$695

CHARACTER IS DESTINY

(STAR THROWER) 16 minutes, VHS/DVD
National ethics expert, Russell W. Gough, focuses on developing strong character" and its affects on the success of the individuals and organizations.
Rental \$295; Purchase \$395, VHS or DVD

CHARTING YOUR COURSE

(COASTAL) 22 minute VHS/DVD
Using a sailing trip as a visual metaphor, this video offers 6 tips for creating and steering a team to success.
Either Format Rental \$295, Purchase \$695

CHASE, THE

(LIGHTWORKS MEDIA) 4 minutes
Using a life and death chase on the plains of Africa, the video emphasizes the need for individuals to help their companies out run their competition.
Rental \$125; Purchase \$295

CHEMICAL & BIOLOGICAL THREAT: EMERGENCY PREPAREDNESS

(DISCOVER) 18 minutes
Explores various agents; preparing for their possible use; likely to unlikely attack scenarios; their limitations; and other issues to counter the threat.
Purchase only, \$295

CLARITY IMPERATIVE, THE

(CRM) 20 minute program with ancillary materials
Features John Jenson and his inspirational stories to make sure viewers understand the organization's purpose and direction; and can effectively express them to others.
Rental, \$275; Purchase, \$795

CLASS DIVIDED, A

(ADMIRE) 60 minutes
Filmed 15 years after "Eye Of The Storm", this sequel explores the after effects on the children in Jane Elliott's classroom experiment
Purchase only, \$295

CLEAR PICTURE, A: HARASSMENT IN THE PUBLIC SECTOR

(COASTAL) 20 minute VHS/DVD with ancillary materials
Gives a unique prospective into the topic of harassment, as it deals with issues of The No Fear Act and the Reasonable Person Standard, which are specific to the public sector. DVD only, both English & Spanish.
Either format Rental \$295. Purchase \$695

CLERICAL SKILLS FOR NEW EMPLOYEES

(MERIDIAN) 19 minutes
Focusing on skills for entry-level employees, it addresses filing, sorting mail, organizing a desk for maximum efficiency, privatizing tasks, providing good customer service, plus punctuality, dependability, and neatness.
Purchase only, \$195

CLIFF'S CUSTOMER SERVICE ADVENTURE

(CRM) 13 minutes
Designed for young trainees, this funny, zany video presents customer service scenarios; providing humor and tips in creating a positive experience for the provider and the customer.
Rental \$275; Purchase \$695

CLIMBING

(CORVISION) 5 minutes
Focuses on an individual's drive, coupled with the interaction and support of a team to overcome obstacles; and then share the success.
Purchase only, \$295

CLOSING THE GAP: GENDER COMMUNICATION

(COASTAL) 2 video program, VHS/DVD
Part 1. Dianna Booher focuses on gender differences in developing techniques that result in fruitful and constructive communication (26 minutes).
Part 2. Has vignettes for practising the first video's techniques (6 minutes).
Either Format Rental \$295; Purchase \$695, DVD has Spanish

CLOWN

(COASTAL) 18 minute VHS/DVD & ancillary materials
Originally aired on HBO, this video has been edited into a thought-provoking and entertaining diversity awareness program for all employees. .
Either Format Rental \$295; Purchase \$645, DVD has Spanish

COACH, THE

(COASTAL) 19 minute VHS/DVD
For supervisor/managers learning coaching skills to motivate, empower, and develop employees for successful supervisory styles.
Either Format Rental \$295; Purchase \$645, DVD has Spanish

COACHING CHALLENGES Series

(ASH QUARRY) 4 title program averaging 9 minutes each. VHS/DVD/CD and Facilitator Guide

This program presents various scenarios challenging to anyone who coaches; plus offering the skills and how to implement them for positive solutions.

Can We Talk? Focuses on how to institute a sensitive conversation, when dealing with major problems.

Still You Agree with Me? How to deal with your manager when issues or disagreements exist.

What's Really Going On? How to discuss problems with a subordinate, when their performance is down.

Why Are We Stuck? How to deal with personal style problems that are resistant to change.

Either format. Purchase only \$495, Series \$1,485

COACHING & MOTIVATION MANAGEMENT: HOW IT WORKS

(BLR) 20 minutes
Presents a 3 step approach for melding personal and organizational goals; resulting in employee commitment and productivity.
Purchase only, \$299

COMMENDABLE CUSTOMER SERVICE

(MERIDIAN) 16 minutes
A good, basic video on customer service and how to provide exceptional service with a smile, professional appearance, and a positive attitude; whether the face-to-face or over the phone.
Purchase only, \$195

COMMUNICATING EFFECTIVELY WITH CUSTOMERS Series

(DISCOVER) 6 videos, averaging 14 minutes each
Focuses on effective communication to develop, maintain, and service customers; with each title describing an important aspect of the process.

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.

Each: Purchase only, \$295, all \$950. Other discounts: 2-5%; 3 to 5=10%

COMMUNICATING FOR RESULTS: HOW TO BE CLEAR, CONCISE & CREDIBLE

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide
This program offers 12 key communication strategies to help viewers to get their messages accepted, understood and acted upon.
Purchase only, \$195

COMMUNICATING NON-DEFENSIVELY

(CRM) 25 minutes
Explains how defensive communication takes place; defining step-by-step procedures to counter it, and the importance of giving and receiving criticism.
Rental \$275; Purchase \$795

COMMUNICATING WITH CUSTOMERS

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide
This program shows viewers the critical skills and how to apply them; solving customer problems quickly and completely.
Purchase only, \$195

COMMUNICATING WITH PEOPLE ON THE JOB

(BRIEFINGS) 25 minute, VHS/DVD with leaders guide

Shows viewers critical communication skills and how to apply them for highly motivated and productive employees.

Purchase only, \$195

COMMUNICATION BREAKDOWN

(COASTAL) 18 minute VHS or DVD with ancillary materials
This program identifies and shows solutions for 7 of the most important problems affecting organizations; resulting in clear, effective, and productive communication.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

COMMUNICATION CORNERSTONES: BUILDING TRUST

(COASTAL) 24 minutes, VHS/DVD with trainer's toolkit
Focusing on 5 key communication skills, helps supervisors/managers create a workplace environment of trust and respect.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

COMMUNICATION ESSENTIALS VIDEO SERIES

(ASH QUARRY) 4 videos, averaging 15 minutes each
Peter Quarry's keys for effective communication for teams and individuals.
Listening and Understanding. 5 keys for being effective.

Conveying Information. 3 steps for doing it well.

Exercising Personal Power. Shows 5 influencing and persuading skills, and where to apply them.

Overcoming Negative Behaviors. Dealing with negative and difficult people.
Rental \$150, all-\$495; Purchase \$495, all-\$1,485

COMMUNICATION IN HEALTHCARE

(CRM) 20 minutes
Combining humor and drama, this video will help your team turn frustrating communications into successful exchanges.

Rental \$225; Purchase \$595

COMMUNICATION NIGHTMARES: SOLUTIONS TO YOUR TOP COMMUNICATION PROBLEMS

(COASTAL) 26 minute video and self-study workbooks
Using various scenarios, communication problems are defined and solved, using the appropriate techniques.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

COMMUNICATION SKILLS FOR THE WORKPLACE

(GUIDANCE ASSOCIATES) 28 minute video, with ancillary materials
Provides information about one-on-one communication, communication barriers, listening skills, group meetings, memo writing, phone etiquette, etc.

Purchase only, \$295

COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS

(JWA) 22 minute VHS/DVD, audio and guide
Offers 2 key categories of communication in helping the view of understand how to create effective and successful communication.

Purchase only, VHS \$109.95; DVD \$129.95

COMMUNICATION SKILLS...WHAT EVERYONE NEEDS TO KNOW

(JWA) 30 minute VHS/DVD with post-test and book*
This program offers practical techniques for improving all communication skills; written, oral, electronic, and face-to-face. *Everyday Communication Techniques for the Workplace.

Purchase only, VHS \$109.95; DVD \$129.95

COMMUNICATION: THE NON VERBAL AGENDA

(CRM) 30 minutes
Concepts of nonverbal communication, body language and their affects.

Rental \$275; Purchase \$795

COMMUNICATION TOOL KIT

(CRM) approximately 60 minutes on CD or DVD with Leader's Guide
41 video clips, ranging from 20 seconds to 3 minutes, showing examples of every type of communication scenario one could conceive of.

Purchase only, \$795 either CD or DVD

COMPETITIVE EDGE

(CRM) 17 minutes
Shows salespeople how to incorporate collaboration as part of their sales technique, by presenting 7 key points to help close the sale.
Rental \$275; Purchase \$695

COMPLETE BLUE-EYED, THE Series

(California Newsreel) DVD or 3 video program, and Trainer's Guide
Jane Elliott made headlines in the '70s, with the video, "The Eye Of The Storm." It's was a filming of her 3rd grade class exercise about the impact of discrimination. Over the years while conducting diversity workshops, she had the original video revised, edited and shortened into the following versions.
BLUE-EYED/BROWN-EYED. The original 90 minute version.
ESSENTIAL BLUE-EYED, THE. A 2 segment video, totaling 87 minutes
Trainer's Edition. Is a powerful, dramatic 50 minutes of the original exercise.
Debriefing. Is a 36 minute adult experience and reorientation.
30 MINUTE BLUE-EYED, THE. Edited to the 30 most dramatic minutes.
Purchase only, \$295 in either format

COMPLIANCE IS JUST THE BEGINNING

(QMR) 2 title program, VHS/DVD, and extensive ancillary materials
This program deals with the relationship of ethical and compliance decisionmaking; and their effects.

Program 1. 3 Steps To Ethical Decisions (24 minutes). An Enron executive and 6 ethics experts review the pressures that could lead to poor decisions; offering 3 steps to take when faced with tough, ethical choices.

Program 2. Ethical Situations To Consider (32 minutes). Presents 8 dramatic scenarios, dealing with familiar ethical issues, and applying the 3 step process for the best possible decision.

Each. VHS/DVD. Rental \$295; Purchase \$625. Also as E-learning

CONDUCTING A PRODUCTIVE MEETING

(MERIDIAN) 13 minutes
Offering simple, but key points, it is geared to anyone wanting to conduct a speedy, efficient and productive meeting.
Purchase only, \$195

CONDUCTING HIGH-IMPACT, LOW-STRESS, PERFORMANCE REVIEWS

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide
This program shows viewers the critical skills needed and how to apply them for creating comfortable, successful and productive reviews.
Purchase only, \$195

CONDUCTING THE PERFORMANCE APPRAISAL: BE A COACH, NOT A JUDGE

(COASTAL) 34 minutes
Shows how to repair, the common document, and follow-up (using SMART method) to make the appraisal beneficial for supervisor and employee.
Purchase only, \$99.95

CONFLICT COMMUNICATION SKILLS

(DISCOVER) 14 minutes
How to use effective communication techniques to counter potential areas of conflict, showing viewers ways to successfully deal with them.
Purchase only, \$295

CONFLICT MANAGEMENT: THE MY TURN, YOUR TURN RESOLUTION

(BUSINESS ADVANTAGE) 37 minutes
Jean Lebedun offer a 4 step model for positively channeling conflict.
Purchase only, \$99.95

CONFLICT RESOLUTION STRATEGIES: 5 WAYS TO MANAGE CONFLICT

(LEXICON MEDIA) 19 minutes, VHS/DVD, leader's guide and workbook
Shows how to identify the real problem, control emotions, deal with the conflict in a dignified and non-adversarial manner; using 5 dramatic vignettes to show the strategies.
VHS or DVD. Rental \$250; Purchase \$695

CONFLICT RESOLUTIONS: A WIN-WIN APPROACH

(COASTAL) 25 minutes, VHS/DVD with ancillary materials

Shows viewers how to successfully resolve conflict in the workplace by offering the techniques that ensure win-win solutions.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

CONFLICT: RULES OF ENGAGEMENT

(HEIM) 41 minute VHS/DVD

Dr. Pat Heim offers proven strategies to neutralize conflict and simplify difficult situations.

Rental \$165; Purchase \$495, DVD \$545

CONFIDENT SUPERVISOR, THE

(M. LEE SMITH) 7 DVDs, 20 minute each

Hosted by top-rated HR communicators, dealing head-on with tough management issues of tact, strategy, responsibility, conflict, diversity, discipline, etc. Plus best-practices tips, guidance, and illustrated case studies.

Rental \$797 Purchase \$997

CONNECTIONS: BASIC TELEPHONE TECHNIQUES

(MERIDIAN) 30 minutes

Deals with basic telephone techniques of answering the phone, placing calls, handling incoming calls, and using related telecommunication equipment.

Purchase only, \$195

CONNOR: THE ISO 9001: 2000 ROAD MOVIE

(NICHOLAS & SMITH) 29 minute VHS/DVD, CD of ancillary materials

This video focuses on the leadership skills required to achieve high levels of internal and external customer satisfaction. The plot is about Connor, a warehouse manager, who's proficient in logistics; but not in how continuous improvement translates into customer satisfaction.

Either format. Purchase only, \$495

CONSTRUCTIVE COMMUNICATIONS: HOW TO GIVE & HOW TO TAKE IT

(COASTAL) 2 videos 19 and 12 minutes

Offers 3 key techniques for giving criticism, creating a positive environment and behavioral change. The second video offers 9 vignettes as examples.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

CONTAINER STORE, THE: RE-IMAGINE CUSTOMER SERVICE & TALENT (Re-imagine! Series)

(ENTERPRISE MEDIA) 18 minute VHS/DVD and workbook

One of Fortune Magazine's "Top 100 Best Companies To Work For" for 5 consecutive years. Its philosophy created the reputation of offering the best customer service and most enthusiastic, positive employees available.

Rental \$295, DVD \$345; Either format. Purchase \$795. Quantity discounts.

CONTINUOUS MOTIVATION

(COASTAL) 23 minute VHS/DVD

Harry Anderson and his magic act, shows a step-by-step procedure for planning and implementing team motivation.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

CONTINUOUS PERFORMANCE APPRAISAL, THE

(COASTAL) 21 minute VHS/DVD

Harry Anderson's humor conveys this video's points on good preparation, a well-executed appraisal meeting, and effective follow-through by coaching.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

CONQUER THE CHAOS: THE BEST IDEAS IN TIME MANAGEMENT

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

This program offers simple, time-tested techniques to contain workloads, overcome procrastination, limit interruptions, master delegation, and use technology productively.

Purchase only, \$195

CONTROL OF WORKING CAPITAL

(VIDEO ARTS) 26 minute DVD

John Cleese sets up a business; and learns about all the problems (and how to solve them) that put him into a cash flow bind.

Rental \$250; Purchase \$695

COPING WITH DIFFICULT PEOPLE I & II

(COASTAL) VHS/DVD, 2 videos, 20 minutes each

Shows the way to handle the 6 most difficult personality types:

Part 1. Know-it-alls, Experts, Stallers, Snipers.

Part 2. Tanks, Super-Agreeables, Complainers.

Either format. Rental \$195; Purchase \$450

COPING WITH STRESS IN THE REAL WORLD

(PYRAMID) 24 minutes

A variety of people in a variety of fields outline their techniques for coping with their daily bouts of stress.

Purchase \$295

CORNERSTONES OF QUALITY

(KANTOLA) 24 minutes

Establishes how to use the 4 cornerstone principles for making an organization more flexible, more responsive, and more profitable.

Purchase only, \$89.95; instructor's manual \$17.95

CORPORATE CULTURE & PERFORMANCE

(ENTERPRISE MEDIA) 62 minute VHS/DVD with ancillary materials

John Kotter establishes a clear connection between a company's culture and its long-term financial success; emphasizing the leadership that creates the culture to meet the needs of customers, employees, shareholders, and implement change when needed.

Either Format. Rental \$295; Purchase \$695

COST OF INTOLERANCE, THE

(PRO-GROUP) 17 minutes

Diversity has become a bottom-line, customer service issue. This groundbreaking program examines subtle and not-so-subtle side of biases and stereotypes, that impact customer interactions.

Rental \$195; Purchase \$595 for VHS or DVD

COST OF QUALITY, THE

(FILMS FOR THE HUMANITIES) 12 minutes

Told as an animated fable, this video humorously communicates the concept of, and successfully utilizing, Total Quality Management.

Rental \$195; Purchase \$295

COST, PROFIT AND BREAK-EVEN

(VIDEO ARTS) 23 minute DVD

John Cleese learns about 3 factors; cost, price and volume, whose relationship effect the success of a business.

Rental \$250; Purchase \$695

COURAGE TO COACH, THE

(VISIONPOINT/MONAD) 19 minute VHS/DVD with ancillary materials

Showing several workplaces, 5 key steps of coaching are illustrated using, "What would you do?" style vignettes. Retail version also available.

Purchase only, \$695

COURAGEOUS FOLLOWERS, COURAGEOUS LEADERS

(CRM) 19 minutes

Based on Ira Chaleff's book, "The Courageous Follower-Standing Up To and For Our Leaders," this video presents 4 steps to help "followers" gain the skills and confidence needed in empowerment.

Rental \$275; Purchase \$795

COURTESY OR CONSEQUENCES

(MONAD) 27 minutes

A humorous video for salespeople (and other persons) reviewing many aspects of business etiquette, common courtesy and concern for others.

Rental \$195; Purchase \$345

COVEY LEADERSHIP LIBRARY, THE

(CRM) 5 VHS/DVD Series averaging 23 minutes each

Features introductions and summaries by Dr. Stephen Covey, as the videos present concepts on various management and leadership skills.

Tearing Down Walls. The Berlin Wall is a metaphor for change and dismantling barriers. The video focuses on eliminating miscommunication, distrust, and stereotyping for better team and organizational performance.

Leading By Example. Mentoring and coaching for effective leadership is based on the dramatic stories of Anne Sullivan and Helen Keller.

I Know Just What You Mean! A handful of conversations in Otto's, a busy restaurant, demonstrates overcoming roadblocks to effective communication by showing 4 common, listening mistakes. *Purchase, \$495*

Mauritius: Celebrating Differences. What can organizations learn from a nation with 4 major religions and 9 spoken languages? This video offers insights on how to create an environment where people subordinate "mine" to "ours," and "now" to "the future."

Max & Max. What do a recent college graduate and a dog have in common? A shortsighted manager, who uses the same style of leadership with both man and dog; undermining the potential in both.

VHS or DVD. Each: Rental \$225; Purchase \$695, all 5-\$2,995

CREATING A DRUG-FREE WORKPLACE: BACK ON TRACK

(COASTAL) 36 minutes

Offers information and guidance for management and employees in complying with the federal Drug-Free Workplace Act.

Rental \$95; Purchase \$495

CREATING A POSITIVE WORKPLACE: GOOD ATTITUDES ARE CONTAGIOUS

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide

This program shows viewers the critical skills needed to create and maintain positive, productive workplaces.

Purchase only, \$195

CREATING THE REPEAT CUSTOMER

(KANTOLA) 17 minute VHS/DVD

Ross Shafer shares his experience while taking a camera crew on a fast-paced tour of businesses that both keep and scare away customers.

Either format. Purchase only, \$139

CREATING YOUR DREAM TEAM: HOW TO HARNESS THE POWER OF TEAMWORK

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide

This program offers viewers universal strategies and techniques needed to motivate, persuade, teach, criticize, praise and evaluate; creating effective, productive teams.

Purchase only, \$195

CRIME CHECK: PERSONAL SECURITY

(DISCOVERY) 17 minutes

This program is designed to assist viewers in recognizing and avoiding most dangerous confrontations.

Purchase only, \$295

CRIME CHECK: RETAIL EMPLOYEES

(DISCOVERY) 28 minutes

Viewers learn what to do before, during, and after an armed robbery, how to reduce shoplifting, they checks, and credit card fraud.

Purchase only, \$295

CRIME CHECK: RETAIL MANAGEMENT

(DISCOVERY) 28 minutes

For retail supervisors/managers handling employees who steal cash and merchandise, plus identifying the signs of on-the-job substance-abuse.

Purchase only, \$295

CRIME CHECK: SECURITY PROCEDURES FOR BANK EMPLOYEES

(DISCOVERY) 19 minutes

Covers criminal activities that occur in financial institutions detailing the handling of focusing on kiting checks, the manager approval scam and home, basic confidence schemes and bomb threats.

Purchase only, \$295

CRIME IN THE WORKPLACE: EMBEZZLEMENT

(DISCOVERY) 16 minutes

This program presents types of embezzlement scheme is most often en-

countered by supervises, discussing employee behavior patterns that may reveal involvement in criminal behavior.

Purchase only, \$395

CRIME IN THE WORKPLACE: ILLEGAL BUSINESS TRANSACTIONS

(DISCOVERY) 16 minutes

Taking a hard look at internal business practices that could allow employees to set up fraudulent business deals, the program highlights "red flags" that can reveal and employees involvement in illegal activities.

Purchase only, \$395

CRIME IN THE WORKPLACE: PERSONAL SAFETY: MUGGINGS AND CARJACKING'S

(DISCOVERY) 20 minutes

2 or enforcement officers present practical strategies that help you take control of your own safety, on the street, in a parking lot, and in your vehicle.

Purchase only, \$395

CRIME IN THE WORKPLACE: THEFT OF PROPERTY

(DISCOVERY) 18 minutes

This program examines the critical role of supervises/manages in dealing with some common methods for stealing company property, as well as spotting irregular employee work habits which may signal criminal activity.

Purchase only, \$395

CROSS-CULTURAL CONFERENCE ROOM, THE

(INTERCULTURAL RESOURCE) 35 minute, 5 videos with extensive materials

Shows teams of experienced managers from the USA, Argentina and Japan attempting to solve a multinational company's product failure; with the processes and actions implemented for successful decisions.

Purchase only, \$550

CROSSING THE LINE

(LIGHTWORKS MEDIA) 24 minute DVD with ancillary materials

Viewers see the experiences of 4 different aged of people who decided to steal; and the resulting consequences that permanently changed their lives.

Rental \$295; Purchase \$625

CUBAN MISSILE CRISIS, THE: A CASE STUDY IN DECISIONMAKING & ITS CONSEQUENCES

(ADVANCED KNOWLEDGE) 23 minutes

This is an examination of 5 essential elements of leadership; and the work processes used to create the decision that neutralized the threat of nuclear attack.

Rental \$225; Purchase \$795

CULTURAL BAGGAGE

(PYRAMID) 9 minutes

A change of pace for diversity training programs, as it parodies the stereotypes people are often labeled with.

Purchase \$295

CURSE OF THE VANISHING EMPLOYEE, THE: HOW TO RETAIN & MOTIVATE GREAT WORKERS

(CRM) 20 minutes

Using special effects and humor, the video shows the skills and their application, in countering the problems that lead to high turnover.

Rental \$275; Purchase \$795

CUSTOMER IS ALWAYS DWIGHT

(VIDEO ARTS) 21 minute DVD

Dwight is a person "on the front line" whose philosophy is to maintain quality control by doing the job right the first time, and to be allowed to successfully service an internal or external customer.

Rental \$350; Purchase \$870

CUSTOMER SERVICE CENTRAL: THE ESSENTIALS OF GREAT SERVICE

(MONAD) 18 minutes

Darell Hammond (in a retail setting) offers key skills for initiating strategies and guidelines that creates exceptional customer service.

Rental \$195; Purchase \$345

CUSTOMER SERVICE CONNECTION, THE

(KANTOLA) 19 minutes

Demonstrates skills and techniques for counter, telephone and floor that are universal for retail, service, and business-to-business industries.

Purchase \$95

CUSTOMER SERVICE TO THE RESCUE!

(ENTERPRISE MEDIA) 5 minute DVD

A meeting opener that goes to extreme lengths (or heights) to make a point about the importance of good customer service.

Rental \$145; Purchase \$295

CUSTOMER SERVICE TOOLKIT

(CRM) 75 minute DVD and CD program with ancillary materials

72 situation-specific, high quality, video clips for all aspects of training. Included are 20 different workplaces including: General office, call center, government, healthcare, automotive/transportation, financial services, etc.

Purchase only, \$995

CUSTOMER SERVICE ZONE

(ENGAGING TRAINING) 18 minute VHS/DVD, with ancillary materials

Based on the TV Program, "Twilight Zone," this program offers viewers 4 key leaning points for how to create and maintain exceptional customer service.

Either format. Rental \$295; Purchase \$795

DARE TO DREAM

(LIGHTWORKS MEDIA) 7 minutes

Using this story of how Coca-Cola was born, this video challenges view is to take risks, recognize and except change, and think creatively.

Rental \$125; Purchase \$295

DASHBOARD, THE

(CRM) 8 minute VHS/DVD, with ancillary materials

The Younger Brothers Construction Company devised a graphic tool, allowing them to review all types of data. Using color coding it determined whether a problem existed, and if required immediate attention.

Either format. Rental \$225; Purchase \$595

DAYS OF CHANGE

(VIDEO ARTS) 6 minute DVD

Based on the ideas of Philip Hudson, this dynamic video offers a simple model to guide viewers through the emotional, intellectual and behavioral processes of coming to terms with change.

Rental \$350; Purchase \$870

DEALING WITH CUSTOMER AGGRESSION

(OSPRI) 17 minute VHS/DVD

Offers 14 points for defusing angry or abusive customers; plus techniques to glean critical information that can enhance customer service.

Either format. Rental \$150; Purchases \$495

DEALING WITH ANGRY CUSTOMERS

(LEARNCOM) 18 minute VHS/DVD

Presents techniques to help employees from becoming defensive or escalating sessions with angry customers.

Either format. Rental \$150; Purchases \$585

DEALING WITH CONFLICT

(CRM) 20 minutes

Showing 5 basic positions people take in conflicts, offering viewers choices for destructive or constructive actions; plus skills for positive outcomes.

Rental \$275; Purchases \$895; Thomas-Killmann exercise \$11.25

DEALING WITH CONFLICT: HEALTHCARE

(CRM) 20 minutes

Based on the Thomas-Killmann Instrument, this video shows 5 conflict positions, the insights, skills, and lasting strategies for achieving positive results.

Rental \$275; Purchase \$595

DEALING WITH DIVERSITY

(COASTAL) 26 minute VHS/DVD

Focuses on understanding the diversity concept, implementing actions to allow individuals to be seen as such, while effectively and productively incorporating them into the organizations' culture and goals.

Either format. Rental \$295; Purchase \$795

DEALING WITH STRESS

(COASTAL) 16 minute VHS/DVD

Highlights stress producing scenarios unique to industrial environments; plus showing the techniques for identifying and countering it.

Either Format. Rental \$225; Purchase \$545, DVD has Spanish

DEALING WITH THE IRATE CUSTOMER II

(KANTOLA) 21 minute DVDs

Shows how to resolve disputes and calm angry customers quickly and professionally.

Purchase only, \$159

DEBI'S WAY: A PROFILE IN MANAGEMENT

(LEARNCOM) 18 minutes

Demonstrates how supervisor, Debi Mazurek of the Counter Offer Restaurant, developed a top performing team among high turnover rate employees; detailing how she screened candidates, inspired loyalty, integrated new hires, shared information, recognized differences, and created trust.

Rental \$140; Purchase \$595 for VHS or DVD

DECISIONS, DECISIONS

(VIDEO ARTS) 30 minute DVD

John Cleese is a manager, who is prone to poor decision making. All the wrong moves are humorously corrected by famous leaders of history.

Rental \$350; Purchase \$870

DEMANDING CUSTOMERS: CUSTOMERS CARE MADE PERFECT

(VIDEO ARTS) 26 minute DVD

How to deal with the extreme demands of irritating and frustrating customers in a productive manner; so as to keep their business.

Rental \$350; Purchase \$999

DIALOGUE-NOW YOU'RE TALKING

(QMR) 4 video program averaging 23 minutes, with ancillary materials

This program focuses on how to effectively communicate to a diverse population of employees.

1. Communicating In A Diverse World. An overview of what dialogue is, when to use it, and how to use it based on 3 key skills.

2. Dialogue For Cultural Understanding. Dramatizes how dialogue opens communications, uncovered is hidden assumptions, breaks down stereotypes, and facilitates more productive relationships.

3. Dialogue Between Genders. Based on program 1, this one focuses on breaking down gender stereotypes and improving communications between men and women at work.

4. Dialogue Among Generations. How to bridge the personal and professional differences that exist between employees of different ages.

Each: Rental \$295; Purchase, \$625 with quantity discounts.

DIFFERENCES

(STAR THROWER) 4 minute DVD with ancillary materials

Created by BJ Gallagher, co-author of the diversity classic, A Peacock In The Land of Penguins, explores people's differences through the voices of dogs that really results in a common bond.

Rental \$295; Purchase \$395

DIFFICULT BEHAVIOR: BREAKING THROUGH

(COASTAL) 21 minutes & employee handbooks

Focuses on disruptive patient behavior, such as challenging rules, being noisy, name calling, etc.

Rental \$95; Purchase \$395

DIFFICULT GUEST, THE

(MEDIA PARTNERS) 25 minute VHS or DVD with ancillary materials

Humorous, entertaining, with unforgettable characters in situations of recognizing, understanding, and servicing difficult customers.

Either format. Rental \$350; Purchase \$895

DIFFICULT PEOPLE: HOW TO DEAL WITH THEM

(COASTAL) 38 minute VHS/DVD

Based on the book, "Coping With Difficult People" by Dr. Robert M. Bramson, this video shows the needed critical skills and their application.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

DIMENSIONS OF COACHING

(WORKPLACE PUBLISHING) 27 minutes, VHS/DVD with ancillary materials

Today's business climate ordains coaches by their knowledge, willingness, and availability to help. This video shows various styles for any situation.

Either format. Rental \$295; Purchase \$695

DISCOVERING THE FUTURE: THE POWER OF VISION

(STAR THROWER) 30 minutes

Joel Barker's on successful individuals/organizations, with clear views of the future; creating goals of meaning and purpose for the present too.

Rental \$295; Purchase \$695

DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS

(STAR THROWER) 35 minute, VHS/DVD

The original version of Joel Barker showing the "paradox of paradigms" using unique examples, that show how to avoid paradigm paralysis," create open minds, foster individual and organizational change.

Rental \$295; Purchase \$495.

DISCUSSING PERFORMANCE

(CRM) 20 minutes

Shows managers the importance of tackling contentious issues, focusing on outcomes, identifying employee training needs, and formalizing plans for training or any other needed actions.

Rental \$275; Purchase \$695

DIVERSE TEAMS AT WORK SERIES

(TRAINERS TOOLCHEST) 2 DVD program

Based on the book by Lee Gardenswatz and Anita Rowe, the program shows how to identify and manage differences inherent in today's teams.

Diverse Teams at Work: 10 Characteristics for Success (25"). Introduces and creates introspection by viewers in preparing them for successfully functioning in diverse teams; offering 10 characteristics for success.

Diverse Teams at Work: Capitalizing on the Power of Diversity (12"). Focuses on understanding the 4-layer diversity filter that can affect their success or failure as a diverse team.

Purchase only, \$595

DIVERSITY ADVANTAGE, THE: FOOD FOR THOUGHT

(COASTAL) 22 minute VHS/DVD & Trainer's Toolkit

Focuses on the positive values of diversity in getting employees to understand the benefits and the need for embracing it.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

DIVERSITY CHALLENGES: WHAT WOULD YOU DO?

(LEARNCOM) 2 segment, 16 minute DVD/VHS with ancillary materials

Designed to deal with the day-to-day reality of diversity, this program uses 2-part scenarios integrating it into such concepts as: interviewing; coaching; managing conflict; performance management; empowerment/delegation; teamwork; and managing/supervising/leading.

Either format. Rental \$250; purchase \$495

DIVERSITY: CREATING SUCCESS FOR BUSINESS & PEOPLE

(ENTERPRISE MEDIA) 4 modules/VHS/DVD, 20 minutes each

Each module has 2 videos, and each title is indicative of the content.

MODULE 1-1. Sexual Harassment and Gender Discrimination. Examines these and other issues regarding males and females working together,

2. Disabilities: Hiring and Promotion. Deals with the issues of job mobility for employees with disabilities, portraying the conflicts faced by certain protected

groups who are poorly represented in the workforce.

MODULE 2-1. Career Development: Minority Issues. Examines career development, the perception of a glass ceiling, and exclusive corporate cultures.

2. Career Development: Reverse Discrimination and Ageism. Explores these issues in a changing work environment.

MODULE 3-1. Performance Appraisal. Deals with transitions from an old system to a new performance management process. The question of subtle racism and people being measured by different "yardsticks" is examined.

2. Balance of Work/Family Issues. Discusses dilemmas of balancing work and family; child/elder care, single parenting and dual-career families.

MODULE 4-1. Sexual Orientation. Examines the issue of sexual orientation and the impact this has on one's career. Portrays the conflict between personal values and employees' rights to equal treatment.

2. Career Mobility: Language. Portrays the impact of bilingualism on working relationships and career mobility. Explores subtle biases toward those who speak English as a second language.

VHS/DVD & each module. Rental \$225, all-\$495; Purchase \$495, all-\$1,595

DIVERSITY: FACE TO FACE

(ATS) 18 minute DVD with ancillary materials

A new program exploring 4 main aspects of diversity: stereotypes, similarities, unity and benefits, by presenting the thoughts of characters who actually live and work in a diverse world. Includes 4 minute meeting opener entitled "Opening Lines: Facing Diversity."

Rental: \$295; Purchase: \$795

DIVERSITY: FOOD FOR THOUGHT

(COASTAL) 20 minutes, VHS/DVD & Trainer's Toolkit

Shows employees how to value diversity, acknowledge differences, confront biases, change paradigms and build the skills for successful relationships.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

DIVERSITY IN THE REAL WORLD

(COASTAL) 18 minute VHS/DVD

A revise of the video, "Diversity Now," it does away with references to 9/11, but continues to focus with the problem of diverse workers confronting concerns, fears and biases in dealing with people of other cultures.

Rental \$295; Purchase \$695

DIVERSITY IN THE WORKPLACE

(COASTAL) 25 minutes, VHS only

Diversity speaker Hattie Hill-Storks, the barriers and misunderstandings that impede development and/or success of diverse workforces.

Rental \$295; Purchase \$595

DIVERSITY NOW

(COASTAL) 20 minute VHS/DVD

Focuses on today's terrorism issues, reviewing points on updating your diversity policy; harnessing its power; understanding and respecting differences; legal and training issues; and interacting with foreign-descent co-workers.

Either format. Rental \$295; Purchase \$595

DIVERSITY SERIES, THE

(QMR) 4 VHS/DVD averaging 20 minutes, with ancillary materials

1. On The Threshold Of Change. Explores the broad reach of Diversity, the individuals and their backgrounds, the conflicts, fears and prejudices, the legal issues; and the need for training to successfully manage such workforces.

2. Gender & Sexual Orientation Work Place Issues. Addresses stereotypes about gays, lesbians, straight men/women, their effect on respect, legal and barrier issues; and how they effect acceptable workforce behavior.

3. Race, Ethnicity, Language & Religion Work Place Issues. Reviews stereo types that divide different races, ethnic or religious groups, the fears they generate, and the communication skills needed to resolve the resulting conflicts.

4. Age & Physical Ability Work Place Issues. Dispels the myths surrounding people who are young, old or differently disabled; evaluating fears and stereotypes substituted for knowledge, while reviewing the ADA.

These are based on "Diverse Teams" books, by Lee Gardenswatz and Anita other legislation prohibiting age or disability discrimination.

Each: Rental \$295; Purchase \$625. Multiple title discounts.

DIVERSITY SERIES, THE: TRAINING SCENES

(QMR) 18 minutes

6 dramatized scenarios on gender, race, religion, sexual orientation, age and physical ability, work place issues. Each is followed by detailed discussions between human resource and diversity experts.

Rental \$295; Purchase \$625

DIVERSITY: THE REAL SCENE

(COASTAL) 20 minute VHS/DVD, with ancillary materials

Scenarios invite participants to think about behavior that is discriminatory; how coworkers can work together; plus understanding today's diversity issues and behaviors to create a welcoming and productive environment.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

DIVERSITY UNPLUGGED: PROVOCATIVE INSIGHTS, PRACTICAL SOLUTIONS

(ATS) 33 minutes

A group of real people discuss their attitudes, experiences, issues and goals regarding diversity in the workplace.

Rental \$195; Purchase \$895

DO I KNOW YOU? DEFINING, DISCOVERING & DECIDING WHO TO HIRE

(STAR THROWER) 20 minutes

Using 3 simple steps, this video offers a unique process for making successful hiring decisions.

Rental \$295; Purchase \$495

DO IT RIGHT

(MONAD) 4 minute DVD

A fast-paced motivational video dealing with quality. Extremely upbeat!

Rental \$195; Purchase \$345

DO IT RIGHT THE FIRST TIME: PAYING ATTENTION TO DETAILS

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

Offers a step-by-step approach for making success a permanent habit, by accomplishing tasks correctly the first time.

Purchase only, \$195

DO MORE IN LESS TIME: TAME YOUR WORKLOAD BY DRAMATICALLY INCREASING YOUR PRODUCTIVITY

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

Offers 5 smart work habits to help manage your time and boost productivity.

Purchase only, \$195

DO RIGHT

(PUSH PLAY) 30 minutes, VHS/DVD

Lou Holtz discusses his philosophy of motivation; based on giving his utmost to every facet of life and deep regard for the rights of others.

Either format. Rental \$250; Purchase \$595

DO RIGHT II

(PUSH PLAY) 30 minutes, VHS/DVD

Lou Holtz expands the original philosophies stated in Do Right, giving it more of a team orientation. If you liked the original you'll love this sequel.

Either format. Rental \$250; Purchase \$595

DO RIGHT: THE PLAN

(PUSH PLAY) 30 minutes, VHS/DVD

Lou Holtz offers a plan for implementing personal and organizational success, based on his concepts of motivation; giving one's all in life; and deep regard for the rights of others.

Either format. Rental \$295; Purchase \$695

DO YOU BELIEVE IN MIRACLES?

(MONAD) 24 minute DVD

Want to see a great moment in Olympic history? Then see how an amateur, underdog, but highly motivated US Hockey Team won a 1980 Olympic Gold Medal; and it's stunning upset of the top seeded, professional, Russian National Hockey Team.

Rental \$195; Purchase, \$345

DOCUMENTING DISCIPLINE

(COASTAL) 22 minute VHS/DVD

Provides the steps to ensure solid, consistent documentation procedures throughout your company; and legally address performance issues.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

DOCUMENTING DISCIPLINE II

(COASTAL) 21 minute DVD, with ancillary materials

Demonstrates clearly and concisely how managers and supervisors should daily deal with employee performance issues.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

DOCUMENTING DISCIPLINE: MANUFACTURING VERSION

(COASTAL) 24 minutes

Using a concept, FOSA, managers will see how to ensure consistent, legal documentation for the employee's, their's and their organization's benefit.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

DOES THE TEAM WORK?

(VIDEO ARTS) 25 minute DVD

Based on the work of Dr. Meredith Belbin, this video orients the viewer to all aspects of creating and implementing effective teams.

Rental \$350; Purchase \$870

DOING BUSINESS IN ARGENTINA

(LEARNCOM) 48 minute, DVD only

Steeped in European heritage, this documentary offers insight into etiquette, history, communicating, relationships, values, and an authoritarian posture.

Rental \$195; Purchase \$695

DOING BUSINESS IN BRAZIL

(LEARNCOM) 38 minute, DVD only

Discover a relaxed attitude that governs much of what does and doesn't get done; and how to accomplish your objectives anyway.

Rental \$195; Purchase \$695

DOING BUSINESS IN CHILE

(LEARNCOM) 43 minute, DVD only

Learn what sets it apart from its Latin American neighbors to the proper etiquette for building and managing relationships.

Rental \$195; Purchase \$695

DOING BUSINESS IN INDONESIA

(LEARNCOM) 44 minute, DVD only

17,000 islands and the world's largest Muslim population, require you to become an expert at reading body language and silence to understand what's really being said; so as to successfully do business there.

Rental \$195; Purchase \$695

DOING BUSINESS IN MALAYSIA

(LEARNCOM) 46 minute, DVD only

A tropical kingdom of exotic cultural traditions with technological innovations; where the people cherish harmony and intricate webs of negotiating.

Rental \$195; Purchase \$695

DOING BUSINESS IN MEXICO

(LEARNCOM) 33 minute, DVD only

Meet Mexicans, learn how they really are, how they see you, the world around them, and how to recognize what's fact or fiction.

Purchase only, DVD \$695

DOING BUSINESS IN SINGAPORE

(LEARNCOM) 44 minute, DVD only

A sparkling city-state blending modern business efficiency and ancient superstitious beliefs; doing business in the open or behind closed doors, and the concern of "loss of face,"

Rental \$195; Purchase \$695

DON'T FIRE THEM, FIRE THEM UP

(MONAD) 20 minute DVD

Shows the success concepts, sales managers, need to instill in their people

to induce motivation, positive attitudes and customer concern.
Rental \$195; Purchase \$345

DON'T MIND HIM, HE'S ONLY A CUSTOMER

(VIDEO ARTS) 20 minute DVD
Shows the common mistakes made by service staff who deal with customers regularly, forgetting or ignoring that their function is to provide service.
Rental \$250; Purchase \$435

DON'T PANIC

(QMR) 24 minute DVD with ancillary materials
Offers 5 key elements of constructive responses to circumstances that might intimidate or frighten; as it shows 8 people who have successfully navigated challenging or stressful situations come together to cook a meal.
Rental \$295; Purchase \$625

DON'T SHOOT THE MESSENGER: COMMON WORKPLACE COURTESIES THAT REDUCE TENSION & LOWER STRESS

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide
Viewers learn how to effectively stop bad and inconsiderate workplace behavior, defusing tension in creating enjoyable workdays.
Purchase only, \$195

D.O.T. DRUG & ALCOHOL TESTING

(COASTAL) 26 minutes
D.O.T. mandates commercial drivers participate in drug and alcohol testing. The video explains it to supervisors and employees to alleviate their fears.
Rental \$115; Purchase \$495

DREADED APPRAISAL, THE/THE APPRAISAL INTERVIEW

(VIDEO ARTS) 30 minute DVD
By using 3 examples, John Cleese gets managers focused on making appraisals effective, by keeping people happy and motivated.
Rental \$350; Purchase \$999

DRIVEN TO DISTRACTION

(COASTAL) 16 minute VHS or DVD, with ancillary materials
Presents, the everyday distractions that can undermine one's concentration when driving; and how they might result in serious injury or death.
Either format. Rental \$115; Purchase \$495

DRIVING IT HOME

(TWIN) 25 minutes
The ability to persuade is difficult at best; but doubly so when writing. This video shows how to develop this critical skill.
Purchase \$355

DROP BY DROP

(COASTAL) 20 minute VHS/DVD, with ancillary materials
This diversity program, shows how negative gestures called, "micro-inequities," are small communications of disrespect, prejudice, inequality, small slights, subtle discriminations and tiny injustices are destructive; occurring daily in organizations.
Either Format. Rental \$295; Purchase \$945, DVD has Spanish

E-MAIL ESSENTIALS

(QMR) 28 minutes
This video is available in both employee and management versions, offering 8 scenarios on the dos and don'ts of positive use of E-Mail.
Rental \$295; Purchase \$625. Either Format

EEO COMPLIANCE FOR SUPERVISORS & MANAGERS

(MONAD) 23 minute DVD
A review of Age Discrimination in Employment, plus the laws that cover everything from religious discrimination to sexual harassment.
Rental \$195; Purchase \$345

EFCA CARD TRICKS

(AGTS) 9 minute DVD program
The Employee Free Choice Act (EFCA) would take away an employees right to

secret ballot elections and voting for union representation. Available in Spanish, there is also a second edition called ELCA Card Sharks
Any version. Rental \$150; Purchase \$499

EFFECTIVE PEOPLE SKILLS VIDEO SERIES

(WORKPLACE PUBLISHING) 8 modules, 6 minutes per
A program of 8 modules for teaching the essential skills for productive performance, interpersonal effectiveness and better relations with coworkers.

1. Determining the Right Response to Conflict. 2. Handling Overt Conflict. 3. Handling Covert Conflict. 4. The Aikido Approach To Conflict. 5. Working Collaboratively. 6. Listening. 7. Asserting. 8. Giving & Receiving Feedback.
Each. Purchase only, \$150, all-\$800

EFFECTIVE PERFORMANCE MANAGEMENT: BUILDING A QUALITY ORGANIZATION

(JWA) 20 minute video, audio and guide
Provides the necessary tools to develop and implement a performance management system that ensures everyone is working for the same results.
Purchase only, VHS \$109.95; DVD \$129.95

EFFECTIVE TEAMWORK

(JWA) 39 minute video, audio, & book
Offers 5 points for your workforce to develop and maintain a cooperative, creative, and productive team environment.
Purchase only, VHS \$109.95; DVD \$129.95

EGG, THE

(NFBC) 1 minute
Meeting opener dealing with change, how it occurs, and resistance to it.
Rental \$195; Purchase \$295

EITHER WAY YOU'RE RIGHT II

(COASTAL) 8 minute VHS/DVD
Features familiar and famous personalities (Ray Charles, Oprah Winfrey, Jim Abbott, Dolly Parton, Steven Spielberg, etc.) of today, and how they persevered through many failures until success.
Either format. Rental \$225; Purchase \$495

ELLIE MAE: RE-IMAGINE TECHNOLOGY & THE CUSTOMER (Re-imagine! Series)

(ENTERPRISE MEDIA) 7 minute video and workbook
Shows how a company can respond to new challenges in the mortgage industry, fearlessly using technology and an innovative approach to change.
Rental \$295, DVD \$345; Either format. Purchase \$595. Quantity discounts.

ELEPHANT, THE: A SIMPLE FABLE ABOUT COMMUNICATION, PERCEPTION, & AN ELEPHANT

(LEARNCOM) 6 minutes
An animated, meeting opener focusing on seeing the big picture, rather than one's own point of view.
Rental \$110; Purchase \$320 for VHS or DVD

E-MAIL ESSENTIALS

(QMR) DVD & Online with ancillary materials
Groups of Legal, HR and Technology experts discuss each scenario, suggesting guidelines for using your e-mail in a manner that is legal, appropriate and consistent with the values of your organization. Versions for employees (24"), managers (28"), private, and public sector organizations.
Rental \$295; Purchase \$625

EMMA'S CHOICE

(MONAD) 17 minute DVD
A happy, productive, team oriented employee, creates a dilemma for her manager. She's entitled to a promotion, but he doesn't want to lose her. For Employee Retention, Communication, and Career Development programs.
Rental \$195; Purchase \$495

EMERGENCY ACTION PLAN: CRISIS UNDER CONTROL

(COASTAL) 15 minute VHS/DVD
This video focuses on how to develop an Emergency Action Plan for keeping

employees and property safe in disasters.
Either format. Rental \$115; Purchase \$495

EMOTIONAL INTELLIGENCE

(CRM) 25 minutes; CD & ancillary materials
Recognition of Emotional Intelligence (EI) as a managerial tool is the basis for this video, which shows viewers a structured, step-by-step approach to developing the emotional competencies, that bring more creativity, energy and intuition, to their work.
Rental \$275; Purchase \$995 either DVD or Video.

EMOTIONAL IQ

(MONAD) 14 minute DVD
John Stossel and a psychologist, explore the concept, how it effects dealing with anger, anxiousness, reading, nonverbal, and deferring gratification.
Rental \$195; Purchase \$450

EMPATHIC LISTENING

(CRM) 4 DVD program, with ancillary materials
This program explains the concept, showing how it helps us truly understand, and successfully communicate with others.

- 1. Nobody's Listening** (11"). What happens when a manager fails to listen to an employee; and how active listening can avert problems.
 - 2. Diagnose Before You Prescribed** (8"). Stephen Covey provides insights on this key step in the process.
 - 3. I Know Just What You Mean** (21"). The difference between listening with the intent to respond and the intent to understand; plus techniques to minimize miscommunication.
 - 4. Tonesetter** (10"). Quotes and music to be played before, during, and after the program.
- Rental, \$395; Purchase, \$795*

EMPLOYEE AWARENESS: SEXUAL HARASSMENT

(DISCOVER) 13 minutes
Helps employees recognize what is or isn't acceptable behavior, and how innocent comments or actions may appear offensive.
Rental \$195; Purchase \$395. Available in Spanish.

EMPLOYEE 101: RESPECTING THE TEAM

(COASTAL) 20 minute VHS/DVD
Offers 4 critical points, that do double duty for training new employees and refreshing the current ones.
Either format. Rental \$295; Purchase \$625

EMPOWERING EMPLOYEES

(JWA) 30 minute video, audio, & book
Offers 4 key points for helping employees assume responsibilities, and experience risk or rewards associated with making their own decisions.
Purchase only, VHS \$109.95; DVD \$129.95

ENCOURAGING MANAGER, THE

(STAR THROWER) 16 minutes
Using humorous examples, the video explores what is needed to create productive environments and enthusiastic employees.
Rental \$295; Purchase \$395

ENCOURAGING THE HEART

(JOHN WILEY) 20 minutes, DVD only
James M. Kouzes and Barry Z. Posner show leaders how to voice caring and courage in mobilizing people to personal and organizational greatness.
Purchase only, \$499

END OF THE LINE

(COASTAL) 15 minute VHS
Shows 3 situations of angry phone customers, with techniques to calm and solve their problems.
Rental \$195; Purchase \$550

ENDING SEXUAL HARASSMENT

(COASTAL) 33 minute VHS

Shows an organization's employees what to do about understanding, curtailing, and dealing with sexual harassment situations.
Rental \$295; Purchase \$595

ENTREPRENEURS: AN AMERICAN ADVENTURE

(ENTERPRISE MEDIA) 50 minutes each VHS.
Robert Mitchum hosts 6 videos of fascinating success stories about unlocking creativity, risk-taking, having fun on the job, increasing productivity, sponsoring intrapreneurship and managing risk. **1. The Entrepreneurs; 2. Opportunity: The Land And Its People; 3. Expanding America; 4. Made In America; 5. The Salesman: Giving 'Em What They Want; 6. Instant America.**
Series purchase only, \$299

ERGONOMICS: PREVENTING CUMULATIVE TRAUMA DISORDERS

(ICON) 21 minutes
The majority of occupational injuries is because of repeated stress on tissues and joints of the body. Focusing on tasks of repetitive motion or repetitive force, showing how to reduce or eliminate many of the risk factors.
Rental \$95; Purchase \$375

ERRAND RUN, THE

(5S) 20 minute DVD
Viewers see how to think of their jobs as a stream of activities (value stream) by correlating them to going on a series of errands to various stores; and showing how to create value stream maps that maximize value added work, while eliminating non-value added waste by applying continuous improvement principles.
Purchase only, \$195

ETHICS IN CORPORATE AMERICA: A CRISIS OF CREDIBILITY

(FILMS MEDIA) 36 minute VHS/DVD
This NewsHour program in a 3 part segment, reviews business ethics by detailing and offering such examples as; Arthur Andersen, Stew Leonard Sr., Enron, Tyco, Morgan Stanley, and Merrill Lynch.
Purchase only, \$195

ETHICS 4 EVERYONE

(CRM) 15 minutes
Narrated by noted ethicist Eric Harvey, it illustrates the cause and effect of corporate and individual responsibility for making decisions that insure a greater ethical response to business issues.
Rental \$275, Purchase \$995 either DVD or Video

ETHICS IN ACTION 6 PILLARS OF CHARACTER, THE

(LIGHTWORKS MEDIA) 24 minutes
Michael Josephson, founder of the Josephson Institute of Ethics, offers strong, clear guidance to strengthen and build your company's ethical culture.
Rental \$250; Purchase \$695

ETHICS: THE L.O.G.I.C. OF RIGHT

(COASTAL) 22 minute DVD with ancillary materials
Features a knowledgeable host offering the benefits of ethical work environments, while showing a variety of realistic scenarios. The ethical dilemmas require viewer participation and discussion.
Rental: \$295; Purchase \$945

EVEN EAGLES NEED A PUSH

(WORKPLACE PUBLISHING) 24 minute DVD with ancillary materials
David McNally outlines strategy, as he illustrates 5 qualities of confident, empowered people, showing how to remove limiting beliefs while creating the courage to move forward.
Rental \$295; Purchase \$495

EVEREST

(CRM) 14 minute VHS/DVD
Climbing Mount Everest is hard, but blind it's impossible; or is it? This true story follows Erik Weihenmayer quest to reach to reach the summit; and the amazing team that made it possible.
Either format. Rental \$225; purchase \$645

EVERY CALL COUNTS

(FILMS MEDIA) 35 minute VHS/DVD

Presents real world scenarios, this video illustrates key concepts/skills for proper telephone techniques and communication etiquette such as; delivering the perfect reading, screening calls, handling irate callers, transferring callers, and using voicemail.

Purchase only, \$195

EVERYBODY LOVES A WINNER!

(LIGHT WORKS MEDIA) 3 minute VHS/DVD

A fast-paced, upbeat celebration of individual effort; being challenged, doing our best, playing to win, winning, and having a great time doing it.

Rental \$125; Purchase \$295 for VHS or DVD.

EVERYBODY WINS: HOW TO TURN CONFLICT INTO COLLABORATION

(VISIONPOINT/MONAD) 19 minute, VHS/DVD with ancillary materials

Shows how to deal and recognize 3 common conflict situations in the workplace: Peer-to-Peer; Work-Team; and Manager-to-Employee.

Purchase only, \$695

EVERYBODY'S IN SALES

(OSPRI) 17 minute VHS/DVD

Humorous situations explore how all employee, regardless of who they are in the organization, are responsible in some way for the organization's sales.

Either format. Rental \$150; Purchase \$495

EVERYONE'S CUSTOMER SERVICE ROLE

(BRIEFINGS) 13 minute, VHS/DVD with leaders guide

Demonstrates how the actions of each employee can strengthen or break the vital link to customer service success.

Purchase only, \$195

EVERYONE'S TEAMWORK ROLE

(BRIEFINGS) 19 minute, VHS/DVD with leaders guide

Offers 6 key points for confirming that team members understand their roles and responsibilities for better cooperation, productivity, and success.

Purchase only, \$195

EVERYDAY CREATIVITY

(STAR THROWER) 20 minutes, VHS/DVD; CD & ancillary materials

National Geographic photographer Dewitt Jones uses his experiences and inspirational photos, in presenting 4 key points to help viewers be creative and search for new ideas.

Rental \$295; Purchase \$795, VHS or DVD

EVERYTHING IS DESIGN

(ENTERPRISE MEDIA) 41 minute VHS/DVD

Tom Peters points out the necessity of "great design" in creating interest for an emotional tie between an organization and its customers. Does creating the opportunity to implement the actions that meet their needs and desires.

Either format. Rental \$295; Purchase \$495

EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT MANAGEMENT

(COASTAL) 25 minute VHS/DVD

This video displays 10 key points including delegating, empowerment, communication, and motivation to assist managers to do their job successfully.

Either format. Rental \$295; Purchase \$595

EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT SUPERVISION

(COASTAL) 30 minute VHS/DVD

Introduces the pitfalls and solutions for newly appointed supervisors.

Either format. Rental \$295; Purchase, \$595

EXCEEDING EXPECTATIONS

(COASTAL) 14 minute VHS/DVD

Starring Harry Anderson, this video focuses on going beyond basic customer service. The kind of treatment that pleasantly surprises, inducing customers to return, as you have increased the value of their purchase.

Either format Rental \$295; Purchase \$695

EXCELLENCE FILES ACTION AGENDA Series

(ENTERPRISE MEDIA) 3 part, 86 minute VHS/DVD

File 101: Building Teams For Success. A case study of a team at Rubbermaid's Little Tykes division, successfully developing and launching a product that revolutionized the day care playground equipment market.

File 102: Creating World Class Customer Service. Employees and managers present 6 core skills, that allowed their companies (Southwest Airlines, Whole Foods Market and USAA Insurance) to achieve superior customer service.

File 103: Developing 21st Century Leaders. Presents success strategies by top performing leaders and managers at Coca-Cola, *Southwest Airlines, USAA Insurance, The Defense Personnel Support Center and Whole Foods Market.

Rental \$195, all-3 \$595, DVD \$245, all-3 \$595; VHS/DVD Purchase \$595, all-3 \$995

EXCELLENCE FILES, THE

(ENTERPRISE MEDIA) 86 minutes

Presents 8 case studies of major companies preparing for success in the 21st century, by responding to the needs of the new workforce and their customers.

Rental \$225, DVD \$275. Either format, Purchase \$795. Each case study, \$495.

EYE OF THE STORM, THE

(ADMIRE) 25 minutes

Jane Elliott's filming of her third grade class exercise on discrimination, and its impact. See the video "Blue-Eyed/Brown-Eyed" for an update on this exercise and its application to diversity programs.

Purchase only, \$295

FACES

(NFBC) 1 minute

Meeting opener for programs on teamwork, diversity and cultures.

Rental \$195; Purchase \$295

FACILITATE

(LEARNCOM) 17 minutes

How the type of question affects participants; and how the skill causes the group to focus on their experience, creativity, and logic for the task at hand.

Rental \$150; Purchase \$495 for VHS or DVD

FACING ANGER

(GERALD T. ROGERS) 20 minutes

5 personalities represent classic examples of workplace anger, the video then offers techniques and their implementation for successfully handling anger.

Rental \$165; Purchase \$495

FACING THE CHALLENGE OF CHANGE

(W. R. SHIRAH) 36 minute, VHS/DVD with ancillary materials

Dr. Ben Bissell shows viewers new ways to accept and deal with change in today's stressful and challenging work and personal environments.

Purchase only, \$295, VHS or DVD

FAIRER SEX, THE?

(TRAINERS TOOLCHEST) 16 minutes

A program that documents gender discrimination and its effect on 2 people in a major urban center. Also part of The ABCs of Discrimination Series.

Rental \$95; Purchase \$325

FAIRNESS FACTOR, THE, Series

(CRM) 3 videos, 20 minutes each

Focuses on 5 questions, managers should constantly ask themselves.

How To Recruit, Interview & Hire To Maximize Effectiveness & Minimize Legal Liability. Viewers go through 8 steps of the hiring process. From defining the job, recruiting widely, interviewing, testing, making an offer and orientation.

How To Manage Performance & Discipline & Minimize Legal Liability. How to daily and constructively manage performance reviews or disciplinary sessions from preparation, the meeting, documentation, and follow-up.

How To Manage Employee Termination To Minimize Legal Liability. It lays out guidelines, dramatizes legal ramifications, stresses the importance of exit interviews, and the documentation for terminations and resignations.

Purchase \$299, all \$695

FAMILY MEDICAL LEAVE ACT

(POOL & CREW) 2 videos, each averaging 15 minutes
The Series features a top FMLA attorney and a HRD administrator, both of whom have extensive knowledge on implementing the programs.

1. Understanding The Law. 2. Avoiding The Pitfalls.

Purchase only, \$449

FATHER & SON

(CRM) 5 minute video with ancillary materials
Based on a classic brain teaser, this different meeting opener offers a unique way to jump start programs on perception, problem solving, creativity, etc.
Rental \$225; Purchase \$295

FEAR AND STRESS IN THE WORKPLACE: MANAGING THE GLOBAL CHALLENGE

(COASTAL) 22 minute VHS
Focuses on these points: the difference between fear and anxiety; 'normal' reactions to crisis or tragedy; visiting the 'emotional gym' in managing fear and stress; controlling the impact of fear in the workplace; acknowledging and moving beyond fear; the unexpected benefits of living through tragedy.
Rental \$115; Purchase \$495

FEED FORWARD: COACHING FOR YOUR FUTURE

(CHARTHOUSE) 23 minute DVD with ancillary materials
Marshall Goldsmith and his concept of a positive, future focused, behavioral coaching technique. The concept allows analyzing and implementing good relationships, communication and productivity for all groups/persons.
Rental \$250; Purchase \$495

FEEDBACK FOR PERFORMANCE

(VIDEO ARTS) 23 minute DVD, workbook and skills pack
Viewers learn how to give and receive feedback, as a critical team skill.
Rental \$350; Purchase \$870

FEEDBACK SKILLS FOR SUPERVISORS

(JWA) 30 minute VHS/DVD, audio, & book
Offers 5 points for enhancing one's ability to effectively use feedback and positive reinforcement.
Purchase only, VHS \$109.95; DVD \$129.95

FEEDBACK SOLUTIONS VIDEO SERIES

(ASH-QUARRY) 4 videos, averaging 17 minutes each
Giving Feedback: Basic Skills. Structuring successful feedback.
Giving Feedback: Advanced Skills. Handling individuals countering giving it.
Receiving Feedback: Basic Skills. Skills needed for feedback.
Receiving Feedback: Advanced Skills. How to handle individuals countering your attempts to get feedback.
Rental \$150, all-\$495; Purchase \$495, all-\$1,485

50 ACTIVITIES FOR DIVERSITY TRAINING

(TRAINING ABC) book
Contains activities, trainer's notes, handouts and overheads for dealing with all the direct and ancillary issues that surface in a diverse workplace.
Purchase only, \$139.95

50 WAYS TO KEEP YOUR CUSTOMERS Program

(JWA VIDEO) 60 minute VHS/DVD, audio and guide
Offers hands on, do it now techniques, that keep customers happy and ensure they come back
Either Format. Purchase only, VHS \$109.95; DVD \$129.95

FINDING PERSONAL & PROFESSIONAL BALANCE

(MERIDIAN) 20 minutes
Successful, motivated, effective employees know how to balance work, personal and family needs. Viewers learn how to do it, keeping themselves sane and/or stress free while attempting to accomplish the balance.
Purchase only, \$195

FINDING THE UP IN UPHEAVAL

(COASTAL) 22 minute VHS/DVD

Deals with surviving the emotional and professional challenges of change; while coming to grips with the new environment it creates.
Either Format. Rental \$295; Purchase \$845, DVD has Spanish

FIRE PREVENTION & SAFETY

(DISCOVER) 18 minutes
This video shows how to prevent, how to react, the components, and the precautions in combating fires.
Purchase only, \$295

FIRST AMONG EQUALS

(VIDEO ARTS) 25 minute DVD
Focuses on the skills needed by team leaders, offering 3 steps to help them guide their teams successfully.
Rental \$350; Purchase \$999

FIRST ASCENT

(PYRAMID) 12 minutes
Shows the first women's free-climbing team conquering the Naked Edge; a 1,000 foot cliff considered impossible to climb. Their use of the principles of teamwork, goal attainment, risk taking, confidence building and motivation.
Purchase only, \$350

FIRST DO NO HARM

(CRM) 113 minute, VHS/DVDs with ancillary materials
This program allows healthcare workers to see, understand and discuss the challenges of patient safety.
Part 1. A Case Study Of Systems Failures. About Ariana Romanov, a healthy, pregnant woman; the healthcare workers who treated her; her newborn child; and the medical failures that occurred.
Part 2. Taking the lead. 48 hours later, it illustrates how a hospital might respond to the adverse outcome that Ariana had experienced; plus the interaction among the executive, clinical and board members.
VHS or DVD. Each: Rental \$225, both \$400; Purchase \$695, both \$1,190.

FIRST TIME AROUND, THE

(MONAD) 25 minute DVD
Ferdinand Fournies' concepts of Work Planning for preventing errors, delays, misunderstandings, and nonperformance, assuring that tasks are successfully completed the first time.
Rental \$195; Purchase \$345

FISH!

(CHARTHOUSE) 18 minute VHS/DVD, with ancillary materials
Seattle's world-famous Pike's Place Fish Market, and a concept of employees bringing energy, passion, fun and a positive attitude to the workplace.
Either format. Rental \$450; Purchase \$825, LG \$45 extra

FISH! CULTURE

(CHARTHOUSE)
A comprehensive DVD program, featuring the original FISH video; plus additional vignettes and extensive materials for instituting, implementing and maintaining the productivity that results from the FISH philosophy, and its on-going journey of conversation, experience and reflection.
Purchase only, \$999

FISH! STICKS

(CHARTHOUSE) 17 minute VHS/DVD, with ancillary materials
A later filming at the Pike's Place Fish Market, showing some refinements, but the continued process of creating and sustaining the vision of an uncommon, productive, work environments by defining 3 key steps.
Either format. Rental \$450; Purchase \$825

FISH! TALES: BUILDING TRUST

(CHARTHOUSE) 12 minute VHS/DVD, with ancillary materials
Tile Tech, a roofing company, shows how the Fish philosophy improved teamwork, creating a safe, productive and highly motivated organization.
Either format. Rental \$185; Purchase \$295

FISH! TALES: JUMP START

(CHARTHOUSE) 12 minute VHS/DVD, with ancillary materials
Rochester Ford Toyota had the worse record for sales, customer service, and abysmal employee retention in their sales region; but did a 180 degree, becoming first, when a new owner instituted the FISH! Philosophy.
Either format. Rental \$185; Purchase \$295

FISH! TALES: PEAK EXPERIENCE

(CHARTHOUSE) 9 minute VHS/DVD, with ancillary materials
The Aspen Skiing Company introduced the FISH! Philosophy resulting in phenomenal growth, improved employee satisfaction, elevated customer service and strongly branded it resorts.
Either format. Rental \$185; Purchase \$295

FISH! TALES: SPRINT

(CHARTHOUSE) 5 minute VHS/DVD, with ancillary materials
Sprint Global Communications has transformed its call centers as unfavorable workplaces into ones where you can "hear the smiles in the agent's voices" jumping productivity and employee retention 25%.
Either format. Rental \$185; Purchase \$295

FISH! TALES: VITAL SIGNS

(CHARTHOUSE) 12 minute VHS/DVD, with ancillary materials
Missouri Baptist Medical Center successfully applied the FISH! Philosophy to help its staff deal with stressful and demanding issues, they daily face.
Either format. Rental \$185; Purchase \$295

5 QUESTIONS EVERY LEADER MUST ASK: ENGAGING YOUR TEAM TO ACHIEVE ANY GOAL

(CRM) 27 minute DVD/VHS with a CD of ancillary materials
Based on Ed Oakley and Doug Krug, book, "Leadership Made Simple" by the program offers a proven process, "The Framework for Leadership." 5 questions, which when asked in a specific order, enable leaders to engage their team in finding and implementing effective solutions.
DVD/VHS Rental \$275. Purchase \$895

5 SKILLS FOR GETTING A YES

(LEARNCOM) 85 minutes & *60 minutes
Featuring Roger Fisher, Director of the Harvard Negotiation Project, and co-author of "The Getting To Yes And Beyond Machievelli: Tools For Coping With Conflict," guides viewers through the process. Real life examples (British Alcan and a hostile labor-management environment; Boston Public Schools' need for maintaining the support of business) are used to reveal, define and illustrate five essential qualities of effective negotiators.
*Rental \$350, *\$150; Purchase \$995, *\$595 for VHS or DVD*

5 STAR TEAMWORK

(WORKPLACE PUBLISHING) 17 minutes; VHS/DVD with ancillary materials.
Documents the employees at the Four Seasons Restaurant in New York City; their 5 principles, and how they have become a uniquely successful team and top-rated customer service organization.
Either format. Rental \$295; Purchase \$725

5 VALUES OF GREAT CUSTOMER SERVICE, THE

(QMR) 24 minute VHS/DVD
Values-based training, meeting the challenge of customer diversity.
Either format. Rental \$295; Purchase, \$625

5S GARAGE

(IRON MEDIA) 21 minute DVD
Features Paul Schmid, a lean facilitator and producer of this video identifies the 8 wastes, removing them using the 5S process; and using an example of cleaning a garage.
Purchase only, \$195

5 WAVES OF TRUST, THE

(CRM) 8 program DVD with ancillary materials
This is a series of 8 video segments, ranging between 1 & 11 minutes each, dealing with the difficult aspects of trust. Required and demanded of today's

leaders, it shows implementation of successful examples.
Rental: \$495; Purchase \$895

FLASHPOINT: RECOGNIZING & PREVENTING VIOLENCE IN THE WORKPLACE

(CPPS) 21 minute DVD with ancillary materials
Designed to help individuals understand workplace violence, identify early indicators, and take action to reduce the potential of a violent incident. Other versions are available relating to shootings and violence on a campus.
Purchase only, \$695

FLASHPOINT: WHEN VALUES COLLIDE

(ENTERPRISE MEDIA) 73 minutes
Dr. Massey and myths about Sex, Ethnicity, and Age, etc, helping individuals/groups, understand their prejudices, while understanding those of others.
Rental \$225 VHS, \$275 DVD; Either format. Purchase \$795

FLAWLESS LEADERSHIP

(LEARNCOM) 18 minute DVD with ancillary materials
Developed from the intense mission-oriented environment of military fighter pilots, this program for newly appointed managers/supervises, provides essential leadership principles focusing on the critical skills of organizing, communicating, and motivating teams.
Purchase only, \$895

FLIGHT

(COCHRAN PRODUCTIONS) 2 minutes
The progression of aircraft design from the earliest beginnings through today's modern jets, as a theme for motivation, tenacity and success.
Purchase only, \$195

FLIGHT OF THE BUFFALO

(CORVISION) 30 minutes
Based on the book of the same title, authors Jim Belasco and Ralph Stayer corollate the buffalo (a roaming herd solely dependent on one leader) and geese (flying precision formations, with each bird knowing the flock's direction and capable of leading anytime) to "top-down, stifling management that's contrasted by empowered successful organizations."
Rental \$225; Purchase \$695.

FOCUS YOUR VISION

(STAR THROWER) 20 minutes, VHS/DVD with ancillary materials
Dewitt Jones encourages viewers to institute energy and passion, in developing and focusing on visions that results in direction and power. Stunning photography enhances the magnitude of this message.
Rental \$295; Purchase \$795, VHS or DVD

FOLLOW THE LEADER

(LEARNCOM) 3-20 minute segment DVD, with ancillary materials
Bob Allen, formerly of the Disney organization, has created this television-like, reality, leadership, training program. Based on 3 business leaders of different ages, different industries, and possessing similar traits and behaviors. The segments: **1. Vision & Communication;** **2. Integrity & Realism;** and **3. Love & Passion** shows them on-the-job interacting with their people offering positive role models. They are Ron Pearson, Chairman of Hy-Vee supermarkets; Carmen Dominguez, President of Homes by Carmen Dominguez; and Ken Hoffman, VP Operations, Hard Rock Café International.
DVD only. Rental \$275; Purchase \$695

FORKLIFT OPERATION & SAFETY

(KANTOLA) 18 minute DVD
Gives training on maintaining a safety mindset at all times in basic forklift usage. Operator and passenger safety, inspection and loading, intersections and foot traffic, and unattended vehicles.
Purchase only, \$129

FOR THE LOVE OF IT

(STAR THROWER) 25 minute VHS/DVD, with ancillary materials
Another Dewitt Jones inspirational program focusing on enjoying what you

are doing, honoring your passion, contributing to those around us, and expressing gratitude.

Either VHS or DVD: Rental \$200, Purchase \$795

FORGET FOR SUCCESS

(TRAINERS TOOLCHEST) 22 minute DVD with leader guide

Based on a book by Eric Harvey and Steve Ventura, it focuses on one's acceptance of valid beliefs and practices, that have outlived their usefulness; and how to upgrade, forget, find or create, newer or better approaches.

DVD only. Rental \$195; Purchase \$595

FOUR STYLES, THE

(LEARNCOM) 20 minute DVD with ancillary materials

This is a 3 part program about communication that is a scientifically-based concept consisting of 4 behavioral/communication styles; Supportive, Emotive, Reflective, and Directive. Culminating with the flexible approach Platinum Rule; "Do unto others as they would want to be done unto."

Purchase only, \$995

FOUR WEEKS IN MAY & T.E.A.M.W.O.R.K.

(ENTERPRISE MEDIA) 2 program VHS/DVD, with ancillary materials

Using the Indianapolis 500 to drive home leadership, teamwork and motivation Bobby Rahal, of the Rahal/Letterman racing team, shows viewers how to succeed when the challenge is fierce and competitive.

1. Four Weeks in May (18 minutes). Introduces viewers to how the team trains, collaborates and perseveres; while Bobby Rahal leads and inspires each team member; including rookie driver Danica Patrick.

2. T.E.A.M.W.O.R.K. (40 minutes). Has 8 training modules focusing on: training, excellence, attitude, motivation, winning, organization, risk/reward, and kinship. *Either format. Rental \$450; Purchase \$895*

FREE RADICALS OF INNOVATION

(STAR THROWER) 9 segment DVD, averaging 4 to 15 minutes with ancillary materials

This program presents viewers with tools and techniques, limiting risk and fear, but enhancing one's creativity and innovation when dealing with workplace and personal challenges. The segments are: **Innovate Or Die** (4 minutes); **Understanding 6P Innovation** (8 minutes); **Overcoming Fear & Managing Risk** (5 minutes) **Preparing Your Mind** (11 minutes); **Building The Innovation Toolbox** (15 minutes); **Inventing The Future** (7 minutes); **Creating A Culture Of Innovation** (9 minutes wrote); **Collaborating: Leveraging Diversity** (7 minutes); and **What's Your Problem?** (5 minutes).

Not available individually. Rental \$295; Purchase \$595

FROM DELEGATION TO EMPOWERMENT: GETTING THINGS DONE THROUGH PEOPLE

(MONAD) 21 minute DVD

Supervisors learn the need, and how to use delegating to empower, motivate and develop subordinates into productive, satisfied employees.

Rental \$195; Purchase \$345

FROM NO TO YES

(VIDEO ARTS) 27 minute DVD

Points out the key steps to get the commitment of subordinates and peers when instituting new concepts or changing procedures.

Rental \$350; Purchase \$870

FRONT OF THE CLASS, THE

(MEDIA PARTNERS) 24 minute VHS or DVD with ancillary materials

Shows supervisors the concept of leadership, by correlating it to a shy, 6th grade student coping in the classroom. Office, factory and government versions available; with all 3 on DVD.

Either format. Rental \$350; Purchase \$895

FRONTLINE SOLUTIONS

(LEARNCOM) a 2 video multimedia, training module

This interactive, training program contains the videos, "Sexual Harassment In The Workplace and Sexual Harassment: Is It Or Isn't It!" Plus Participant Kits, Planner Reminder Cards, Material DVD (with customizing flexibility) etc.

Purchase only, \$1,795 for VHS or DVD

FUN IS GOOD

(CRM) 13 minutes

A case study of the St. Paul Saints minor-league baseball team; and their philosophy, "Fun Is Good" is keeping games sold out, the fans entertained, the employees motivated and productive, and the ballclub very profitable.

Rental \$275; Purchase VHS or DVD \$695

GALATEA EFFECT, THE

(CRM) 25 minutes

Shows how the Pygmalion Effect affects the self-expectation of subordinates; offering 6 methods for increasing productivity and achieving goals.

Rental \$275; Purchase \$795

GAINING THE COMPETITIVE EDGE WITH BUSINESS ETIQUETTE

(AT EASE) 2 videos, averaging 28 minutes each

As per each title, they cover a myriad of situations to help create successful first and continuous impressions.

Avoiding The 10 Most Commonly Made Business Etiquette Faux Pas. How To Conduct Yourself More Professionally During A Business Meal.

Each: Purchase only, \$99

GATE KEEPER, THE

(LIGHTWORKS MEDIA) 8 minutes

A lighthearted approach to getting around the person (Gate Keeper) who keeps sales representatives from getting to the decision maker.

Rental \$125; Purchase \$295 for VHS or DVD

GENDER & SEXUAL ORIENTATION WORK PLACE ISSUES

(QMR) 20 minute, VHS/DVD

Addresses stereotypes about gays, lesbians, straight men/women, how they effect respect, legal and barrier issues, and acceptable workforce behavior.

Rental \$295; Purchase \$625. Either Format.

GENDER CHALLENGE

(LEARNCOM) 44 minute VHS/DVD

Dr. Pat Heim explores "the fracture line" between men and women; and how the failure to recognize different the communication styles, undermining communication and organizations.

Either format. Rental \$195; Purchase \$495

GENDER-DRIVEN SELLING STRATEGIES

(HEIM GROUP) 30 minute, VHS/DVD

Focuses on selling to either gender; dealing with issues of body language, talking, listening, etiquette, stance, etc. resulting in successful sales.

Either format. Purchase only, VHS \$495, DVD \$545

GENERAL HOSPITABLE: KEEPING YOUR CUSTOMERS SATISFIED (AND JUST PLAIN KEEPING THEM!)

(CRM) 20 minutes

Since most patient complaints are non-medical issues, this video focuses on the actions health professionals can easily take, when addressing a patients' emotional needs.

Rental \$225; Purchase \$595

GENERATION WHY?

(ADVANCED KNOWLEDGE) 22 minute VHS/DVD & Facilitators Guide

Born between 1980 and 1994, Generation Why makes up 25% of the world's population. Eric Chester presents the strategies that will minimize their negatives and maximize their positives.

Rental \$195; Purchase \$495. Special package of both formats, board game, book, reference cards, \$995.

GENERATIONS IN THE WORKPLACE

(CLAIRE RAINES) 30 minutes

Shows 4 generations of workers, the events that shaped their work patterns, the solutions and tools for a cooperative and productive workforce.

Purchase only, \$495

GET HIRED! HOW TO ACE AN INTERVIEW.

(COASTAL) 28 minute VHS/DVD

Shows interviewees how to prepare and what critical skills to learn for suc-

successful interviews.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

GET ORGANIZED & STAY ORGANIZED: 7-DAY PLAN FOR PUTTING YOUR WORK LIFE IN ORDER

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide

After viewing and implementing its concept, viewers will become stress-free, effective and productive during their workday.

Purchase only, \$195

GET ON THE RIGHT BUS

(PUSH PLAY) 29 minute DVD with ancillary materials

Features Mike "Coach K" Krzyzewski, basketball coach of Duke University and the US Olympic team; sharing his philosophies of teamwork, motivation and communication.

Rental: \$350; Purchase \$695

GET READY! HOW TO PREPARE FOR A SUCCESSFUL JOB SEARCH

(COASTAL) 24 minutes

Dr. Paul Green shows viewers how to prepare; plus the skills needed to prepare for a successful job search.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

GET THE WHOLE PICTURE

(VISIONPOINT/MONAD) 2 VHS/DVD (22 & 14 minutes) program & ancillary materials CD

Get The Whole Picture. Insures that managers learn to get specific work examples for evaluation and hiring the right candidates; plus conducting legally defensible interviews.

Trainer Certification Video.. Offers techniques for facilitating the program and instruction on using the assessment tool and other materials.

Purchase only, \$695

GET TO THE POINT & KEEP TO THE POINT

(MONAD) 28 minute DVD

Offers 6 points to help viewers understand and clarify associates and customer problems, by "being ruthless with time, but gracious with people."

Rental \$195; Purchase \$345

GETTING AHEAD BY GETTING ALONG: PEOPLE SKILLS FOR THE WORKPLACE

(KANTOLA) 15 minute VHS/DVD

Ross Shafer offers 6 critical points, relevant in today's pressure-cooker business climate, for getting along with everyone at work.

Either format. Purchase only, \$139

GETTING COOPERATION: TEAMBUILDING THAT WORKS

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide

This program reviews the major causes of teamwork failure, offering many techniques to overcome them.

Purchase only, \$195

GETTING INFORMATION

(LEARNCOM) 14 minute VHS/DVD

Presents 5 key points for effective communication techniques in fact finding, problem solving and selection interviewing.

Either format. Rental \$145; Purchase \$495

GETTING IT RIGHT

(NICHOLAS & SMITH) 29 minute VHS/DVD, CD of ancillary materials

Auditors involved in ISO and GMP audits, learn interpersonal and questioning skills; and techniques for dealing with various staff and other issues.

Either format. Rental \$195; Purchase \$495

GETTING TO YES

(LEARNCOM) 120 minutes & *67 minutes

Based on the bestseller and featuring Roger Fisher, William Ury, and Bruce Patton, the video offers pragmatic, systematic approaches to implementing interest-based negotiations; presenting 7 segments exemplifying this method.

*Rental \$375, *250; Purchase \$995, *\$695 for VHS or DVD*

GIFT FROM MRS. TIMM, A

(MONAD) 15 minute, DVD

A humorous, hospital, customer service video focuses on being helpful and courteous to the public; offering, a novel "Hitchcock" ending as justification.

Rental \$195; Purchase \$345

GIFT OF FEEDBACK, THE

(CHARTHOUSE) 21 minute VHS with ancillary materials

Using personal anecdotes, professional examples, plus 5 keys for success, Dr. Marshall Goldsmith shows the impact of soliciting and using feedback.

Either format. Rental \$350; Purchase \$495

GIFT OF LEARNING, THE

(CORVISION) 5 minutes

Using an example of a boy learning woodworking, this video emphasizes mentoring and coaching to enhance an employee's skills and productivity.

Purchase only, \$295

GIVE 'EM THE PICKLE

(MEDIA PARTNERS) 18 minute VHS or DVD with ancillary materials

Designed for all employees, Bob Farrell dynamically reestablishes the importance and honor of service; how serving others can be rewarding and fulfilling; and how these actions connect customers to companies and their employees. And shows retail, health care, a backroom operation, a call center and restaurant situations. 3 version

Either format. Rental \$350; Purchase \$895

GIVING LEADERSHIP AWAY

(VIDEO VISIONS) 19 minutes

Geared for both experienced and new team leaders, this video focuses on the leader's job as a provider of tools, motivation, and direction; offering 5 key points on successfully accomplishing the job.

Rental \$295; Purchase \$695

GLAD I COULD HELP: REAL CUSTOMER SERVICE SITUATIONS FOR DISCUSSION

(VISIONPOINT/MONAD) 21 minute, VHS/DVD with ancillary materials

Showing common phone and face to face customer service situations, the video offers solutions for internal and external customers.

Purchase only, \$695

GLOBAL ONE: CROSS-CULTURAL UNDERSTANDING

(LEARNCOM) 45 minute, VHS/DVD

South America hosts costly mistakes made by a European engineer, when she fails to understand her local associates and its culture; resulting in their concealing important information from her.

Either format. Rental \$195; Purchase \$695

GLOBAL ONE: INTERCULTURAL COMMUNICATION

(LEARNCOM) 45 minute, VHS/DVD

An excellent program on how to avoid miscommunication, focusing on translation, physical communication, direct vs. indirect communication, high-context vs. low-context interaction, etc.

Either format. Rental \$195; Purchase \$695

GLOBAL ONE: INTERNATIONAL NEGOTIATING

(LEARNCOM) 45 minute, VHS/DVD

Dealing with different ways of negotiating, offering strategies for preparing effectively, forming your team, building rapport, making effective presentations, overcoming obstacles, reaching agreement, etc

Either format. Rental \$195; Purchase \$695

GLOBAL SCENARIO: BUILDING THE MULTICULTURAL TEAM

(LEARNCOM) 15 minute, VHS/DVD

Tokyo is the host for a problem-plagued meeting between 5 managers from Asia, Europe, the Middle East, North and South America.

Either format. Rental \$195; Purchase \$595

GLOBAL SCENARIO: BUILDING THE VIRTUAL TEAM

(LEARNCOM) 18 minute, VHS/DVD

In this video viewers see the effects of traditional cultures on modern com-

munications; as a leader of a virtual team faces challenges in trying to lead managers in Africa, Asia, India and Latin America.

Either format. Rental \$195; Purchase \$595

GLOBAL SCENARIO: CROSS-CULTURAL COMMUNICATION

(LEARNCOM) 10 minute, VHS/DVD

Focuses on a female manager floundering as she tries to understand her employees', their culture, her role in communication, and a diverse workforce.

Either format. Rental \$195; Purchase \$595

GLOBAL SCENARIO: CULTURAL AWARENESS

(LEARNCOM) 10 minute, VHS/DVD

This video focuses on the conflict between an American manager and his Muslim counterpart; plus showing the critical communication skills essential for cross-cultural success.

Either format. Rental \$195; Purchase \$595

GOAL, THE: DRAMATIC VERNON

(COASTAL) 55 minute VHS/DVD

Shows how to raise questions instead of answers, identify bottlenecks, implement key principles to improve performance, think logically and consistently to determine "cause and effect" of their actions; creating a culture of ongoing improvement.

Either Format. Rental \$295; Purchase \$895, DVD has Spanish

GOAL, THE: HOW TO

(COASTAL) 45 minute VHS/DVD

Offers viewers practical, goal-driven guidelines of thinking logically and consistently, determining cause and effect, assessing the action and the results, allowing them to effectively deal with manufacturing bottlenecks.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

GOALS: THE BACKBONE OF DREAMS

(ENTERPRISE MEDIA) 3 minute VHS/DVD

Athletes achieve success in mountain climbing, football, soccer, sprinting, skiing and cycling, as it focuses on inspiration and motivation concepts.

Rental \$225, DVD \$250; Either format. Purchase \$445

GOING INTERNATIONAL Series

(GRIGGS) 7 VHS/DVD, 30 minutes except one* (15); plus ancillary materials For all individuals having to deal with a culture other than their own.

1. Beyond Culture Shock. Deals with individuals and families going abroad, dealing with the culture shock and having a positive experience.

2. Bridging The Culture Gap. Shows the contrasts of the viewer's culture with other diverse cultures, reviewing taboos and accepted standards of behavior.

3. Going International-Safely. Alerts the traveler to a variety of security problems and shows how to reduce risk each step of the way.

4. Living In The USA. Prepares the newcomer for the cultural shock and practical realities of life in the USA.

5. Managing The Overseas Assignment. Experts review dramatizations of cultural misunderstandings in Japan, Saudi Arabia, England, India and Mexico, explaining the goof, correcting, and presenting improvements.

6. Welcome Home Stranger.* Focuses on the problems of returning home, showing how families overcome the difficulties of "reentry" into the workplace, community and school.

7. Working In The USA. Introduces foreign nationals to the values and dynamics of the US; plus case histories of individuals who have worked here.

Each: Rental \$250, series \$1,000; Purchase \$500, series \$1,750

GOING TO A MEETING Series

(VIDEO ARTS) 2 DVDs averaging 20 minutes, with ancillary materials

John Cleese shows how to prepare for, and conduct, productive meetings.

Part 1: Messing Up A Meeting. Shows how to avoid meeting mistakes, prepare and clarify discussion points.

Part 2: Meeting Menaces. Handling diverse personalities at a meeting.

Each: Rental \$350; Purchase \$999, both \$1,394

GOLF & THE ART OF CUSTOMER SERVICE: STRATEGIES FOR BRANDING EXEMPLARY CUSTOMER SERVICE

(LIGHTWORKS MEDIA) 3 DVD programs with extensive, optional, ancillary materials for each.

Shows how to analyze, create, develop, and implement a unified, customer service strategy to counter the 68% of customers an organization loses.

It's based on Robert Reiss' book of the same title and Peter Belmont's 4 key strategies of winning golf. The videos expand the book's concepts by correlating the strategies to customer service; offering extensive insights and steps for successfully implementing them in any organization.

*Each. Rental: \$275. Purchase: **Basic**, \$495 (10"); **Healthcare**, \$695 (28"); **Generic/Biz**, \$795 (28"). Deduct \$100 per version for video only.*

GOOD COMPANY

(MEDIA PARTNERS) 3 minute VHS or DVD

A fun, hip-hop music video, featuring 50 famous people in their first jobs. Reminding employees that no matter where they are in their careers, success happens one step at a time.

Either format. Purchase only, \$295

GOOD ENOUGH ISN'T GOOD ENOUGH

(COASTAL) 7 minute VHS

Features 5 ordinary people who daily take the extraordinary steps to ensure that the quality actions they take go beyond good enough.

Rental \$295; Purchase \$395

GOOD NEWS! IT'S PERFORMANCE APPRAISAL TIME

(MONAD) 20 minute DVD

Shows the employees' role, their preparation for and participation in appraisals.

Rental \$195; Purchase \$345

GOOD OLD DAYS OF QUALITY SERVICE

(COASTAL) 3 minute VHS

A motivational video for viewers to make quality service happen; based on their pride, care, dedication, teamwork and excellence.

Rental \$295; Purchase \$395

GOOD PEOPLE, BAD CHOICES

(MVID EDGE) 24 minute VHS/DVD, with ancillary materials

Featuring 9 vignettes, this program focuses on ethical dilemmas or acts of ethical misconduct, explores the aspects of ethics, choices and personal accountability; reviewing issues of confidentiality, gift giving, financial accountability, copyright infringement, etc.

Either format. Rental \$350; Purchase \$795

GREAT MINDS, THE, MEETING OPENER SERIES

(TRAINING ABC) 3-4 minutes each; only in DVD

An 11 title series, each available individually, featuring some of the greatest motivational, inspirational and historic personalities; such as Winston Churchill, John Kennedy, Martin Luther King, Mark Twain, Theodore, Franklin and Eleanor Roosevelt, Helen Keller, Christopher Reeve, Muhammad Ali, Orville Wright, Thomas Edison, Frank Lloyd Wright, Benjamin Franklin, Andrew Carnegie, Vince Lombardi, Rosa Parks, Henry Ford, Pat Riley, Stephan Covey, Oprah Winfrey, Lou Holtz, Sandra Day O'Connor, etc., and their eloquent words of wisdom.

1. Think Again; 2. Extraordinary; 3. What's Holding You Back? 4. Great Minds On Leadership; 5. Great Minds On Motivation; 6. Great Minds On Creativity, Innovation and Imagination; 7. Great Minds On Attitude; 8. Great Minds On Teamwork; 9. Great Minds On Character; 10. Great Minds On Respect, Tolerance & Diversity; 11. Great Minds On Teaching & Learning.

Each: Rental \$195, all-\$995; Purchase \$295, all-\$1495

GREEN MOVIE: EMPOWERMENT WITHIN A FRAMEWORK

(VIDEO ARTS) 15 minute DVD

Mark Brown, internationally claimed expert on creativity and innovation, shows how to initiate, apply, at implement creativity, without causing chaos.

Rental \$250; Purchase \$695

GROUPTHINK

(CRM) 25 minutes

Shows the inherent, potential dangers in group decision making and its

relationship to the Challenger Space Shuttle tragedy.
Rental \$275; Purchase \$895

GORILLA IN THE MIDST: AUDITING TO ADD VALUE

(NICHOLAS & SMITH) 27 minute VHS/DVD, CD of ancillary materials
Using an extraordinary example, it focuses on the value, auditing adds to an organization's management systems; as well as the compliance for ISO 9001, ISO 14,001, Health and Safety, and GNP. Emphasizes the personality traits, knowledge and influencing skills, business improvement auditors need.
Either format. Rental \$195; Purchase \$495

GUEST, THE, 2E

(MEDIA PARTNERS) 14 minute VHS or DVD with ancillary materials
Humorously, but simply portrayed, viewers will see the correlation of inviting a guest into their home and giving good customer service.
Either format. Rental \$350; Purchase \$895

GUNG HO! DRAMATIC

(BLANCHARD TRAINING & DEVELOPMENT) 25 minutes
Based on the bestseller by Ken Blanchard and Sheldon Bowles, the video features 3 core principles. The Spirit Of The Squirrel, The Way Of The Beaver, and The Gift Of The Goose, to create motivated and successful organizations
Rental \$225; Purchase \$895

GUNG HO! SUCCEEDING IN A CHANGING WORLD

(BLANCHARD TRAINING & DEVELOPMENT) 60 minutes
Based on the bestseller by Ken Blanchard and Sheldon Bowles, the video features Ken Blanchard in a seminar, presenting his concepts for motivated and successful organizations.
Rental \$175; Purchase \$795

HANDCUFFS ON YOUR BRAIN

(TWIN PRODUCTIONS) 40 minutes
Many people write poorly because their skills are buried under bad habits and years of poor advice. This video helps to change those habits.
Rental \$175; Purchase \$625

HANDLING INCOMING CALLS

(COASTAL) 20 minute VHS
For inbound telemarketing training, customer service and telephone courtesy. Key points are: Handling incoming calls effectively; showing concern for customers; handling the angry customer; asking probing questions; turning a problem or request for information into a sale.
Rental \$295; Purchase \$595

HANDLING THE SEXUAL HARASSMENT COMPLAINT

(COASTAL) 15 minute VHS
Shows how to effectively and legally respond to sexual harassment complaints; avoiding havoc creating situations in organizations.
Rental \$295; Purchase \$695

HAPPILY EVER AFTER...SETTING GOALS

(MERIDIAN) 15 minutes
Using a fairy tale, it shows how to set, implement, and accomplish one's goal.
Purchase only, \$195

HARASSMENT HURTS: IT'S PERSONAL

(ATS) 16 and 5 minute program* with ancillary materials
This program, is an excellent, comprehensive production about harassment and its legal details. It covers every conceivable aspect of harassment, while exploring its pain and cost. *Exploring Harassment is available individually.
*Rental \$295; Purchase \$595; *\$295*

HARASSMENT IS...

(COASTAL) 20 minute VHS/DVD, with ancillary materials
Because of the range of subtle issues, it is critical to train all personnel in recognizing harassment's various forms, its prevention, and the implementation of measures to create a respectful, stress-free workplace. Available in

Retail, Office, Industrial, Hospitality, *Healthcare, and Government versions.
*Either Format. Rental \$295; Purchase \$845, DVD has Spanish
Rental \$125; Purchase \$545, DVD has Spanish

HARASSMENT: THE REAL SCENE

(COASTAL) 27 minute VHS/DVD, with ancillary materials
Using footage from a wide variety of award-winning programs, the host takes viewers through various scenes, subtly and blatantly sharing his practical insights and cautionary advice.
Either Format. Rental \$295; Purchase \$845, DVD has Spanish

HEATING UP YOUR COLD CALLS

(BRIEFINGS) 16 minute, VHS/DVD with leaders guide
Prospecting is never-ending, and the video shows how to do it successfully.
Purchase only, \$195

HELPING HAND, THE: COACHING SKILLS FOR MANAGERS

(VIDEO ARTS) 38 minute DVD
John Cleese humorously shows managers how to free themselves to focus on profitable business areas, by coaching their staff to develop new skills and embrace new responsibilities.
Rental \$350; Purchase \$999

HIDDEN CUSTOMER. THE: INTERNAL CUSTOMER SERVICE

(LEARNCOM) 19 minutes
Shows the concept of internal customer service, illustrating its use between department and problem-solving at work.
Rental \$150; Purchase \$595 for VHS or DVD

HIRE FOR ATTITUDE

(VIDEO VISIONS) 20 minutes, VHS/DVD
Although this video is about interviewing, it focuses on hiring people with the right mindset, since the necessary skills can be taught.
Rental \$295; Purchase \$695 for VHS or DVD, \$200 more for both

HIRING PROCESS, THE: JOBFATHER'S GUIDE TO INTERVIEWING

(JOBFATHER) 52 minutes
Designed to help college students interview for major companies; plus offering information for employees interviewing for new positions within an organization, or outplacement programs.
Purchase only, \$495

HIRING SECRETS: 12 TIPS TO GET CANDIDATES TO REVEAL THEIR TRUE SELVES

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide
This program shows how to get applicants to give the information that justifies their being hired.
Purchase only, \$195

HIRING THE BEST

(JWA) 30 minute video, audio, & book
A step-by-step program with 4 points for finding and hiring good employees.
Purchase only, VHS \$109.95, DVD \$129.95

HOT UNDER THE COLLAR

(COASTAL) 17 minute VHS
Presents 7 effective steps in responding to irate customers; how to diffuse them, and create a climate for reconciliation.
Rental \$295; Purchase \$595

HOW AM I DOING

(VIDEO ARTS) 26 minute DVD
John Cleese, in his own humorous style, does the dos and don'ts of the appraisal interview.
Rental \$350; Purchase \$999

HOW DO YOU PUT A GIRAFFE INTO A REFRIGERATOR?

(ADVANCE KNOWLEDGE) 5 minute video with ancillary materials

An enjoyable animated meeting opener, this video focuses on thinking; how to formulate strategies for problem solving and creativity.
Rental \$150; Purchase \$295

HOW GREAT COMPANIES GET GREAT PEOPLE

(MONAD) 20 minute DVD
Shows a unique approach for recruiting, so as to develop highly successful groups/teams of employees.
Rental \$195; Purchase \$345

HOW IN HELL DO WE MANAGE?

(CRM) 10 minutes
A lighthearted animated video to jump-start sessions focusing on motivation, team building, creativity, and their effect on an organization's success.
Rental \$225; Purchased \$495

HOW SUPERVISORS SHOULD APPRAISE EMPLOYEE PERFORMANCE

(KANTOLA) 23 minute video
How supervisors can develop the skills to conduct successful and productive review meetings; by offering 6 key points.
Purchase only, \$95

HOW TO ASK POSITIVE QUESTIONS

(ADVANCED KNOWLEDGE) 12 minute video or DVD
Viewers will learn 3 key skills to develop their ability of positive, productive questioning of employees and colleagues; plus improving communication with both external and internal customers.
Rental \$295; Purchase \$495

HOW TO BUILD A HIGH PERFORMANCE WORKFORCE...THE KEYS TO EFFECTIVE SUPERVISION

(JWA) 30 minute VHS/DVD with post-test and book*.
Viewers see the skills needed for effective leadership, communicating with clarity, making effective and timely decisions, recruiting, training, motivating and retaining a successful work force! *Developing a High Performance Workforce.
Either format. Purchase only, DVD \$129 or VHS \$109

HOW TO CLEAR YOUR DESK: THE PAPER CHASE

(VIDEO ARTS) 25 minute DVD
Applicable to all viewers, this video presents 4 key steps in organizing paperwork to keep from drowning in it.
Rental \$350; Purchase \$999

HOW TO COMMUNICATE CLEARLY & EFFECTIVELY WITH EMPLOYEES

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide
This program shows viewers the critical skills and how to apply them; resulting in a highly motivated and productive employees.
Purchase only, \$195

HOW TO CONNECT IN BUSINESS IN 90 SECONDS OR LESS

(MEDIA PARTNERS) 17 minute, VHS or DVD with ancillary materials
Featuring Nicholas Boothman, it energetically and humorously shows viewers how to choose the right attitude, send the right signals, get people talking and keep them talking; helping them succeed in the people business.
Either format. Rental \$350; Purchase \$895

HOW TO CONNECT IN HEALTHCARE IN 90 SECONDS OR LESS

(MEDIA PARTNERS) 17 minute, VHS or DVD with ancillary materials
Nicholas Boothman, energetically and humorously shows viewers how to have the right attitude, send the right signals, get people talking and keep them talking; helping them succeed in the patient and people business.
Either format. Rental \$350; Purchase \$895

HOW TO DEAL WITH CULTURAL DIVERSITY IN THE WORKPLACE

(JWA) 30 minute video, audio and book
Offering 6 points, it shows how to effectively implement diversity programs.
Purchase only, VHS \$109.95; DVD \$129.95. Total program , \$395

HOW TO DEVELOP EFFECTIVE COMMUNICATIONS SKILLS

(JWA) 30 minute video, audio, & book

Offers 5 points for enhancing one's ability to effectively communicate.
Purchase only, VHS \$109.95; DVD \$129.95

HOW TO GET THINGS DONE

(JWA) 48 minute video, audio, & book
Loaded with vignettes and graphics, this program offers ideas and techniques on how to master your time.
Purchase only, VHS \$109.95; DVD \$129.95

HOW TO GIVE & RECEIVE CRITICISM

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide
This program shows how to properly use criticism as a powerful tool for improving performance.
Purchase only, \$195

HOW TO HANDLE A SEXUAL HARASSMENT INVESTIGATION

(DISCOVERY) 30 minutes
While managers and supervisors need to prevent it, this video focuses on the procedures and information needed when investigating any complaint of sexual harassment.
Purchase only in VHS, \$395

HOW TO HANDLE DIFFICULT PEOPLE Series

(JWA) 3 VHS, 45 minutes each
1. Differences in People. Overcoming personality conflicts and controlling one's own attitudes.
2. Dealing With Difficult People. Recognizing various types of difficult behavior, how to change attitudes, and get people productive.
3. Strategies For Increased Self-Esteem. Maintaining one's composure, communicating effectively, and the importance of self-esteem.
Each: Purchase only, VHS \$109.95; DVD \$129.95 Series-\$329

HOW TO HOLD SUCCESSFUL MEETINGS

(JWA) 30 minute video, audio, & book
Dr. Paul R. Timm offers 4 points for determining whether to have a meeting, who's to attend, and how to be sure their productive.
Purchase only, VHS \$109.95; DVD \$129.95

HOW TO JUGGLE MULTIPLE PRIORITIES

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide
Shows the critical skills and how to apply them for making viewers productive and lowering their stress.
Purchase only, \$195

HOW TO LOSE CUSTOMERS WITHOUT REALLY TRYING

(VIDEO ARTS) 40 minute DVD
John Cleese and humorous sketches in hotels, stores, offices, homes, etc.; it focuses on using one's eyes and ears to observe a customer, taking the proper steps to meet their needs, control the situation and avoid alienation.
Rental \$350; Purchase \$870

HOW TO MAKE QUALITY...FAIL

(CRM) 18 minutes
Using the plot of a film production, viewers see the causes of collapsing quality programs and step-by-step examples of making them successful. Government version available.
Rental \$275; Purchase \$845

HOW TO MAKE WINNING PRESENTATIONS

(JWA) 30 minute video, audio and book
Developing the skills of successful, comfortable, controlled presentations.
Purchase only, VHS \$109.95; DVD \$129.95

HOW TO MOTIVATE THE PROBLEM EMPLOYEE

(BLR) 20 minutes
Effectively details 6 critical steps that keeps disciplinary action from winding up in court and from demotivating employees.
Purchase only, \$299

HOW TO RESOLVE CONFLICT AT WORK

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide

This program presents clear-cut, no-nonsense techniques allowing viewers to confidently handle conflict.

Purchase only, \$195

HOW TO SAY IT

(MONAD) 18 minute DVD

Offers skills on communicating effectively in person, over the phone, and in writing, to motivate others and gets results.

Rental \$195; Purchase \$345

HOW TO SEE OPPORTUNITY IN A CHANGING WORKPLACE

(BRIEFINGS) 16 minute, VHS/DVD with leaders guide

This program helps viewers see the positive side of change, helping them take advantage of the opportunities it creates.

Purchase only, \$195

HOW TO SET & REALLY ACHIEVE YOUR GOALS

(JWA) 38 minutes

Offers 7 key steps for developing and accomplishing one's goals.

Purchase only, VHS \$109.95; DVD \$129.95

HOW TO SHINE IN DIFFICULT MANAGEMENT SITUATIONS

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

This program shows viewers the powerful, yet easy-to-remember tool, "SHINE" for solving the toughest challenges.

Purchase only, \$195

HOW TO SUPERVISE PEOPLE

(JWA) 48 minute video, audio and workbook

Presents techniques and skills for successfully getting results through others.

Purchase only, VHS \$109.95; DVD \$129.95

HOW TO WIN CUSTOMERS AND KEEP THEM FOR LIFE

(MONAD) 30 minute DVD

Based on Michael LeBoeuf's book, "The Rewarded Customer Buys, Multiplies, and Comes Back," it shows how to sell, satisfy and reward customers.

Rental \$195; Purchase, \$345

HOW TO WRITE AND DELIVER GREAT SPEECHES

(KANTOLA) 35 minute VHS/DVD

Narrated by comedian Ross Shafer, this program covers the skills needed for writing and delivering effective presentations regardless of the size of the audience. The plot covers 3 individuals, and how they learn the skills needed to become poised, confident and eloquent speakers.

Purchase only, \$159

HOW YOU THINK IS EVERYTHING: THE POWER OF NATURAL INTELLIGENCE

(WORKPLACE PUBLISHING) 14 minutes, VHS/DVD with ancillary materials video

Terry Anderson (an Iranian captive for 7 years) and Dr. Robert Flower, review the strategies, skills and mindsets that allowed Anderson to cope. Plus offering unique ways of thinking and developing solutions for critical situations.

Either format. Rental \$295; Purchase \$695

HOWLERS, THE, Series

(VIDEO ARTS) 8 DVDs, averaging 10 minutes

Consisting of clips from various programs, each title addresses a key issue and can be used in training sessions. The Howler titles are: **Interpersonal, Office, Sales, Body Language, Telephone, Listening, and Meeting.**

Purchase only, \$1,049

HR & EEO TOOLBOX, THE

(LEARNCOM)

A Series of 6 books by BNA communications, dealing with all aspects of sexual-harassment, discrimination, and diversity situations.

Purchase only, \$295 (individually \$368)

HR CASE FILES

(COASTAL) 4 VHS/DVD program averaging 22 minutes each

Court TV's Catherine Crier, hosts this Series of crucial legal topics for manag-

ers/supervisors; formatted in the style of fast paced, primetime news' show.

ADA (Americans with Disabilities Act). Covers the important details, including real-life examples of its application with employees.

FMLA (Family & Medical Leave Act). Covers the important details, including real-life examples of its application with employees.

FLSA (Fair Labor Standards Act). Covers the important details, including real-life examples of its application with employees.

Sexual Harassment. Covers the important details, including real-life examples of its application with employees.

Either Format. Rental \$295, Series-\$575; Purchase \$645, Series \$1,495; DVD has Spanish

HUMAN ENERGY AT WORK Series

(GRIGGS) 6 VHS/DVD, 30 minutes each, with ancillary materials

This Series focuses on diversity, relationships and cultural patterns that transform human energy into productive, successful organizations.

1. The Bottom Line. Focuses on people issues and their impact on individual, team and customer actions; the effect on organizations.

2. Relating Across Differences. Shows the processes and the needed skills to build effective relationships across differences.

3. Breaking Through Conflict. How to identify and counter the roadblocks created by the way different cultures express conflict.

4. Teams In Action. Shows how to manage the dynamics, when developing teams to deliver their full potential.

5. Global Contrasts. How to achieve common organizational goals, when an organization contains a global workforce.

6. Sexual Dynamics. The concepts that head off sexual harassment.

Each: Rental \$250, series \$1,000; Purchase \$500, series \$1,750

HUMAN TOUCH PERFORMANCE APPRAISAL II

(COASTAL) 30 minute VHS/DVDs

The update of the classic, covering the entire appraisal process being implemented in a variety of office and manufacturing situations.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

I KNOW JUST WHAT YOU MEAN! (see Covey Leadership Library)

I'D LIKE A WORD WITH YOU: THE PERFORMANCE IMPROVEMENT INTERVIEW

(VIDEO ARTS) 27 minute DVD

Defines the why of the discipline interviews, by agreeing that a problem exists; exploring the reasons for it and creating a satisfactory solution.

Rental \$350; Purchase \$999

IDEAS INTO ACTION

(VIDEO ARTS) 10 minutes

Reviews barriers to fresh thinking, suggesting simple but powerful ways to overcome them and stimulate innovation and creativity.

Rental \$195; Purchase \$695

IF AT FIRST

(CHARTHOUSE) 30 minutes VHS/DVD, with ancillary materials

Tony Buzan presents his concepts for countering the fears that prevent taking risks, inhibiting one's learning curve and creativity.

VHS only. Rental \$350; Purchase \$495

IF ENOUGH PEOPLE CARE

(PUSH PLAY) 28 minutes, VHS/DVD

Lou Holtz's down home humor and 6 key points for success, based on his original concepts of teamwork, motivation, personal achievement; plus emphasizing relating to people.

Either format. Rental \$250; Purchase \$695

IF I WERE BRAVE

(WORKPLACE PUBLISHING) 19 minute DVD

This powerful video, has amputee golfers who have faced enormous adversity. Yet more than survive, they manage to thrive; and are powerful examples of why one should never, never, give up on their dreams and goals.

Rental \$295; Purchase \$399.95

IF LOOKS COULD KILL: THE POWER OF BEHAVIOR

(VIDEO ARTS) 28 minute DVD

Update of the Monty Python mystery spoof, is showing how murderous, poor customer servicing can be; emphasizing the critical behavior, emanating from the servicing person to the customer.

Rental \$350; Purchase \$999

I'LL BE BACK

(MEDIA PARTNERS) 25 minute VHS or DVD with leader guide

Bob Farrell, a successful restaurant operator, interviews Nordstrom's Jack McMillian in discussing 4 essential ingredients that bring back customers.

Either format. Rental \$300; Purchase \$595

I'M GLAD YOU NOTICED

(COASTAL) 17 minute VHS

A presentation on positive reinforcement, balancing criticism and praise, verbal and nonverbal recognition, and individual/group achievements.

Rental \$295; Purchase \$595

IMPLODE! BUILDING TRUST, TEAMS & COMMUNICATION WITH 10,000 TONS OF TNT

(ENTERPRISE MEDIA) 15 minutes, VHS/DVD

Stacey Loizeau, a female implorionist, presents her team-based communication and trust strategy for the critical act of imploding buildings.

Purchase only, \$249

IMPRESSIONS COUNT AND SO DO YOU

(COASTAL) 20 minute VHS

Tips on wardrobe and grooming to create positive impressions. Useful for all employees no matter what their jobs

Rental \$295; Purchase \$695

IMPROVING PERFORMANCE THROUGH EMPOWERMENT

(COASTAL) 23 minutes

Moves managers from telling to guiding employees in long-term growth and performance; plus developing "human assets" for stretching their skills.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

IN AN INSTANT Series

(JWA) 4 videos, 20 minutes each

Immediate solutions for managers basic business problems, offering reliable methods for their solutions.

Volume 1. Tardiness. Poor hygiene. Substance abuse. Team-player attitude. Discipline effectively.

Volume 2. Time management. Sales skills. Hiring effective people. Employee termination. Meeting management.

Volume 3. Giving feedback. Getting commitment. Motivate effectively. Managing stress.

Volume 4. Dealing with close-mindedness. Procrastination. Strengthen interpersonal impact. Delegate effectively. Dealing with conflicting employees.

Each: Purchase only, \$89.95; Series \$299

IN SEARCH OF EXCELLENCE

(ENTERPRISE MEDIA) 88 minute VHS/DVD

Tom Peters takes you behind the scenes of 3M, Apple, IBM, Disney, Dairy, North American Tool and Die, Dana Corporation and McDonald's to learn why they're all highly successful companies. *Individual segments VHS only.

Rental VHS \$225, *\$195, DVD \$275; Either format. Purchase \$775 *\$495

IN SEARCH OF QUALITY, VOL 1: QUALITY THROUGH SYSTEMS

(ENTERPRISE MEDIA) 2 videos, 25 and 34 minutes each

Robert Waterman presents a case history of Wallace Co., (distributor and Malcom Baldrige Award winner) creating and implementing the quality systems that result in Total Customer Satisfaction.

Either format. Purchase only, \$149, Volumes 1 & 2, \$249

IN SEARCH OF QUALITY, VOL 2: QUALITY THROUGH PEOPLE

(ENTERPRISE MEDIA) 2 videos, 25 minutes each

Robert Waterman presents a case history of Motorola (manufacturer and Malcom Baldrige Award winner) creating and implementing the working

environment that results in Total Customer Satisfaction.

Either format. Purchase only, \$149, Volumes 1 & 2, \$249

IN THE COMPANY OF WOMEN

(HEIM GROUP) 34 minute, VHS/DVD

Dr. Pat Heim and Dr. Susan Murphy, focuses on the cultural aspects of women and their attitudes to one another, in the workplace.

Either format. Purchase only, \$495

IN THE CUSTOMER'S SHOES

(VIDEO ARTS) 20 minute DVD

Points out the techniques for doing business through the customer's eyes.

Rental \$350; Purchase \$870

IN THIS TOGETHER

(MEDIA PARTNERS) 18 minute, VHS or /DVD with ancillary materials

7 frontline employees in a variety of businesses (peer to peer) present their concepts and experiences regarding issues of respect and harassment.

Either format. Rental \$350; Purchase \$895

INNOVATE! HOW TO STAND OUT IN THE CROWD

(ENTERPRISE MEDIA) 5 minutes

Innovation is alive and well, as Tom Peters gives an overview of how to spark innovation and become an internal entrepreneur.

Rental \$225; Purchase \$395

INNOVATE OR DIE/Tom Peters

(ENTERPRISE MEDIA) 52 minute VHS/DVD

Filmed before 3500 people at Training '97, Tom Peters reveals his Circle of Innovation. A roadmap for getting from "static here" to "innovative there."

Rental VHS \$195, DVD \$245; Either format. Purchase \$495

INNOVATION AT THE VERGE

(STAR THROWER) 18 minute DVD with ancillary materials

Joel Barker's concept, "the future is something that you as an individual create." A critical belief and need, for creating a tomorrow in today's times.

Rental: \$295; Purchase \$895

INSIDE INFORMATION

(Video Arts) 00 DVD with ancillary materials

Focuses on organizations needing to view and give internal customers the service, respect and support needed to retain external customers

Rental \$350 Purchase: \$999

INSIGHTS TO BETTER MENTORING

(QMR) 26 minute VHS/DVD

Critical in today's organizations, this video presents 4 successful mentors and their mentees, revealing insightful techniques that work best in these complex and essential relationships. The persons presented are a senior executive at Cosco, Chief Information Officer at Lockheed Martin, a Fire Chief and a Superior Court Judge.

Rental \$295; Purchase \$625

INTENT VS. IMPACT

(LEARNCOM) 2 video program, VHS/DVD

Step-by-step directions for all employees on stopping sexual harassment.

Part 1. A Management Sexual Harassment Prevention Program. Shows managers/supervisors how to recognize and deal with subtle harassment

Part 2. An Employee Harassment Prevention Program. Shows the skills and information needed to identify and stop subtle harassment

VHS or DVD. Rental \$518; Purchase \$1,295

INTENT vs. IMPACT: MANAGING A HARASSMENT-FREE & DIVERSE WORKPLACE

(ANDERSON-DAVIS) On-line program

An interactive e-learning program for training supervisors/managers/employees in the prevention and resolution of sexual and workplace harassment. It also offers flexible training options for both classroom and on-line sessions.

Call for details about pricing.

INTERNAL CUSTOMER SERVICE

(OSPRI) 15 minute, VHS/DVD

How bad internal service between departments impacts negatively on an organization's external customers; and how to counter it.

Rental \$150; Purchase \$495 for VHS or DVD

INTERNAL CUSTOMER, THE

(MONAD) 25 minute DVD

Case histories of Northern Telecom and FedEx, show how implementing internal customer service is critical for internal or external success.

Rental \$195; Purchase \$345

INTERVIEWING

(MONAD) 30 minute DVD, with ancillary materials

Shows 4 stages of an interview. Plus how to prepare job based focused questions, avoid biases, respect legal restrictions, establish rapport, while evaluating the candidate's job abilities.

Rental \$195; Purchase \$345

INTERVIEWING: GETTING BEYOND THE IMAGE

(COASTAL) 27 minutes

Explains the interviewing techniques needed to bypass the image and accurately assess that candidate.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

INTERVIEWING TECHNIQUES THAT HELP YOU HIRE THE BEST

(BRIEFINGS) 25 minute, VHS/DVD with leaders guide

This program shows viewers how to break the interviewing process into 3 manageable processes for hiring the best candidate.

Purchase only, \$195

INTO THE BOARDROOM Series

(VIDEO ARTS) 2 DVDS, 30 minutes each

This Series gets people to understand how financial results and share values relate to business performance, getting people confidence, and insight into how performance can be improved.

1. Profits Of Doom. Looks at what the financial accounts are really saying.
2. What's Good For The Shareholder. The importance of comparing equal items, understanding aging, financing methods, and shareholder value.

Each: Rental \$350; Purchase both, \$1,049

INTRODUCING THE TOOLS FOR CONTINUOUS IMPROVEMENT

(NICHOLAS & SMITH) 23 minute VHS/DVD, CD workbook and for self-study

A case study featuring the manufacturing and service sectors, implementation of the tools, and how they offer management feedback in maintaining continuous improvement programs.

Either format. Purchase only, \$395

INVISIBLE MEETING, THE

(VIDEO VISIONS) 18 minute DVD with ancillary materials

Offers 6 effective techniques for productive conference calls, while revealing the challenges and rules, participants and meeting organizers need to know.

Rental: \$350; Purchase \$795

INVISIBLE RULES REVEALED

(HEIM GROUP) 33 minute, VHS/DVD

Dr. Pat Heim, vibrantly, humorously, peels away mores that hinder communication between the sexes; showing how girls and boys grow up, effects their interpretation of each other's verbal and nonverbal communication.

Either format. Rental, \$165, Purchase, \$495

IS GOOD ENOUGH?

(MEDIA PARTNERS) 3 minute DVD/VHS

This meeting opener focuses on statistics incorrectly creating a feel-good situation, when less than one percent defects can equal multi-thousands of devastating mistakes.

Either format. Purchase only, \$295

ISO 9000: 2000 IN FOCUS

(NICHOLAS & SMITH) 21 minute DVD, with CD of ancillary materials

Updates managers about quality improvement activities and business performance objectives.

Purchase only, \$495. Spanish version also available.

ISO 14000: THE ISO 14000 CHALLENGE

(NICHOLAS & SMITH) 21 minute DVD, with floppy disk and booklet

It's designed to train frontline supervisors, managers, and forepersons, byte offering three case studies and an introduction of an effective EMS.

Purchase only, \$395. Spanish version also available.

IT'S A DOG'S WORLD

(CRM) 13 minutes

Oriented to health care, its a humorous study in contrasts between good and bad patient service, showing humans being treated worse then dogs. Healthcare version available

Rental \$225; Purchase \$695

IT'S A WONDERFUL LIFE: LEADING THROUGH SERVICE

(ADVANCED KNOWLEDGE) 22 minutes

Using scenes of Jimmy Stewart in the great Christmas classic, Dr. Margaret Wheatley presents and reinforces her concepts of service; its effect on organizational behavior, internally and externally.

Rental \$225; Purchase \$795

IT'S ABOUT RESPECT: RECOGNIZING HARASSMENT IN A DIVERSE WORKPLACE

(COASTAL) 21 minute VHS/DVD

Focuses on every form of harassment, legal, stress, morale, and productivity implications for both the employee and the organization; in both office and manufacturing versions .

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

IT'S BUSINESS, NOT PERSONAL: TAMING EMOTIONS IN THE WORKPLACE

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

Presented as a entertaining, late-night talk-show format, this video shows how to control emotions when dealing with bosses, co-workers, and customers.

Purchase only, \$195

IT'S NOT ENOUGH TO KNOW BETTER Series

(VIVID EDGE) 3 title program in VHS/DVD with Leader's Guide & Workbooks

Offering 12 work-based scenarios, they present newly defined, legal parameters of sexual harassment.

1. Employee's Version: Presents 4 key points for everyone to comply with all the issues (25 minutes).

2. Manager's Version: Presents 5 key points in defining their responsibilities in countering sexual harassment (25 minutes).

***You Need To Know...Sexual Harassment Is Illegal.** An overview and meeting opener about the issue (5 minutes).

Either format. Each. Rental \$350, series-\$695; Purchase \$795, series-\$1,500; Purchase only, *\$195

IT'S OKAY TO BE BOSS

(MEDIA PARTNERS) 27 minute DVD program with ancillary materials

Based on his book of the same name, Bruce Tulgan humorously and entertainingly provides step-by-step guidelines for learning and implementing 4 habits of being a great boss.

Rental \$350; Purchase \$895

IT'S SO SIMPLE

(CHARTHOUSE) 14 minute VHS/DVD, with ancillary materials

A case study about South West Airlines, showing how ordinary people, simple actions, and positive attitudes created an extraordinary company.

Either format. Purchase only, \$379

IT'S THE LAW: THE LEGAL SIDE OF MANAGEMENT

(VISIONPOINT/MONAD) 23 minute, VHS/DVD with ancillary materials

Using vignettes, this video identifies and explains important legal issues that many managers face in today's workplace.

Purchase only, \$695

IT'S TIME TO STOP: SOFTWARE & INTERNET PIRACY

(MEDIA PARTNERS) 14 minute DVD or VHS and ancillary materials
What is legal and illegal in the area of software internet copyrighted material; and consequences of copy right infringement.
Either format. Rental \$300; Purchase \$495

IT'S UP TO YOU: STOPPING SEXUAL HARASSMENT Series

(ATS) 2 programs, DVD/VHS, and ancillary materials
This Series uses real-world situations and a knowledgeable host in aiding viewers to understand and stop sexual-harassment behavior.
Employee version (23 minutes). The law is explained and illustrated with 14 real-world scenarios dealing with the most critical issues.
Manager version (27 minutes). Building on the employee version, it reviews issues that confront supervisor/managers, offering tools, techniques, etc., for stopping sexual harassment.
Rental, \$295, all-\$590; Purchase, \$795, all-\$1,295; both formats \$1,495.

IT'S YOUR CALL

(STAR THROWER) 25 minutes
The critical telephone customer service skills: being an active listener: directing phone calls; handling dissatisfied customers, and taking responsibility.
Rental \$295; Purchase \$495, VHS or DVD

IT'S YOUR CALL: CONNECTING WITH CUSTOMERS OVER THE PHONE

(KANTOLA) 23 minute VHS/DVD
Ross Shafer and warehouse worker Mike stumble through funny, realistic mistakes, showing the skills needed for great telephone customer service.
Either format. Purchase only, \$139

IT'S YOUR CHOICE

(VIDEO ARTS) 2 DVDs, 30 and 7 minutes
John Cleese in a detective plot, presents a simple 3 step process for assuring the selection of the best candidate in job interviews. The longer video is for manager's or interviewers; while the shorter one is for the interviewee.
Rental \$350; Purchase \$999

JACK CADE'S NIGHTMARE 1: A SUPERVISOR'S GUIDE TO LAWS AFFECTING THE WORKPLACE

(LEARNCOM/BNA) 2 videos, 23 minutes each with ancillary materials
This program acquaints supervisors with the complexities of today's workplace; how to avoid the problems and legal liabilities that could result in 10 key laws.
Part 1. The Nightmare. Introduces the viewer to newly promoted supervisor Jack Cade and the minefield he's in.
Part 2. Preventing The Nightmare. In this video, viewers revisit Cade's errors and learn 10 simple rules to prevent and manage them.
Rental \$295; Purchase \$795; VHS or DVD

JACK CADE'S NIGHTMARE 2: DOUBLE LIABILITY

(LEARNCOM/BNA) 3 videos, 20, 22, & 11 minutes, with ancillary materials
Supervisor Version: a Guide to Managing Conflict in the Workplace. These 2 videos deal with the personal liability supervisors/managers could face.
Part 1. Shows situations, making Jack Cade liable to lawsuits.
Part 2. Reviews part 1's issues, countering them with a 10 point action plan.
Employee Version: An Employee's Guide To Dealing With Workplace Conflict. Offers several basic, common-sense guidelines to help employees steer clear of possible disciplinary actions and legalities.
Rental \$295; Purchase \$795; VHS or DVD

JACK CADE'S NIGHTMARE 3: CAUGHT IN THE CROSSFIRE

(LEARNCOM/BNA) 2 videos, 26 & 19 minutes, with ancillary materials
This sries focuses on effective Performance Management.
Part 1. The Performance Management Nightmare. The problems of employees wanting specific performance feedback and involvement; while upper management wants productivity and performance improvement.
Part 2: Preventing The Nightmare. Reviews Part 1; offering a 10-point outline for successful performance management and avoiding the problems.
Rental \$295; Purchase \$795; VHS or DVD

JAMMING: THE ART & DISCIPLINE OF CREATIVITY

(LEARNCOM) 24 minutes

Hosted by John Kao, he presents 3 innovative organizations who use a variety of techniques to encourage and foster the development of new ideas.
Rental \$175; Purchase \$595 for VHS or DVD

JAPAN PROJECT Series

(PYRAMID) 2 videos, 52 minutes each
Made In America. Explores how 6 American firms set up business in Japan; showing their strategies, priorities, and the rethinking of their philosophies.
Made In Japan. Explores the paths of Sony, Benihana of Tokyo, Honda and Sega, in entering the American market.
Each: Purchase only, \$295, both \$425

JAVA JUNKIE

(PYRAMID) 4 minutes
Capturing the flavor of 40's mystery films, this video satires a coffee addict who OD'd; and is going to be decaffeinated.
Purchase only, \$295

JOHNNY THE BAGGER

(VISIONPOINT/MONAD) 17 minute, VHS/DVD with ancillary materials
Based on the work of Barbara Glanz, this true story of a young man with Down Syndrome took personal responsibility for providing excellent service, changing the culture of an entire organization. Previews, VHS or on-line.
Purchase only, \$695

JOEL BARKER'S LEADERSHIP: 5 LESSONS FOR LEADERS IN THE 21ST CENTURY

(STAR THROWER) 29 minutes
Joel Barker offers 5 concepts for improving leadership performance; and uses the metaphor of bridge building to reinforce them.
Rental \$295; Purchase \$695, VHS or DVD

JORDAN'S FURNITURE: RE-IMAGINE THE CUSTOMER EXPERIENCE (Re-imagine! Series)

(ENTERPRISE MEDIA) 6 minute VHS/DVD and workbook
A passionate advocate of great customer service, Tom Peters now says that's not enough. You need to give the customer a great experience.
Rental \$295, DVD \$345; Either format. Purchase \$595. Quantity discounts.

JOURNEY INTO THE HEROIC ENVIRONMENT, A

(TRAINERS TOOLCHEST) 31 minute DVD with leader guide
A cross country train is the setting for 8 principles of motivating people to greater productivity, quality, job satisfaction, and organizational profits.
DVD only. Rental \$195; Purchase \$395

JOURNEY, THE: REFLECTIONS ON CHANGE

(WORKPLACE PUBLISHING) 3 minute video
A camera on the front of a train, shows the speed of change and its impact, with stunning images of changing light, weather and landscapes.
Rental \$175, DVD-\$225; Purchase \$295, DVD-\$395

JUGGLING ELEPHANTS

(JUGGLING ELEPHANTS) 20 minute DVD with extensive ancillary materials
Using the circus as an example, with animation and live action, it tells a simple, profound story of an individual with the problems of too much to do, too many priorities, too much stress, and too little time. Available in Spanish.
Rental: \$395; Purchase \$995

JUICE

(STAR THROWER) 3 minute DVD with ancillary materials
DeWitt Jones offers 3 points in his new, short, beautiful and sincere program that encourages viewers to find their passion, their joy, and their juice in all that they do.
Purchase only, \$295

JUKEBOX JOURNEY SERIES, THE

(CRM) 3 minute, VHS/DVD; CD of ancillary materials; 21song CD
Each video combines a classic rock and roll song with a learning acronym; as it focuses on customer service, leadership, and attitude.
Jukebox Journey With Heart. Using background music of "Put A Little Love

In Your Heart" and animation, it focuses on leading people with our hearts as well as our heads.

Jukebox Journey With Vibes. Using background music of "Good Vibrations" the videos images focuses on what customer service is all about, when dealing with internal or external customers.

Jukebox Journey With Soul. Using background music of "A Little Bit 'O Soul" viewers see how to keep a positive attitude at work and in life.

Each: Rental \$225, all-\$275; Purchase \$349, all-\$899. Either format.

JUMP

(CRM) 3 minutes

A sky diving, meeting opener for dealing with change, now and in the future. *Either VHS/DVD. Purchase only, \$295. Special package offer.*

JURY FRIENDLY TERMINATION

(AGTS) 25 minutes

Diagrams a termination, showing both a traditional and the preferred approach, which helps protects organizations that fire an employee.

Rental \$150; Purchase \$379

JUST A CALL AWAY Series

(CRM) 5 videos, averaging 16 minutes each

Designed for Call Centers, the Series offers advanced telephone skills.

1. Really Angry Customer, The. Focuses on calming and successfully servicing these customers.

2. Attitude Is Everything. This says it all about what is great service.

3. It's Your Call. Focuses on "owning the call," while staying friendly, interested and servicing the customer.

4. Outbound Call, The. How to successfully make appointments for prospects to meet sales representatives.

5. Customers With A Difference. How to recognize the different types of customers and develop positive responses.

Each: Rental \$225, all-\$975; Purchase \$485, all-\$1875

JUST BE F.A.I.R./F.A.I.R. IN ACTION Series

(VISIONPOINT/MONAD) 2 VHS/DVD, averaging 18 minutes with ancillary materials

This 2 part program presents the FAIR approach for creating culturally competent organizations.

1. Just Be FAIR. Shows all employees what it means to be culturally competent and why it is important.

2. FAIR In Action. Shows how to apply the FAIR Approach.

Purchase only, \$695

JUST GET IT!

(ENTERPRISE MEDIA) 105 minutes

Masse's revision/update of his program on values, offering the classic ones and the latest groups, effecting the '90s through the turn of the century.

Rental \$225, DVD \$275; Either format. Purchase \$895

JUST IN TIME INFORMATION (JITI): MANAGEMENT SOLUTIONS IN UNDER 5 MINUTES

(COASTAL) 4 part DVD program, about 3 hours, with the following 4 titles.

1. Personal Issues. Focuses on employee issues that affect productivity.

2. Discrimination/Legal Issues. Deals with assorted issues that could subject a company to litigation.

3. Conflict Management. Focuses on issues resulting from conflict between peers, subordinates and supervisors.

4. Performance Management. Focuses on the productivity and performance issues supervisors/managers experience indealing with subordinates.

DVD only. Rental \$225, all-\$695; Purchase \$495, all-\$1,495

JUST NOT OUR KIND

(LEXICON MEDIA) 4 minute VHS/DVD

This new, unique canine caper, Diversity meeting opener, will definitely bring smiles to your viewers. Plus open their eyes to an archaic practice...using denigrating stereotypes.

Either format. Rental \$150; Purchase \$295

JUST RELAX

(AUDIO VISION) 29 minutes

A stress relieving program of scenic areas stretching across the USA from ocean to ocean; and featuring music by Bach, Dvorak, and Mahler. Excerises include differential relaxation, controlling self-talk and conscious breathing.

Purchase only, \$99

KEEPING THE GOOD ONES

(MEDIA PARTNERS) 25 minute VHS or DVD with ancillary materials

Using the plot of a manager losing his subordinates, viewers learn all the key skills necessary to keep employees from leaving.

Either format. Rental \$350; Purchase \$895

KINGDOM WAS LOST, THE

(VIDEO ARTS) 20 minute DVD

Focuses on a detail in an architects' plan that creates a major blunder, emphasizing the importance of details and working as a focused team.

Rental \$350; Purchase \$870

LANCE ARMSTRONG MEETING OPENERS

(ENTERPRISE MEDIA) 3 video Series, averaging 3 minutes each

They reflect the motivational attitudes of Armstrong and his cycling team.

Crossing The Finish Line. How Armstrong and his team understand and focus on the importance of setting and achieving goals.

Teamwork. An enlightening look into how Armstrong and his team meld into a smooth, functioning unit.

Perspective: A Different View. Armstrong has unique views on success and achievement; applicable, regardless of the challenge you face.

Each: Rental \$225, DVD \$250, all-\$450; Either format. Purchase \$445, all-\$745

LAND OF O'S

(GOODMEASURE) 28 minutes

Picking up where "A Tale Of O" ends, this video addresses the practical aspects of implementing a diversity program, and its impact on teamwork, productivity and competition.

Rental \$195; Purchase \$495

LANGUAGE OF LEADERSHIP, THE: THE WINSTON CHURCHILL METHOD

(FILMS FOR THE HUMANITIES) 60 minutes

James C. Humes (author of Winston Churchill's biography and speech writer to presidents) combines historical antidotes and insights to illustrate 5 secrets of language leadership; the basis of Churchill's oratory

Rental \$195; Purchase \$395

LAUGHING AT STRESS

(AUDIO VISION) 23 minutes

Loretta LaRoche is hysterical, as she proves her point with 5 techniques to increase laughter and happiness, while decreasing stress.

Purchase only, \$149

L.E.A.D. WITH INTEGRITY

(VISIONPOINT) 26 minute VHS/DVD, with ancillary materials

Ethics are of national concern. This video using 6 real world vignettes showing how to daily implement ethical conduct and insure legal compliance.

Purchase only, \$695

LEADER MADNESS

(VIDEO VISIONS) 21 minute, VHS/DVD with ancillary materials

A new leadership program, with light humor; focusing on how to avoid ineffective leadership and the resulting penalties. The scenarios present the wrong and right ways to lead.

Either format. Rental \$295; Purchase \$795, both formats \$995

LEADING BY EXAMPLE (see Covey Leadership Library)

LEADING 20-MINUTE MEETINGS THAT MATTER

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

Shows viewers how to conduct effective, efficient, and productive 20-minute meetings, whether exchanging information, looking for new ideas etc.

Purchase only, \$195

LEADERFISH!

(CHARTHOUSE) 10 minute DVD with personal guide
A personal development program for Supervisors/ Managers, and CEO's, it has 6 scenarios, and features discussions with Herb Kelleher of S.W Airlines and John Gardner, former US Secretary of Health, Education & Welfare.
Purchase only, \$795. Streaming package for 3 individual computers, \$99

LEADER'S GUIDE TO DELEGATING, A

(CRM) 23 minute DVD or VHS, with CD of ancillary materials
Offers a 5 step process for effective delegation that builds trust for future delegation, helps employees develop new skills, reduces stress and improves organizational productivity.
Either format. Rental \$275; Purchase \$995

LEADERS OF CHARACTER: LEADERSHIP, THE WEST POINT WAY

(CRM) 35 minutes CD & ancillary materials
Hosted by Ed Ruggero, a West Point graduate and leadership speaker, focuses on the Point's leadership principles, how they're taught; plus many of the graduates implementing the concepts in their present organizations.
Rental \$295; Purchase \$995. Either DVD or Video

LEADERSHIP

(ENTERPRISE MEDIA) 57 minute DVD/VHS, facilitator and viewer guide
John P. Kotter hosts this 6 segment video that presents his concepts on leadership and gives examples of effective leadership in action.
Either format. Rental \$295; Purchase \$695

LEADERSHIP ALLIANCE

(ENTERPRISE MEDIA) 64 & *28 minutes
Tom Peters focuses on the need for leadership with case studies of Pat Carrigan of General Motors, Dennis Litky of Thayer High School, Vaughn Beals of Harley-Davidson, and Ralph Stayer of Johnsonville Foods.
*Rental \$225 VHS, \$275 DVD; Either format. Purchase *\$595, \$895*

LEADERSHIP: AN ART OF POSSIBILITY

(GROH PRODUCTIONS) 28 minute VHS/DVD
Ben Zander, the world-renowned conductor of the Boston Philharmonic Orchestra, offers a fresh approach of leadership for individuals and teams.
Rental \$350; Purchase VHS \$895, DVD \$995

LEADERSHIP AND SELF-DECEPTION

(CRM) 16 minutes; CD & ancillary materials
This video and workshop, offers a poignant look at how self-deception creates workplace problems; plus offering tools for their analysis and solution.
Rental Video \$275; Purchase VHS or DVD \$995

LEADERSHIP AND THE NEW SCIENCE

(CRM) 23 minutes
Based on Dr. Margaret J. Wheatley's book,, offering Nature's systems as models for new, self-managing, and revitalizing organizations.
Rental \$275; Purchase \$895

LEADERSHIP & THE ONE MINUTE MANAGER

(BLANCHARD TRAINING & DEVELOPMENT) 82 minutes
Using clips from movies like 9 to 5 and Young Frankenstein, Blanchard presents his theories of Situational Leadership and One Minute Management.
Rental \$225; Purchase \$895

LEADERSHIP CHALLENGE

(WILEY) 27 minutes, DVD only
Based on James Kouzes and Barry Posner's research and analysis, it illustrates leadership as a set of skills that can be mastered. Updated with 5 real-life case studies of leaders from both the for-profit and non-profit sectors.
Purchase only, \$499

LEADERSHIP/MANAGEMENT MIX, THE

(RG TRAINING) 18 minute DVD with ancillary materials
What is the best mix of management and leadership skills for your job? This video helps viewers decide, as it is critical in these times to get it right.
Rental: \$295; Purchase \$795. Requires a \$20 customs surcharge.

LEADERSHIP PICKLES, THE!

(MEDIA PARTNERS) 16 minute VHS or DVD with ancillary materials
Bob Farrell takes his "Give 'Em The Pickle" concept and shows manager/supervisors how to apply it when being a leader to your employees.
Either format. Rental \$350; Purchase \$895

LEADERSHIP PILL, THE

(BLANCHARD) 22 minute VHS/DVD, Leader Guide, Participant Workbook
Based on the book, and featuring Ken Blanchard and Marc Muchnick, this is a parable of 2 leaders competing with each other through leadership different styles. The plot goes behind the scenes to show how a director inspires his team, overcoming many obstacles, and successfully producing this film.
Rental \$295; Purchase \$695

LEADERSHIP: REACH FOR THE STARS

(COASTAL) 21 minute VHS/DVD
Astronaut Buzz Aldrin explains effective leadership, maintaining it, and encouraging employees to explore their potential, and visualize what might be.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

LEADERSHIP SECRET OF GREGORY GOOSE, THE

(LEARNCOM) 6.5 minute DVD/VHS with ancillary materials
An in-depth workshop, with an animation video, facilitator's guide and a PowerPoint presentation offers a fresh way to understand how sharing power releases the leadership instincts in others.
Purchase only, \$495

LEADERSHIP: WHAT'S TRUST GOT TO DO WITH IT

(VIDEO VISIONS) 19 minutes
Downsizing and rapid change have undermined loyalty and trust between employer and employee. This video teaches team leaders and managers how to rebuild openness, credibility and trust.
Rental \$295; Purchase \$695

LEADING IN A TIME OF CHANGE

(Jossy-Basse) 42 minute video & workbook
Management gurus, Peter Drucker and Peter Senge, talk about how leaders can prepare themselves and their organizations for change.
Purchase only, \$195

LEADING WITH PERSUASION

(VIDEO VISION) 20 minutes
Offers 3 key steps to present ideas in their best possible light.
Rental \$295; Purchase \$695

LEAKPROOF: 8 PRIVACY PRINCIPLES

(COASTAL) 19 minute DVD/VHS with ancillary materials
Gives viewers 8 Privacy Principles with realistic workplace scenarios showing how to protect against leaking sensitive, private information, data breaches, and maintaining organizational privacy.
Either format. Rental \$295; Purchase \$945

LEGACY: THE LEADERSHIP CHALLENGE

(JOHN WILEY) 6 DVD program with ancillary materials
Based on leadership books by Jim Kouzes and Barry Posner, this program offers advice and the tools needed for developing effective middle and top levels of management.

1. A Leader's Legacy. Based on their latest book, it forces leaders to question themselves about the challenges and triumphs of leadership; exploring themes of significance, relationships, aspirations, and courage.

2. The Leadership Challenge*. Introduces their groundbreaking leadership model, The 5 Practices of Exemplary Leadership, then approaches leadership as a measurable, learnable, teachable set of behaviors, as it presents successful case histories.

3. Encouraging The Heart*. Focuses on the challenging practice of encouraging heart in others, showing managers helping others to believe in themselves, celebrate their uniqueness, and discover their own value.

4. Leadership In Action. The foundational message is about a set of skills anyone can learn and available to all of us; but when put into practice can transform accomplishments from ordinary to extraordinary.

5. The Credibility Factor: What Followers Expect From Leaders. Looks at leadership from the perspective of those being led focusing on the skills; lead by example, know yourself, stand up for your beliefs, speak with passion, be honest, competent, inspiring, enthusiastic and credible.

6. Credibility: How Leaders Gain & Lose It; Why People Demand It. A follow-up to The Credibility Factor, this video delves into why credibility is the cornerstone of effective leadership; revealing 6 key disciplines and practices that straighten a leader's capacity for developing and sustaining credibility. *Purchase only, \$999. *Only these titles available individually, \$499.*

LEGAL & EFFECTIVE EMPLOYMENT Series

(COASTAL) 4 VHS/DVDs, averaging 25 minutes

For supervisory personnel in dealing with the key and the critical issues that make organizations highly vulnerable to lawsuits.

Legal & Effective Interviewing Skills. Legal & Effective Performance Appraisals. Legal & Effective Progressive Discipline. Legal & Effective Employment Terminations.

Either Format. Rental \$295, Series-\$350; Purchase \$645, Series-\$1,295; DVD has Spanish

LEGAL & EFFECTIVE HIRING

(KANTOLA) 37 minute VHS/DVD

Offers 5 points in explaining proper hiring procedures for selecting the right applicants; while at the same time, protecting oneself and one's organization, from discrimination and legal liability.

Either format. Purchase only, \$159

LEGAL & EFFECTIVE INTERVIEWING II: THE RIGHT QUESTIONS

(COASTAL) 14 minute video program

How to train supervisors and managers in every aspect of employment interviewing such as: setting the tone; interview format; listening techniques; as well as other techniques for preventing lawsuits.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

LEGAL BRIEFS: EMPLOYMENT LAW SERIES

(VISIONPOINT/MONAD) 6 VHS/DVD, averaging 15 minutes, with ancillary materials

ADA, The: Tough Questions & Straight Answers. How the ADA daily impacts the workplace.

Discipline & Termination: Improving Performance & Reducing Liability. Offers 5 key points for fair and litigation proof discipline and termination.

Harassment & Discrimination: Promoting Respect & Preventing Discrimination. Offers 7 key points for defining and preventing harassment/discrimination.

Recruiting & Hiring: A Managers Guide To Staying Out Of Court. Offers 6 key points, critical for litigation proof recruiting and hiring.

Substance Abuse: The Manager's Role In Creating And Maintaining A Drug-Free Workplace. Provides 3 specific actions that managers/supervisors dealing with the issues of substance use/abuse in the workplace.

Workplace Privacy: Does It Really Exist? offers 3 specific actions that managers/supervisors can take to deal with workplace privacy issues.

Workplace Violence: The Legal Role In Keeping Your Workplace Safe. Offers 5 points for legally creating a safe workplace.

Purchase only, \$495

LEGAL PERIL: 8 MANAGEMENT PITFALLS TO AVOID

(COASTAL) 23 minute VHS/DVD

Reviews 8 key issues, unless correctly implemented, leaves managers/supervisors and organizations open to legal action and expensive settlements.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

LEGAL SIDE OF PERFORMANCE APPRAISAL: YOU BE THE JUDGE

(MONAD) 18 minute DVD

Portraying a wrongful discharge trial, the video shows the implications of illegal and poorly conducted performance appraisals.

Rental \$195; Purchase \$345

LEGENDARY SERVICE

(BLANCHARD TRAINING DEVELOPMENT) 60 minutes, *30 minutes; with Leader's Guide & Workbook

Ken Blanchard, Gary Heil, and Richard Tate, present 10 key points in this fast-paced, 3 part program of behind-the-scene views of private and public organizations, striving to provide quality service internally and externally.

*Rental *\$250; Purchase \$1,295, *overview, \$795*

LESSONS FROM GEESE

(WORKPLACE PUBLISHING) 32 minute DVD, with CD of ancillary materials

This program, the Geese Experience, contains a short, motivational video, offering 5 key points for succeeding as a team.

Rental, \$295; Purchase, DVD \$475

LESSONS FROM GROUND ZERO: SPECULATIONS & EMERGENCY ACTION PLANS

(COASTAL) 2 DVD/VHS program, with CD of ancillary materials

Based on the 9/11 attack to the World Trade Center, employees learn the vital importance of emergency planning and evacuation drills.

Part 1. Evacuation. Compares the evacuations of 1993 and 2001, plus the evacuation of more than 18,000 survivors in 2001.

Part 2. Emergency Action Plan. Shows how safety professionals quickly implemented a plan to protect those involved in the rescue, recovery, and cleanup of the WTC in 2001.

Each: Rental VHS/DVD \$115, all-\$230; Purchase \$495, all-\$850; DVDs have Spanish

LESSONS FROM THE NEW CLASSROOM

(CRM) 18 minutes

A documentary of California's and North Carolina's educational systems using Dr. Margaret Wheatly teaching concepts for the needs of the Information Age.

Rental \$225; Purchase \$495

LESSONS FROM THE NEW WORKPLACE

(CRM) 20 minutes

Real-world examples are used, in showing viewers how to apply Margaret Wheatley's concepts and models in their organizations.

Rental \$275; Purchase \$795

LET'S FACE IT: HARASSMENT TRAINING FOR SUPERVISORS

(COASTAL) 23 minute DVD/VHS, with a CD of ancillary materials

Provides both information and illustrations, Supervisors/Managers need to insure, that appropriate steps are being taken to maintain an harassment free, safe and productive work environment.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

LET'S GET HONEST SEXUAL HARASSMENT PROGRAM

(MEDIA PARTNERS) 2 VHS or DVD program with ancillary materials

This sexual harassment program offers an engaging, fresh approach that is extremely relevant and comprehensive.

Let's Get Honest. A 15 minute, motivational video, with a real-world perspective for dealing with the daily barrage of media and advertising sexual messages. Offering honest solutions for workplace issues of flirting, dating, clueless behavior, and predatory harassment.

He Said, She Said. An interactive video workshop, with 7 riveting scenarios to challenge employee's beliefs, perceptions, and inappropriate behavior. Workplace settings are office, industrial, health-care, and retail/service.

Each. Either format. Rental \$350, both \$495; Purchase \$895, both \$1,095

LET'S GET REAL ABOUT SEXUAL HARASSMENT SERIES

(LIVE ACTION) 6 VHS/DVD program, averaging 15 minutes each, with ancillary materials' CD

Each of these 6 programs focus on the many issues revolving around harassment, discrimination, respect, etc., in various settings.

1. Go For The Gold. A male manager discusses potential advancement with a female employee.

2. Seeing The Light. Based on a complaint by a female employee, a male supervisor is called "on the carpet" by his female manager, a longtime friend and former peer.

3. Boyz In The Room. On her first day, a lone female goes to work in an all-male work group.

4. Do Or Die. At a local bar, a female manager meets a male subordinate

with whom she's been having a romantic relationship.

5. Man Oh Man. A veteran female supervisor subjects the lone male in her group to gender bashing, intimidation and other offensive conduct.

6. Getting Real. 2 supervisors discuss harassment, reflecting on the different perspectives that the genders often have, over this issue.

Either format. Each. Purchase only, 1st is \$295, 2nd is \$245, 3rd is \$195,

LET'S GET TOGETHER! COMMUNICATING RESPECT IN A DIVERSE WORKPLACE

(ATS) 14 minute VHS/DVD, with ancillary materials

Offers views, verbal and nonverbal signals to discuss 4 principles in dealing with issues of communication, diversity, conflict-management, and teamwork.

Either format. Rental \$295; Purchase \$795

LET'S TALK DIVERSITY

(HRD PRESS) 21 minutes

Using short, humorous vignettes, it sparks discussion on a wide range of diversity issues such as labeling and stereotypes, affirmative action, cultural differences, offensive jokes and white male bashing.

Rental \$150; Purchase \$495

LET'S TALK! PERFORMANCE FEEDBACK

(COASTAL) 23 minutes, VHS/DVD

Shows managers and employees the skills and techniques needed by both in giving and receiving feedback.

Either Format. Rental \$295; Purchase \$645, DVD has Spanish

LET'S TALK... TELEPHONE TACTICS FOR BETTER BUSINESS

(FILMS MEDIA) 35 minute program in VHS or DVD with leader's guide

A 2 part series showing how to improve telephone skills; examples of good and bad phone etiquette; and the effect on the bottom line of a business.

Either format. Purchase only, \$295

LIFE & WORK

(STAR THROWER) 30 minutes

James A. Autry, and his concepts on tapping the hidden potentials of organization, reducing employee burnout and increasing productivity.

Rental \$295; Purchase \$395

LIFE IS SHORT

(ATS) 7 minutes

This meeting opener focuses on an age-old philosophy in reinforcing motivation and communications concepts.

Rental \$195; Purchase, \$395

LIFE IS A SERIES OF PRESENTATIONS: INSPIRE, INFORM & INFLUENCE.

(VISIONPOINT/MONAD) 24 minute, VHS/DVD with ancillary materials

Shows employees how to effectively communicate using the steps in the acronym P.O.I.N.T.; creating improved, productive working relationships.

Purchase only, \$695

LIFE IS GOOD... AND WORK CAN BE TOO!

(ENTERPRISE MEDIA) 24 minute VHS/DVD, with ancillary materials

This is a case study of the "Life Is Good" apparel company; how their philosophy creates optimistic, motivated employees, who deliver quality products and great customer service.

Either format. Rentals \$295; Purchase \$595

LIFE MEETS WORK: OVERCOMING STRESS, FEAR & ANXIETY

(COASTAL) 17 minute VHS

Offers tools to recognize and cope with the many feelings arising out of stress or crisis; resulting in improved mental attitudes and productivity.

Rental \$295; Purchase \$695

LIFELINE SERIES

(ATS) 3 VHS/DVDs averaging 3 to 4 minutes each

Using bright and energetic animations, exciting music, and thought-provoking messages, these meeting openers offer fun and a positive approach to 3 key issues in the workplace.

Activating Attitude. Drives home the need for positive attitudes on the job.

Tackling Stress. 20 helpful hints on how to manage day-to-day stress.

Unlocking Conflict. Offers new, and successful ideas for solving conflict.

Either format. Rental \$195, Series \$495; Purchase \$295, Series \$695

LIFE'S LESSONS SERIES

(ATS) 6 programs, averaging 3 to 4 minute VHS/DVD

Created with music and narration, these short, motivational programs, convey simple, inspiring and ageless thought-provoking wisdom; encouraging people to do their best, achieve their fullest potential and personal greatness. Their titles are self descriptive: **Leadership; Motivation; Change; Teamwork; Value & Ethics;** and **Customer Service.**

Series: Rental \$595; Purchase \$995, Individual Purchase \$295

LILA'S STORY

(COASTAL) 14 minutes & Trainer's Toolkit

Having become a patient, a nurse looks back at her patients, realizing that she forgot to care about the people and families behind the illness.

Rental \$125; Purchase \$395

LINCOLN

(WORKPLACE PUBLISHING) 5 minutes

A motivational meeting opener for overcoming adversity, reaching one's goals and becoming a success.

Rental \$295; Purchase \$395

LINGUISTIC PROFILING

(TRAINERS TOOLCHEST) 10 minute DVD

Research suggests that people frequently profile a person's race when conversing on the phone. This can become a form of racism when they are denied a job, apartment, etc. Also part of The ABCs of Discrimination Series.

Purchase only, \$245

LISTEN & WIN

(JWA) 30 minute video, audiocassette and book

Presents 4 critical points and techniques on actively, successfully listening.

Purchase only, VHS \$109.95; DVD \$129.95

LISTEN & WIN: HOW TO KEEP CUSTOMERS COMING BACK

(BRIEFINGS) 14 minute, VHS/DVD with leaders guide

This program shows the powerful techniques and practical tips for being an expert listener; and keeping customers coming back.

Purchase only, \$195

LISTENING: THE KEY TO PRODUCTIVITY

(BRIEFINGS) 23 minute, VHS/DVD with leaders guide

This program shows viewers the "10 laws of listening," how to apply them; resulting in productive and effective communication.

Purchase only, \$195

LITTLE THINGS MEAN A LOT

(LEARNCOM) 22 minute DVD with ancillary materials

Based on Brigid Moynahan's concepts of Microinequities (small, subtle, negative signals) and Micro-affirmations (small, subtle, positive signals) sent to peers, associates, and subordinates. Creating a workplace atmosphere that could be constructive or destructive.

Rental \$395; Purchase \$995.

LIVING IN THE STRETCH ZONE

(LEARNCOM) 30 minutes

Dr. Marc S. Bassin, enthusiastically presents a 4 part model that helps viewers take responsibility for their actions and determining their success.

Rental \$200; Purchase \$695 for VHS or DVD

LIVING THE BRAND: THE PATAGONIA STORY

(VIDEO ARTS) 18 minute DVD

Based on the book "Living the Brand", it shows the sportswear company, Patagonia capturing the passion of the people in its organization, creating stronger relationships with customers and developing new ways of working.

Rental: \$350; Purchase \$870

LOOKING FORWARD: YOU'RE PERFORMANCE APPRAISAL

(COASTAL) 12 minute VHS/DVD, with ancillary materials
Offers 3 key points, demonstrating how employees can approach appraisal meetings without fear or trepidation, but willingly ready to learn and share.
Either Format. Rental \$295; Purchase \$945, DVD has Spanish

LOVE & PROFIT: THE ART OF CARING LEADERSHIP

(STAR THROWER) 30 minutes
Based on James A. Autry's book this video demonstrates to managers the theory behind humane management and caring leadership.
Rental \$295; Purchase \$395

LOVE 'EM OR LOSE 'EM: EMPLOYEE RETENTION

(COASTAL) 22 minute VHS/DVD with ancillary materials
Offers a long list of easily implemented and inexpensive tactics to create a loyal and enthusiastic workforce.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

LOVE YOUR CUSTOMERS AND LOVE YOUR DIFFICULT CUSTOMERS

(ENTERPRISE MEDIA) 28 & 11 minutes respectively
Starring John O'Hurley, who has appeared on Seinfeld, Dancing With The Stars, and presently hosts the Family Feud program. He focuses on image and branding, by demonstrating that customer service is a direct extension of how the customer views your company.
Both programs. Rental: \$450; Purchase \$895

MAD ABOUT CUSTOMER SERVICE

(CRM) 15 minutes
Uses the plot of mishandling airport baggage, a customer service rep attempts to correct it, but fails. 4 key points are presented, showing how handling the situation is just as critical as solving the customer's problem.
Rental \$275; Purchase \$695

MAGIC OF WE

(CRM) 8 minutes, VHS/DVD, with ancillary materials
This case study is a unique example of how management and employees of Snapper Lawnmowers turned a \$54 million loss into a \$13 million profit. It presented as 5 different topics; Leadership, Teamwork, Problem Solving, Lean Manufacturing and Communication.
Either VHS/DVD. Rental \$275; Purchase \$795

MAKE THE CONNECTION

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide
This program shows viewers to enhance their telephone skills for Betty communication, enhanced productivity, and building valuable relationships.
Purchase only, \$195

MAKING TIME

(VIDEO ARTS) 25 minute DVD
Produced by Melrose, it offers practical tips to team members and their managers, for boosting their productivity.
Rental \$350; Purchase \$999

MAN TO MAN

(CORVISION) 13 minutes
Hosted by John Stossel, this unique video deals with the problem of same-sex harassment; and in particular the case of Joseph Oncale's experiences, while on an oil drilling platform in the Gulf of Mexico.
Rental \$95; Purchase \$325

MANAGE YOUR TIME BETTER

(JWA) 22 minute video program
Offers a detailed process for effective and successful time management.
Purchase only, VHS \$109.95; DVD \$129.95

MANAGER OR MOUSE?

(ENTERPRISE MEDIA) 15 minute VHS/DVD and workbook
Focuses on empowering supervisors/managers (especially if newly promoted) helping them develop the skills, attitudes, and confidence to be successful.
Purchase only, \$149

MANAGERS AS MEDIATORS

(CORVISION) 30 minutes
Offers 7 principles for non-adversarial resolutions of workplace disputes, with the informal, private, negotiation process of mediation.
Rental \$165; Purchase \$495

MANAGER'S BALANCING ACT, THE: PARADOXICAL MANAGEMENT

(W. R. SHIRAH) 44 minute, VHS/DVD with ancillary materials
Dr. Ben Bissell shows viewers that being a successful manager; requires knowing when to have a sense of humor, or when to be firm.
Either format. Purchase only, \$295

MANAGER'S GUIDE, A

(QMR) 2 programs, VHS/DVD, 25 minutes with ancillary materials
Using the casting and rehearsal of Shakespeare's Hamlet as a backdrop, this program addresses 5 critical areas, presenting 3 key points in each; needed by both new and experienced managers.

1. Surviving the Slings & Arrows. Focuses on the skills to navigate legal and behavioral challenges.

2. To Lead Or Not To Lead. Looks at communication, organizational and leadership skills.

Either format. Each. Rental \$295; Purchase \$625, series \$1,062.50

MANAGING A DIVERSE WORKPLACE Series. See MOSAIC WORKPLACE Series.

MANAGING CHANGE & TRANSITION

(W. R. SHIRAH) 44 minute, VHS/DVD with ancillary materials
Dr. Ben Bissell shows viewers that successful managers must understand the 5 dynamic steps of change, the emotional and verbal responses, and how to guide their staffs through it.
Purchase only, \$295, VHS or DVD

MANAGING CONFLICT AT WORK, ART OF COMMUNICATION

(JWA) 20 minute video, audio and book program
Shows conflict as a normal; and how to make it a positive experience.
Purchase only, VHS \$109.95; DVD \$129.95

MANAGING DISTRESS

(W. R. SHIRAH) 36 minute, VHS/DVD with ancillary materials
Dr. Ben Bissell identifies sources of stress, both internal and external, then office practical, common steps to lower and counter stress levels.
Purchase only, \$295, VHS or DVD

MANAGING DIVERSITY

(CRM) 30 minutes
How to manage a diverse, ethnic workforce; and the interpersonal skills' needed to get their commitment and motivation.
Rental \$275; Purchase \$795

MANAGING FOUR GENERATIONS IN THE WORKPLACE

(LEARNCOM) 2 DVD program (21 and 14 minutes) with ancillary materials
Cam Marston offers supervisors/managers the techniques needed for cross-generation communications, conflict avoidance, and maximizing performance. Using the concept of "Gen-Flexing" that allows an individual to function in another generation's world.
Rental: \$395; Purchase \$995

MANAGING FROM THE HEART

(COASTAL) 30 minute VHS/DVD
Shows supervisors/managers the skills that recognize potential and create the confidence that makes productive employees.
Either Format. Rental \$295; Purchase \$695, DVD has Spanish

MANAGING ME

(VIDEO VISIONS) 16 minute VHS/DVD with ancillary materials
Is a brand new title for managers and supervisors. It offers 6 key points for relating to peers and supervising subordinates; so as to gain their commitment and motivation for increased productivity.
Either format. Rental \$295; Purchase \$795

MANAGING STRESS

(CRM) 33 minutes

Shows all individuals, how to cope with stress using the available techniques that allow for managing it on or off the job.

Rental \$225; Purchase \$795

MANAGING STRESS BEFORE IT MANAGES YOU

(BRIEFINGS) 30 minute, VHS/DVD with leaders guide

Viewers see how to recognize, minimize, and alleviate stress for everyone.

Purchase only, \$195

MANAGING THE JOURNEY

(BLANCHARD TRAINING DEVELOPMENT) 86 minutes

How managers deal with subordinate's empowerment; and how they will have to reinvent their own jobs. Based on Situational Leadership II.

Rental \$250; Purchase \$895

MANAGING UP

(MONAD) 17 minute DVD

James Brolin hosts Michael LeBoeuf's 5 step program on developing successful relationships with your boss by emphasizing how you behave toward your boss, teaches him or her, how to treat you.

Rental, \$195; Purchase \$345

MARS & VENUS IN THE WORKPLACE

(CORVISION) 39 minutes

Dr. John Gray hosts this video, based on his book, "Mars & Venus In the Workplace." He focuses on men and women communicating with each other; and skills needed to create effective and productive communication.

Purchase only, \$625

MASSEY TRIAD SERIES

(ENTERPRISE MEDIA) 3 videos, averaging 64 minutes each

Dr. Morris Massey's concepts on value programming.

1. What You Are Is Where You Were When. How programming that occurs during childhood, carries into adulthood, effecting behavior off and on the job.

2. What You Are Is Not What You Have To Be. Reviews the concept of "traditionalists, rejectionists," why the value of work, job commitment, and individual performances varies with different age groups. Plus how Significant Emotional Events can change gut-level values.

3. What You Are Is Where You See. Explores future effects by showing how to redefine, redesign and recreate one's point of view imposed by the past.

Rental \$225 VHS, \$275 DVD; all 3-\$475; Either format. Purchase \$895; all 3-\$1,745

MASTERING GOAL SETTING

(BLANCHARD TRAINING DEVELOPMENT) 60 minutes

Effective goal setting concepts for both managers and subordinates, allowing them to successfully function as empowered individuals and teams.

Rental \$150; Purchase \$495

MASTERING LEADERSHIP WORKSHOP

(HRD PRESS) 33 minute video, workbook, facilitator guide and slide masters

Steve Sullivan's inspiring video describes the essence of leadership; energizing people by instilling a sense of purpose for the organization or team.

Purchase only, \$495

MASTERING MEMOS

(BRIEFINGS) 15 minute, VHS/DVD with leaders guide

This program helps viewers learn how to write effective memos that communicate clearly and quickly

Purchase only, \$195

MASTERING PERFORMANCE MANAGEMENT

(BLANCHARD TRAINING & DEVELOPMENT) 60 minute VHS

Presents 3 key steps for successfully coordinating manager and employee, individual and work-team goals, for successfully functioning organizations.

Rental \$225; Purchase \$795

MATTER OF RESPECT, A

(LEARNCOM) 17 minute, VHS/DVD

Deals with all aspects of innuendos, slurs mimicking, jokes, leers, intimidation, touching, gesturing, threats, rumors, etc., that constitutes sexual or other forms of harassment and open to law suits.

Rental \$150; Purchase \$595 for VHS or DVD

MAURITIUS: CELEBRATING DIFFERENCES (see Covey Leadership)

MAX & MAX (see Covey Leadership)

MEETING OPENERS WITH LORETTA LAROCHE

(ENTERPRISE MEDIA) 4 minutes per video

Not Another Meeting. Laroche uses a 1930's monster movie to turn negative thinking into positive thoughts.

Whoopee, Another Meeting. Her funny approach to induce viewers to look at meetings with the enthusiasm and excitement of a child.

Each: Rental \$95; Purchase \$145, both \$245

MEETING ROBBERS

(CRM) 20 minutes

This video describes how to plan and reach your objectives, avoid interruptions, and other points that result in successful meetings.

Rental \$275; Purchase \$795

MEETINGS BLOODY MEETINGS

(VIDEO ARTS) 30 minute DVD

Here's the classic, showing the critical steps for successful meetings. John Cleese strikes again with his humorous meeting blunders.

Rental \$350; Purchase \$999

MEMORIAL HOSPITAL & HEALTHWORKS KIDS MUSEUM: TURNING WORK ASSIGNMENTS INTO WOW PROJECTS (Re-imagine! Series)

(ENTERPRISE MEDIA) 17 minutes

Tom Peters shows how one organization revolutionized the job of teaching kids about health. Presented are people coming up with innovative ideas, testing and bringing them to reality.

Rental \$295 VHS, \$345 DVD; Either format. Purchase \$795

MENTORING THAT MAKES A DIFFERENCE: FOR MENTORS & MENTEES

(MENTORING GROUP) 2 VHS, 43 minutes each

Host Dr. Linda Phillips-Jones and others, offer 5 points and numerous tips, in showing how to create and implement effective mentoring partnerships.

Part 1. For Mentors. Part 2. For Mentees.

Purchase only, \$450. Cannot be purchased separately

MENTORING: THE SUCCESS CONNECTION

(W.R.RICHARDSON) 52 minutes

Dr. Linda Phillips-Jones, recognized expert and author, presents case studies (Boeing, GE, Weyerhaeuser, and the State of Oregon) on the use of mentoring.

Rental \$225; Purchase \$595

MILLENNIUM COACHING & PERFORMANCE FEEDBACK TRAINING SCENES Series

(QMR) 8 VHS/DVDs, averaging 7 minutes each

Dramatizations for exploring coaching and performance feedback skills.

1. Always Late. Addresses chronic performance issues, personal challenges and feedback.

2. I Like Things Just As They Are. Investigates fear of and resistance to change.

3. Great Stuff. Deals with positive feedback, coaching exceptional employees and creating learning environments.

4. Attitude. Overcoming peer cynicism and peer coaching for managers.

5. Maximizing Potential. Coaching under-performing employees and experienced team members.

6. Do You Smell Something. Counseling personal issues and uncomfortable situations.

7. Lest I Offend You. Reviews normal and delayed feedback; and EEO concerns.

8. 360° Feedback. How to receive feedback as a team leader.

Each. Either format. Rental \$295; Purchase \$625

MILLENNIUM-LEADERSHIP CAPSULES FOR THE 21st CENTURY Series

(QMR) 7VHS/DVDs, 15 minutes each

Reviews the leadership skills for organizational success in the next century.

- 1. Leadership Is...**The overview video that defines the concept of a leader.
- 2. Leader As Coach, The.** Details the why, what and how of coaching.
- 3. Leader As Mentor, The.** Details the why, what and how of mentoring.
- 4. How Leaders Provide Performance Feedback.** Explores the skills for developing employees.
- 5. Beginning Employment Relationships.** Reviews interviewing and hiring.
- 6. Ending Employment Relationships.** Reviews the termination process.
- 7. In Compliance.** Reviews compliance issues such as, EEO, Diversity, ADA, Sexual Harassment, etc.

Each. Either format. Rental \$295; Purchase \$625

MILLER GUIDE, THE

(VIDEOMEDIA) 28 minute video training module

Focuses on sexual and workplace harassment, discrimination issues, and using effective internal grievance procedures to resolve conflicts.

Rental \$195; Purchase \$795. 28 or 21 minute video, \$695. 14 minute scenarios only video, \$675

MINDWORKS: CREATIVE THINKING METHODS

(AMATULLI) 6 video program, averaging 15 minutes each

A workshop program for learning the skills of creativity and fresh thinking.

Grand Re-Opening, A. 13 minutes of introduction, countering myths, stereotypes, and roadblocks to creativity.

Break Up. A 11 minute video to break the challenge into component parts, focusing on each for change and improvement.

Idea Box. 13 minutes are allotted on listing options, making varying combinations, and devising new/unique outcomes.

Forced Connections. 14 minutes on selecting a random stimulus, intensely scrutinizing it, list thoughts about it, then relating and applying any generated ideas to the original challenge.

SCREAM. 19 minutes on developing a technique to spark many varied ideas that would not surface in conventional thinking.

Zero In. 14 minutes on exploring, evaluating, and screening options, to determine the most useful, innovative, and implementable.

Each: Purchase only, \$95

MINING GROUP GOLD

(CRM) 25 minutes

Based on Thomas A. Kayser's best seller it shows how Top organizations are achieving remarkable results by applying a proven 5-step method of TQM principles in group interactions. Government version available.

Rental \$275; Purchase \$795

MIXING FOUR GENERATIONS IN THE WORKPLACE

(LEARNCOM) 2 programs, 17 minutes per, with ancillary materials

One defines the different generations, while the other gives information as to how to deal with the different generations.

DVD only. Rental \$395, Purchase \$795

MOMENT OF TRUTH

(MEDIA PARTNERS) 22 & 4* minute VHS/DVD with ancillary materials

Focuses on giving employees a practical guide for making better decisions; showing 6 scenarios of critical, ethical dilemmas.

Voices Of Truth* is a meeting opener featuring quotes from philosophers, historians and world-famous leaders.

Either format. Rental \$350; Purchase \$895

MORE BLOODY MEETINGS

(VIDEO ARTS) 30 minute DVD

In this sequel, Cleese must now deal with the human factor, which frequently will dissipate the time and productivity of a meeting.

Rental \$350; Purchase \$999

MORE THAN A GUT FEELING III

(COASTAL/AMI) 32 minute VHS/DVD

A further update, with Dr. Paul Green focusing on an applicant's past work behavior as the best indicator of future behavior. Also for hospitality and service industry.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

MORE THAN A GUT FEELING: HIRING EXCELLENT SALES PEOPLE

(COASTAL/AMI) 26 minute VHS/DVD

Using Dr. Paul Green's approach, viewers can learn the techniques for evaluating and hiring dynamic sales people.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

MORE THEN A GUT FEELING-MANUFACTURING VERSION

(COASTAL/AMI) 28 minute VHS/DVD

Based on the original, plant managers, shop supervisors, etc., can also learn the skills needed for sound hiring decisions and reduced turnover.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

MORE THAN A GUT FEELING: SITUATIONS FOR DISCUSSION

(COASTAL/AMI) 10 minute DVD

Showcases 7 clips of wrongful interviewing actions and 1 correct scene, for reinforcing behavior based interviewing techniques. Discounts for owners of More Than A Gut Feeling.

Rental \$295; Purchase \$595. Available in Spanish.

MOTIVATING EMPLOYEES DURING ORGANIZATIONAL CHANGE

(BRIEFINGS) 21 minute, VHS/DVD with leaders guide

This program shows viewers how to be cognizant of employee needs, effectively communicate, and build and/or maintain trust.

Purchase only, \$195

MOTIVATING OTHERS

(AMA) 30 minutes

Offers a concrete guidelines for determining the concerns of employees.

Purchase only, \$195

MOTIVATION: DREAM IT. WALK IT. BELIEVE IT.

(VISIONPOINT/MONAD) 19 minute, VHS/DVD with ancillary materials

Interviews of real people, whose life and experiences exemplify the 3 principles of this video in creating energized and positive work attitudes.

Purchase only, \$495

MOTIVATION: IGNITING EXCEPTIONAL PERFORMANCE

(COASTAL) 21 minute VHS/DVD

Bob Nelson shares his concepts in helping managers glean the benefits of encouraging communication, soliciting suggestions, developing trust and confidence, encouraging creativity and providing rewards and recognition.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

MOTOROLA SELLING CONCEPTS

(LEARNCOM) 8 DVD program

The first 4 videos deal with basic selling concepts, average 16 minutes each, and are available as a Series.

1. Identifying Needs & Opportunities. Challenges individuals to discover customer needs and opportunities; then tie it into their selling approach.

2. Demonstrating Features & Benefits. How to link the customer's needs and the seller's product or service.

3. Handling & Preventing Objections. Alerts salespeople to the appropriate responses for overcoming objections.

4. Closing Concepts. How to choose and utilize effective closing techniques. Each: Rental \$150; Purchase \$295

These next 4 videos average 22 minutes each, deal with more sophisticated sales techniques and are available individually.

Selling With Style. Reviews buyer styles, identifying them, and how to respond.

Listening for Results. Looks at effective listening and probing techniques; and the various questions to be used.

Negotiating To Win. Shows effective skills and 4 distinct out-comes.

Competing For The Gold. Using a track meet scenario, the video provides an overview of competitive selling, to emphasize consultative selling.

Each: Rental \$175; Purchase \$295

MOVING FORWARD...IN THE AFTERMATH OF TRAUMA

(VIDEO VISIONS) 14 minutes

This video presents a group of leading trauma experts, offering practical suggestions for preparing for, and dealing with the physical and emotional aspects of chromatic situations.

Rental \$295; Purchase \$695

MR. UNEXPECTED

(LEXICON) 4 minutes,VHS/DVD

A meeting opener, featuring an acrobatic juggler, emphasizes the unexpected in orienting employees to be safety conscious and prevent accidents.

Either VHS or DVD. Rental \$150; Purchase: \$295

MUPPET MEETING OPENERS & BREAKS

(ENTERPRISE MEDIA) VHS/DVD, averaging 2-4 minutes

BENEFITS

Frustrated employees try untangling their new medical benefits labyrinth.

BLINDED BY RESEARCH

A look at market research gone awry.

BREAK 'N THE RULES

Can you reason with an over the zealous legal department?

COMPUTER!

Grump turns a computer into a pizza machine.

EXECUTIVE'S ISLAND

Spoof on the dangers of "red tape."

EXPLOSION

Grump, Leo, a boring meeting, and a countdown to coffee.

5 BASIC RULES OF SELLING

How would you sell a 500 lb. gorilla?

GREAT MOMENTS...IN BUSINESS HISTORY

Sales /negotiation techniques from prehistoric times to now.

GRUMP CRITIC

Leo gives a speech; and Grump helps him?

HOW TO END A MEETING

How else, but by having the fat lady sing.

HOW TO SELL

A spoof on selling skills and techniques.

INTRODUCTION

How not to introduce a speaker; and a spot for introducing your speaker.

INTRODUCTION WITH A SLIGHT SNARE

Leo teaches Grump how to jazz up an introduction with a set of drums.

JUST A FEW ANNOUNCEMENTS

What do you do with agenda changes during a meeting.

LEO AND THE MONSTER

Leo's short list on the secrets of success.

LET'S HAVE THE DAM BREAK

Why a break is essential.

MEAL BREAK

Grump's meal break brings a food fight to life.

The above titles are on Preview Real 1.

NOBODY PERFECT

Grump and Leo create the perfect employee; a clone of the boss.

NOW HERE THIS!

A loud and clear message: miscommunication becomes mass confusion.

SAFETY ZONE

A Rod Serling muppet does a Twilight Zone office safety spoof.

SALES SAVVY

Sales opening techniques and their effects on the prospect.

SELL, SELL, SELL

The most famous and most popular Muppet meeting opener or closer.

SUPER SALESPERSON

Smilin' Ed and a humorous lesson in the fine art of selling.

TAKE THIS FORM AND FILE IT!

Leo and Grump in a red tape corporate shootout, using forms.

TEAMWORK IN ACTION

Miss Piggy, Fozzie Bear and frustrated library patrons create a hilarious cacophony of sound, that turns a into a symphony.

THE ART OF NEGOTIATION

Leo and Grump do their versions of negotiating.

THE B.I.G. PLAN

Leo's B. I. G. plan gets lost in the flurry of wacky acronyms.

THE BIG PICTURE

Simple, small requests, and how they relate to a team's success.

THE COFFEE BREAK MACHINE

The ultimate user-friendly coffee machine meets the ultimate user-abuse.

THE HALF-MINUTE MANAGER

Issues of productivity, high management and stop watches.

THE IDEAL SALES REP

Leo's tries to transform Grump into a perfect sales rep.

THE MEETING THAT WOULD NOT DIE

What happens when the speaker is oblivious to his audiences needs.

THE RAP UP

Leo raps his appreciation for his sales force's efforts.

THE SECRETS SUCCESS

Grump declares war on complacency and underachievement.

THE SKY'S THE LIMIT

Leo praises the company's best heads and inflates their egos.

THINK BIGGER

The Muppets demonstrate the importance of encouraging new ideas.

TOP 10 REASONS TO TAKE A BREAK

Here are 10 humorous ways to tell people it's time for a break.

WHAT'S THIS MEETING ALL ABOUT

Grump asks a simple question, but Leo can't seem to find a simple answer.

WHEELS OF PROGRESS

Grump and a skateboard increase speed and efficiency around the office.

WHO NEEDS A BREAK?

A spoof on knowing when and why to take a break.

WIN! WIN! WIN!

Based on "Sell! Sell! Sell!" here's another message, "Winning Is Everything."

The above titles are on Preview Real 2.

Each: Rental \$225, DVD \$250; Either format. Purchase \$445. Quantity discounts.

MY IDEA

(DYNAMIC TRAINING MEDIA) 4 minutes

Shows how to generate and implement the creative ideas resulting from team meetings; so they don't die in purgatory.

Rental \$175, DVD \$225; Purchase \$295, DVD \$395

NATURAL AS CHILD'S PLAY TOOLKIT

(COASTAL) 25 minute DVD & Trainer's Toolkit

Humorously hosted, this program shows how easy and natural, hospital internal and external customer service can be.

Rental \$125; Purchase \$495

NAVIGATING GENDER DIFFERENCES

((TRAINERS TOOLCHEST) 2 DVD program

A 2 part program showing the different strengths men and women bring to communication, relationships and problem-solving.

Talking To A Wall. How men and women listen differently, providing specific tools to help them, and all types of listeners more effectively communicate with each other.

The Brain Gain: What's Sex Got To Do With It. Dr. Nancy Snyderman presents myths, truths, strengths and weaknesses. She uses focus-groups, brain images, and real-life situations in showing how gender differences affect communication between them.

Purchase only, \$495

NEED TO KNOW, A: INSIDER TRADING AND THE LAW

(ENTERPRISE MEDIA INC.) 25 minutes

Harvard Law Professor Charles Ogletree explains the importance of compliance with the new SEC insider trading regulations.

Rental \$200; Purchase \$475

NEGOTIATING FOR BUSINESS RESULTS

(JWA) 39 minute video, audio and book

How to develop the skills for successful negotiation, avoid being fearful, while enjoying the process.

Purchase only, VHS \$109.95; DVD \$129.95

NEGOTIATING: 3 RULES OF WIN-WIN

(COASTAL) 29 minutes, only VHS

Communication and negotiation expert, Ed Brodow, presents a 3-step formula that creates a win-win solution for both parties.

Purchase only, \$99.95

NEGOTIATING: TYING THE KNOT

(VIDEO ARTS) 30 minute DVD

Using the plot of a personal relationship between a man and a woman, the concept of effective negotiation and its key points are presented.

Rental \$350; Purchase \$999

NEW BUSINESS OF PARADIGMS, THE

(STAR THROWER) 2 title program, *26 and **18 minutes, VHS/DVD plus ancillary material CD.

1. The New Business of Paradigms: Classic Edition. Based on the original video, it contains many of the same stories and examples, but with a new, updated look.*

2. The New Business of Paradigms: 21st Century Edition. Present the same concepts but, with exciting, new examples and stories.**

Both titles: Rental \$295; Purchase \$895.

NEW PARTNERSHIP, THE

(ENTERPRISE MEDIA) 30 minutes

Tom Melohn and the success at his company, NATD. Location visits to Apple and NUMMI (a joint venture of Toyota and General Motors) to show his management theory of partnership between customers and suppliers.

Purchase only, \$149

NEW PIONEERS, THE

(CORVISION) 30 minutes

Based on Thomas Petzinger Jr.'s book, 3 companies (Monarch Marking Systems, DaimlerChrysler Financial Services, and Rowe Furniture) have adopted the author's philosophy of "managers getting out of the way and let their people who do work, take responsibility for the way they work."

Rental \$225; Purchase \$695

NEW SUPERVISOR, THE: SKILLS FOR SUCCESS

(JWA) 48 minute video, audio and book

Offers the skills, and how to develop them, to make being a supervisor productive, enjoyable and motivating to subordinates.

Purchase only, VHS \$109.95; DVD \$129.95

NEW TIME OF YOUR LIFE, THE

(LEARNCOM) 21 minute video/DVD & CD of ancillary materials

Based on Alan Lakein's book, "How to Get Control of Your Time and Your Life," this remake of the all time best selling video offers 6 simple methods for effective time management ; whether on the job or in your personal life.

Rental \$395; Purchase \$895 for VHS or DVD

NEW WORKPLACE, THE, Series

(QMR) 2 videos, 23 minutes each

1. Making The Change. Oriented to all employees, persons of various public and private organizations discuss their experiences, goals, dealing with each other, their jobs and the global economy.

2. Leading The Change. For all management levels, people of various public and private organizations discuss their experiences and goals for transforming their organizations and coping with the competition of the global economy.

Each: Rental \$295; Purchase \$625

NFL PRO SHORTS' Series

(LEARNCOM) VHS/DVD averaging 5 to 10 minutes each

Uses football footage as the basis for motivational programs about risk taking, leadership, teambuilding, communication, empowerment, responsibility, personal development, and change.

The Courage To Change. Some of the NFL's most successful players and coaches reveal the change strategies that took them to the winner's circle.

Speed Is The Strategy. Shows the 4 key elements: preparation, adjustment, communication and opportunity.

Teams: When Me Becomes We. Challenges individuals to become a team.

Can You Guys Hear Me? Humorous on-field situations of miscommunications.

We Have Met The Enemy... Humorous look at the long road to success.

Risk Taking: Putting It All On The Line. Shows 3 organizations, using risk as

a strategic advantage.

VHS/DVD: Rental \$200; Purchase \$450, Series \$1,300

9 TO 5 SURVIVAL GUIDE

(MERIDIAN) 25 minutes

Discusses appropriate wardrobe and work habits for employees, offering suggestions for making any necessary improvements.

Purchase only, \$195

NO PRIVACY: LEGAL ISSUES IN E-MAIL

(COASTAL) 22 minutes

Offers valuable tips and tricks, etiquette, precautionary measures, etc., to avoid embarrassment or legal ramifications, when using e-mail.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

NOBODY'S LISTENING

(CRM LEARNING) 11minutes, VHS/DVD with leader's guide

This humorous program shows the consequences of poor listening skills, inept communication, frustration, and plenty of inaccuracies/errors.

Either format. Rental \$225; Purchase \$495

NORMAN KRASNA, THE, Series

(PHOENIX) 4 videos, averaging 6 to 10 minutes each

This male oriented Series focuses on the humor and travails of selling, as seen through the long-suffering eyes of salesman Norman Krasner. Each is only available for purchase.

Norman Checks In. His misadventures trying to get a restful night's sleep in an over-booked hotel (10 minutes). **\$295**

Norman Gives A Speech. How not to prepare and deliver a critical, under the gun, major presentation "yesterday" (8 minutes). **\$295**

Krasna, Norman. Introduces Krasner and his penchant for turning even a trip to the men's into a hilarious comedy of errors (6 minutes). **\$295**

Welcome Back, Norman. His misadventures as a traveler in a busy airport parking lot (7 minutes). **\$295**

NOT JUST ANOTHER MEETING

(COASTAL) 22 minute VHS/DVD

Viewers will see 10 appraisals that go awry, and how to do them correctly.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

NOT SO OBVIOUS ART OF DYNAMIC COLLABORATION, THE

(LEARNCOM) 32 minutes, VHS/DVD

Based on Michael Shrage's book "No More Teams," it reviews the concept of teams, creating a new mode of working together using collaboration.

Either format. Rental \$200; Purchase \$495

NOT MY TYPE: VALUING DIVERSITY

(VIDEO ARTS) 24 minute DVD

Encourages managers to questioned their assumptions about other people, and nurture the potential found in diversity.

Rental \$350; Purchase \$870

NOW SERVING EVERY CUSTOMER

(MERIDIAN) 25 minutes, VHS/DVD

Shows how simple it is to provide excellent customer service to disabled persons, by focusing on common sense and common courtesy.

Purchase only, \$195

OFFICE ERGONOMICS: IT'S YOUR MOVE

(COASTAL) 16 minute VHS/DVD

Shows office situations, the dangers, the preventive actions, and the cures.

Either format. Rental \$115; Purchase \$495

OFFICE POLITICS: NOT NECESSARILY THE TRUTH

(COASTAL) 24 minute VHS/DVD

Harry Anderson shows how to keep it from becoming dirty politics, and undermining an organization.

Either format. Rental \$295; Purchase \$695

OFFICE SAFETY: IT'S A JUNGLE IN THERE

(COASTAL) 20 minute VHS

This program focuses on 3 key points. Preventing injuries; controlling dangers; and formulating emergency plans.

Rental VHS \$115; Purchase \$495

ON THE THRESHOLD OF CHANGE

(QMR) 17 minutes

An overview of their Diversity Series. Exploring managing fear and prejudice, the impact of legal issues, why this type of training is critical.

Rental \$295; Purchase \$625

ON YOUR OWN

(MONAD) 7 minutes

The raising and training of race horses, correlates to how individuals and organizations, must develop the attitude, motivation and climate for competent successful, and productive employees.

Rental \$195; Purchase \$345

ONCE AND FOR ALL

(MVID EDGE PRODUCTIONS) 21 minute VHS only

Dealing with performance management, this video offers 5 key points for dealing with employee performance and its effect on productivity.

Rental \$250; Purchase \$625

ONE FOR ALL, TEAMWORK: THE MEERKAT WAY

(COASTAL) 21 minute, VHS/DVD with ancillary materials

Is about tiny, lovable, vulnerable creatures, living in a hostile environment (Kalahari Desert) of savage predators. They survive by cooperating and maintaining an interdependent culture.

Either Format. Rental \$225; Purchase \$545, DVD has Spanish

ONE MINUTE MANAGER, THE

(BLANCHARD TRAINING) 50 minutes; Leader's Guide & Workbook

Presents the secrets for developing, managing, and valuing people.

Rental \$250; Purchase \$495

ONE ON ONE: INFORMAL EMPLOYEE PERFORMANCE REVIEW

(EMPLOYEE UNIVERSITY) 39 minute VHS/DVD, with ancillary materials

Presents the concept of informal employee performance reviews. A periodic, but frequent process to quickly produce measurable results. Also includes "Building Employee Morale: Missed Opportunities."

Rental \$275 DVD only; Purchase VHS or DVD \$875. Only DVD previews.

OPPORTUNITY IMPERATIVE, THE

(ENTERPRISE MEDIA) 47 minutes

Sam Tyler hosts in presenting case studies on Intuit, Coca-Cola, and Springfield Remanufacturing foster cultures of product innovation and entrepreneurship; that turn adversity into opportunity and reenergize employees.

Purchase only, \$149

ORDINARY PEOPLE, EXTRAORDINARY RESULTS: TRUE STORIES OF GREAT LEADERSHIP

(CRM) 6 video DVD, 7-9 minutes, *meeting openers, 2:30 minutes each.

Based on Franklin/Covey Leadership Workshops, it is a compilation of 4 stand-alone videos, *2 meeting openers, showing the accomplishments of average people doing small things that successfully motivated others.

Trim Tab. Is a small rudder built into the big rudder of a ship, making it easier to change course. Madeline Cartwright, a school principal, shows how one small change was a catalyst for bigger changes.

A Legacy of Winning. Anson Dorrance, the 30 year coach of UNC women's soccer team, has to deal with some of his best players leaving every year. He uses a blend of performance measurement, purposeful practice, and personal encouragement to the team at its best.

Store 334. Is about employees not wanting to work and customers not wanting to shop. Jim Dixon as a manager of a bad-performing supermarket, who after trying various methods, hit upon the secret to motivational and revenue-producing success.

Emma Brandon. A hospital ward supervisor, found her staff functioning poorly. Rather than institute immediate change, she watched, questioned and ana-

lyzed; involving employees (and patients) in decisions, holding them accountable for results, encouraging them to try new ideas, and resulting in amazing successes.

***Your Best Moment.** Is about transitioning strategies into goals.

***Live Love Learn Legacy.** Is about leaders conveying inspirational thoughts. DVD only. Rental: \$495, Purchase \$895

OTHER SIDE OF THE WINDOW, THE: PROVIDING EXCEPTIONAL SERVICE IN GOVERNMENT

(CRM) 15 minutes; CD & ancillary materials

The video focuses on how bureaucratic systems and procedures often undermine the level of service and respect for the public.

Rental \$275; Purchase \$695. Either DVD or Video.

OUCH! THAT STEREOTYPE HURTS

(SUNSHOWER) 2 video (VHS/DVD) program; 13 and 5 minutes with ancillary materials

Shows impact of casual and pointed stereotype and biased statements; many reasons people sit silent when uttered; and the techniques for countering the comments, without blame or guilt.

Either format. Rental \$300; purchase \$695

OUCH! YOUR SILENCE HURTS

(SUNSHOWER LEARNING) 9 minute DVD, with ancillary materials

A powerful, compelling video, motivating viewers to speak up for respect on behalf of someone else. It asks them, "how will you respond the next time you witness somebody being treated disrespectfully."

Rental \$300; Purchase \$595

OVER EXERTION

(ICON) 14 minutes, VHS, DVD, & On-line

Employees learn how their body functions; over exertion risk factors; injury types; and measures for reducing exposure to, and preventing injuries.

Purchase only, \$395

OVERCOMING STRESS AT WORK

(JWA) 19 minute video, audio, & book

Gives 4 points to define and overcome stress, wherever it is created.

Purchase only, VHS \$109.95; DVD \$129.95

OWN IT!

(ADVANCED KNOWLEDGE) 20 minutes

Focuses on supervisors and frontline personnel, have taken ownership of their jobs, resulting in loyalty, improved productivity, and smiling, happy people.

Rental \$195; Purchase \$495

OXO GOOD GRIPS: THINK DIFFERENTLY (Re-imagine! Series)

(ENTERPRISE MEDIA) 15 minute video and workbook

Here is a unique company, where innovation, passion, and thinking differently create its success. Refusing to fit the definition of marketing experts, it looks for success and new products from any kind of customer.

Rental \$295, DVD \$345; Either format. Purchase \$795. Quantity discounts.

PAINLESS PERFORMANCE IMPROVEMENT

(MEDIA PARTNERS) 22 minute VHS or DVD with ancillary materials

This program uses comedy in presenting a 6 step, foolproof technique for helping team members improve their performance without the drama, pain and conflict normally associated with performance management.

Either format. Rental \$350; Purchase \$895

PARADIGM MASTERY Series

(STAR THROWER) 5 video program, averaging 25 minutes each

Joel Barker's newest Series dealing with paradigm shifts.

Change & Leadership. Shows the roles of managers, leaders and employees during change.

Paradigm Effect, The. Helps people understand the power of their paradigms, and what happens when they shift.

Paradigm Curve, The. Where's the paradigm, and where's the viewer's location in its cycle.

Paradigm Partners. Identifies them within the organization; their views, roles,

and their reactions.

Paradigm Hunting. Barker offers 2 simple steps to discover the future.
Rental \$295, Series, \$600; Purchase \$495, Series, \$695

PARADIGM PIONEERS

(STAR THROWER) 30 minutes

Joel Barker explores people who recognized paradigm shifts, taking advantage of them, to guide their organizations from concept to implementation.
Rental \$295; Purchase \$495

PARADIGM PRINCIPLES

(STAR THROWER) 30 minutes

Finally Joel Barker's how-to video. He builds on "The Business Of Paradigms," defining the shift and it's importance; then goes beyond with 4 principles for understanding shifts.

Rental \$295; Purchase \$495

PASS IT ON: COACHING SKILLS FOR MANAGERS

(VIDEO ARTS) 25 minute DVD

Emphasizes the need for managers to learn coaching skills, plus offering points on how to be a successful coach.

DVD only, Rental \$350, Purchase \$999

PASSION FOR CUSTOMERS, A

(ENTERPRISE MEDIA) 67 & *25 minute VHS/DVD

Tom Peters on location with 5 organizations; details how they provide superior customer service. The companies: Federal Express, The Limited, Worthington Industries, University National Bank & Trust, and the Louisville Red Birds.

*Rental VHS \$225, DVD \$275; Purchase *\$495, \$895*

PASSION FOR EXCELLENCE, A

(ENTERPRISE MEDIA) 63 & *25 minute VHS/DVD

Tom Peters' presentation on creating it: Examples of Donald Shafer, the innovative mayor of Baltimore; Retired Air Force General Bill Creech, who motivated airmen into being better maintenance and support people; and Stew Leonard, whose customer-scented grocery business helped redirect an industry.

*Rental VHS \$225, DVD \$275; Purchase *\$495, \$895*

PATIENT DIVERSITY: BEYOND THE VITAL SIGNS

(CRM) 20 minutes

Shows the critical need to know your patient population: their belief systems, folk medicine, lore; even how they respond to the pain and medical care.

Rental \$275; Purchase \$595

PATIENT SAFETY: COACHING AND TEAMWORK

(COASTAL) 17 minute DVD with ancillary materials

This program strengthens the collaboration between staff members by developing 5 essential skills that address individual, interpersonal and systemic factors affecting patient safety: mindsets, attitudes, communication problems, and the processes by which healthcare is delivered.

Rental: \$105; Purchase: \$445

PATTERNS

(QMR) 3 program VHS/DVD (25 & 10* minutes) with ancillary material CD

Using a Series of short dramatizations, this Series describes common patterns of illegal or inappropriate behavior, identifying and dealing with them.

1. Preventing Sexual Harassment. Focuses on all employees.

2. Responding To Sexual Harassment. Management's responsibilities.

***3. Rights & Responsibilities.** Focuses on new employee orientation.

*Either format. Each: Rental \$295; Purchase, \$625, *Purchase only, \$395 Series purchase, \$1,283.10*

PATTERNS' TRAINING SCENES

(QMR) 20 minute, VHS/DVD

This is a compilation of 8 dramatized scenes from the Patterns' Series.

Either format. Purchase only, \$625

PEACOCK EXPERIENCE

(CRM) 10 minutes with ancillary materials

Based on B. J. Hateley and Warren Schmidt's book, this light, animated fable,

is about being different in organizations and workforce diversity.

Rental \$275; Purchase \$595

PEOPLE

(WORKPLACE PUBLISHING) 4 minute VHS/DVD

This beautiful piece of art, proclaims the value of people. Impacting associates, peers, supervisors/managers, subordinates, etc., by showing how to respect each other; making them a united and productive force for success.

Either Format. Purchase only, \$375, both formats \$525

PERCEPTION: THE TRAGEDY OF THE FRIENDLY BREAKFAST

(LEARNCOM) 7 minute VHS/DVD

A meeting opener that spoofs old movies, driving home the point of how people look at the world, based on their perceptions.

Either format. Rental \$150; Purchase \$385

PERFECT DAY, THE

(AUDIO VISION) 60 minutes

A non-narration, stress relieving program of scenic, nature cinematography and featuring relaxing music by Chris Theriault.

Purchase only, \$199

PERFECTLY NORMAL DAY, A

(MONAD) 30 minute DVD

A follow up to "Time Of Your Life," it deals with critical problems of handling single and multiple interruptions, juggling priorities, and crisis management.

Rental \$195; Purchase \$345

PERFORMANCE APPRAISALS: GETTING RESULTS

(KANTOLA) 18 minute VHS/DVD & study guide

Offers 8 points for effective and productive performance appraisals. It presents a small-business initializing the process and a large corporation energizing an existing system.

Purchase only, \$139

PERFORMANCE EXCELLENCE Series

(ASH-QUARRY) 6 videos, averaging 13 minutes each

Coaching skills and actions for helping others achieve optimum performance.

1. Coaching To Clarifying Expectations **2. Coaching To Build Skills.** **3. Coaching To Enhance Confidence** **4. Coaching To Encourage Flexibility.** **5. Coaching To Resolve Conflict.** **6. Coaching To Develop Motivation.**

Rental \$150, all-\$495; Purchase \$495, all-\$1,485

PERFORMANCE MANAGEMENT Series

(LEARNCOM) 2 videos, averaging 15 minutes each

1. Performance Review. Focuses on the "coach and mentor role," showing supervisors the correct way to conduct performance reviews.

2. Surviving The Appraisal Interview. The appraisee learns how to deal with, value, and gain from the process.

Each: Rental \$150; Purchase \$495 for VHS or DVD; both \$200 more.

PERFORMANCE MATTERS Series

(VIDEO ARTS) 2 DVD program, 20 minutes each.

The Importance Of Praise. John Cleese offers 6 points about a tool that's powerful, cheap, easy to use; resulting in motivated and productive workgroups.

The Need For Constructive Criticism. John Cleese, gives 7 points for constructively giving criticism; so as to counter alienation.

Each. Rental \$350; Purchase \$999, both \$1,795

PERFORMANCE REVIEW SERIES

(VIDEO ARTS) 2 DVDs, 30 & 20 minutes each

A program for managers, appraisees, and a win-win performance review.

Part 1. Every Manager's Nightmare. Shows 6 nightmare situations, with techniques to make the reviews more productive and less confrontational.

Part 2. Every Appraisee's Dream. Prepares the appraisee, using a 3 part structure, for a successful performance review.

Each: Rental \$350; Purchase \$870, both-\$1,495

PERSON-TO-PERSON: CREATING RESPECTFUL WORKPLACES

(LEARNCOM) 28 minute, VHS/DVD

Focuses on the individual's role and responsibility, showing productive ways to confront inappropriate, unwelcome, embarrassing or demeaning behaviors.
Rental \$200; Purchase \$595 for VHS or DVD

PERSONAL GOAL SETTING: JOURNEY TO SUCCESS

(COASTAL) 21 minute VHS/DVD with ancillary materials
A motivational video about Bill Irwin, being blind, hiked the Appalachian Trail with his dog, through treacherous terrain and weather.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

PHONE FUNDAMENTALS

(VIDEO ARTS) CD-ROM, usage time 1.5 hours
A basic interactive program on using the phone professionally; and helpful to all persons in an organization.
Purchase only, a minimum of 10 users for \$750

PIGEON-HOLED IN THE LAND OF PENGUINS

(CRM) 10 minutes
An animated parable about stereotyping, and how it undermines productivity by demotivating individuals and their relationship to one another.
Rental \$225; Purchase \$495.

PIT CREW CHALLENGE: DRIVEN TO PERFORM

(ADVANCED KNOWLEDGE) VHS/DVD 15 minutes with ancillary materials
Focuses on the critical timing, teamwork and communication, NASCAR pit crews require, as it shows 2 teams of competing executives as pit crews.
Either VHS or DVD: Rental \$295, Purchase \$625

PLAYERS WIN THE GAME, THE: THE LEGEND OF PETE DIMPERIO

(LEXICON MEDIA) 24 minute VHS/DVD
This inspirational video is about Pete Dimperio's concepts, which have been successfully applied in all types of organizations. He was the most successful, charismatic, and winningest coach of the 20th century. Not only in football, with a record of 118 wins and 5 losses, but also in tennis, boxing, basketball, track and field.
Either format. Rental \$250; Purchase \$695

PLOYS, GAMBITS & DIRTY TRICKS OF NEGOTIATING

(RG TRAINING) 18 minutes
Written and narrated by Wayne Berry, who offers important tips that result in comfortable, effective and successful negotiation.
Rental \$195; Purchase \$495

POINT OF IMPACT!

(COASTAL) 22 minute VHS/DVD
Focuses on the contact between an organization's personnel and the customer; using the ACE concept for implementing great customer service.
Either format. Rental \$295; Purchase \$625

POSITIVE DISCIPLINE

(CRM) 22 minute, VHS/DVD with ancillary materials
Updating their old discipline title, this program is based on the 5 step model outlined in Eric Harvey and Paul Sims' book (Positive Discipline: How To Resolve Tough Performance Problems Quickly...and Permanently).
Either format. Rental \$275; Purchase \$995

POSITIVE PREVENTION SERIES

(LEARNCOM) VHS/DVD & Leader's Guide, PowerPoint Presentation, Quiz, etc.
This 2 program Series deals with the main issues in today's workplace.
A Real World Guide To Preventing Sexual Harassment In The Workplace (15 minutes). Covered are: the definition, liability, impact, policy and action.
A Real World Guide To Diversity In The Workplace. (15 minutes). Covered are: defining, appreciating, and deploying workplace diversity.
Each: Rental \$250; Purchase \$695, both \$1,195.

POWER DEAD EVEN RULE, THE, & OTHER GENDER DIFFERENCES IN THE WORKPLACE REVISED

(HEIM GROUP) 43 minute, VHS/DVD
Pat Heim's revised, dynamic presentation on the cultural differences between men and women; how it evolved; how it effects their communication

and ability to work with one another.
Either format. Rental \$165, Purchase, \$495

POWER OF ATTITUDE, THE

(JWA) 19 minute video, audio, & book
This program offers 5 steps for developing and projecting a positive attitude in the workplace and beyond.
Purchase only, VHS \$109.95; DVD \$129.95

POWER OF CUSTOMER SERVICE, THE

(JWA) 45 minute video, audio and guide
Using the "3 Cs" of customer service (Concern, Communication, and Competence) customer service expert Dr. Paul Timm brings to life skills needed to succeed in any customer relationship.
Purchase only, VHS \$109.95; DVD \$129.95; Total program \$395

POWER OF FUTURE CONVERSATION, THE

(CRM) 20 minutes
Based on his book, "Leadership and the Art of Conversation," Kim Krisco presents 6 key principles for using conversation as highly effective tools for change and achieving unforeseen innovations or improvements.
Rental \$275; Purchase \$845

POWER OF LISTENING, THE

(CRM) 26 minutes
Listening is critical; viewers see how to develop, perfect, and maintain it.
Rental \$275; Purchase \$795

POWER OF POSITIVE DISCIPLINE, THE

(KANTOLA) 21 minute VHS/DVD
Offers 6 steps for positive, progressive discipline, using coaching, and escalating to stronger measures if necessary.
Either format. Purchase only, \$159

POWER OF PROCESS AUDITING, THE: REALITY VIDEO

(NICHOLAS & SMITH) 27 minute DVD, with ancillary materials
Process auditing a complex, challenging, but simplified, this video shows how to integrate information from many sources; identify key process performance issues; use various interview and observation techniques; and the findings into perspective for management action.
Purchase only, \$395

POWERS OF 10

(PYRAMID) 9 minute DVD
An all purpose meeting opener that projects in magnitudes of 10, every ten seconds. Taking viewers on an incredible ride into outer space, it just as quickly reverses the journey and ends inside the proton of a carbon atom.
Purchase only, \$295

POWER OF WORDS MEETING OPENER

(CRM) 3 minutes, VHS/DVD
This powerful meeting opener focuses on motivating through communication. By constantly using positive words, positive, productive, enjoyable work environments are created and maintained.
Either VHS/DVD. Purchase only, \$295. Special package offer.

POWER WRITING: TECHNIQUES FOR SUCCESS

(BRIEFINGS) 23 minute, VHS/DVD with leaders guide
This program presents good writing skills techniques, showing how to speed business communication, making it concise, clear and clutter free.
Purchase only, \$195

POWERFUL WAYS TO PERSUADE PEOPLE

(BRIEFINGS) 23 minutes minute, VHS/DVD with leaders guide
This program shows some basic techniques for influencing others and reaching agreements quickly and easily.
Purchase only, \$195

PRACTICE! PRACTICE!

(MONAD) 21 minute

The sister video to "When I Say No, I Feel Guilty," shows 7 scenarios using the skills needed for being productively assertive.

Rental \$195; Purchase \$345

PRACTICAL COACH, THE

(MEDIA PARTNERS) 24 minute, VHS or DVD with workbook

Michael Horton hosts a lighthearted look at the everyday challenges of being a successful coach; as well as reviewing the skills that create success.

Either format. Rental \$350; Purchase \$895

PRESENTATION EXCELLENCE

(LEARNCOM) 77 minutes

Walter Cronkite shares his secrets on communicating and presenting ideas effectively, to a single person or a large group.

Rental \$250; Purchase \$695 for VHS or DVD

PREVENT SEXUAL HARASSMENT IN THE WORKPLACE

(JWA) 30 minute video, audio, & book

Offers 4 points on what employer and employee should do if encountering sexual harassment.

Purchase only, VHS \$109.95; DVD \$129.95 Total program \$395

PREVENTING & MANAGING BACK PAIN

(KANTOLA) 37 minutes

The video and its guidebook offer techniques and programs for relieving back pain, maintaining fitness, and keeping the back loose and flexible.

Purchase only, \$95

PREVENTING & MANAGING COMPUTER RELATED INJURIES

(KANTOLA) 27 minutes

This video and accompanying guidebook offer techniques for protecting neck, shoulders, hands, wrists, forearms and eyes.

Purchase only, \$95

PREVENTING & MANAGING STRESS

(KANTOLA) 22 minutes

Offers techniques and programs for dealing with stress.

Purchase only, \$95

PREVENTING SEXUAL HARASSMENT FOR EMPLOYEES

(DISCOVERY) 30 minutes

With the proliferation of sexually oriented advertising, films, and TV sitcoms it is critical for all employees to clearly understand the attitudes, behaviors, and actions that can be interpreted as sexual harassment.

Purchase only in VHS, \$395

PREVENTING SEXUAL HARASSMENT FOR MANAGERS & SUPERVISORS

(DISCOVERY) 30 minutes

With the proliferation of sexually oriented advertising, films, and TV sitcoms it is nearly impossible for managers/ supervisors to clearly understand the attitudes, behaviors, and actions that can be interpreted as sexual harassment. Plus preventing, and/or dealing with it, should a complaint occur.

Purchase only in VHS, \$395

PRIORITIES FOR LIFE Series

(VID EDGE PRODUCTIONS) 5 to 6 minutes each; VHS/DVD

These meeting openers by Dr. Robert Cooper, provide key points on what matters most in leadership and life.

- 1. Leadership.** Making a difference and achieving results through people.
- 2. Priorities.** Focusing your energy and attention on what matters most.
- 3. Change.** Facing challenging situations with courage, ingenuity, through learning and contributing.
- 4. Capacity & Energy.** Renewing your spirit, liberating genius and vitality, in oneself and others.
- 5. Excelling In A Changing World.** Focuses on specific, practical ways to excel in a pressure filled, changing world, by doing more of what's possible.
- 6. Reaching The Next Level & Beyond.** Moving past good and great, to be able to reach the exclusive, highest levels.

Purchase only, \$295 each title; \$695 for 4; \$915 for 5; \$1,100 for 6

PRO-ACTIVE SAFETY ATTITUDES: LOOKING OUT FOR NUMBER ONE!

(COASTAL) 15 minute VHS/DVD & Trainer's Tool Kit

This award-winning program takes a unique look at safety, safety training, safety equipment, safety habits, and individual responsibility for safety.

Either format. Rental \$115; Purchase \$495

PRO-ACTIVE SAFETY ATTITUDES: TARGET ZERO!

(COASTAL) 16 minute VHS/DVD & Trainer's Tool Kit

Astronaut Buzz Aldine hosts and emphasizes the importance of pro-active safety, using the attitude that the possible once seemed impossible, when shooting for zero accidents.

Either format. Rental \$115; Purchase \$495

PRO-ACTIVE SAFETY IN ACTION: ACCIDENTS DON'T HAVE TO HAPPEN

(COASTAL) 15 minutes, VHS/DVD & Trainer's Tool Kit

Case studies of organizations using the Pro-Active Safety Process, focusing on management's role, how the process is integrated into the total organization, and the importance of continuous training.

Either format. Rental \$115; Purchase \$495

PRO-ACTIVE SAFETY: THE TOTAL QUALITY APPROACH

(COASTAL) 17 minutes, VHS/DVD & Trainer's Tool Kit

Presents a unique training method covering all aspects, as it teaches employees and supervisors the value safety training.

Either format. Rental \$115; Purchase \$495

PROFESSIONAL CONDUCT 101: VITAL SKILLS FOR NEW EMPLOYEES

(BRIEFINGS) 16 minute, VHS/DVD with leaders guide

Offers viewer's common ground rules for workplace behavior and the critical skills for developing a professional image and productive behavior.

Purchase only, \$195

PROFESSIONAL PRESENCE

(COASTAL) 24 minute VHS

Susan Bixler on proper business dress and manners for men and women.

Rental \$295; Purchase \$595

PROJECT MANAGEMENT

(VIDEO ARTS) 26 minute DVD

In a highly entertaining and informative manner, video presents the essential techniques for successful projects.

Rental \$350; Purchase \$999

PROPER LIFTING TECHNIQUES

(KANTOLA) 15 minute DVD

Offers guidelines for every lift, specialize and industrial loads, how to lift awkward or oversized objects, and team lifting situations.

Purchase only, \$129

PUTTING THE ONE MINUTE MANAGER TO WORK

(BLANCHARD) 60 minutes; with Leader's Guide & Workbook

Drs. Ken Blanchard and Robert Lorber introduce the PRICE System for developing, enhancing, and tracking individual and team performance.

Rental \$250; Purchase \$495

PYGMALION EFFECT, THE: MANAGING THE POWER OF EXPECTATIONS

(CRM) 25 minute VHS/DVD, CD & ancillary materials

Uses original Pygmalion film clips and new scenarios, it emphasizes 4 ways to create positive expectations and productive employees.

Either format. Rental \$275; Purchase \$995

QUALITY SERVICE IN THE PUBLIC SECTOR

(COASTAL) 24 minute VHS

Helps public sector employees improve their customer service skills, creating satisfied internal and external customers.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

QUALITY SUPERVISION FOR INDUSTRY

(COASTAL) 24 minute VHS/DVD

Geared to factory situations, supervisors and foremen see how to develop the skills needed to effectively manage and motivate their subordinates.
Either Format. Rental \$295; Purchase \$695, DVD has Spanish

QUALITY: YOU DON'T HAVE TO BE SICK TO GET BETTER

(COASTAL) 20 minute VHS/DVD
Dr. Richard Chang's 4 key points for viewers to realize how their individual actions and attitudes are critical in successfully implementing quality procedures.
Either Format. Rental \$295; Purchase \$795, DVD has Spanish

QUITTER, THE

(PYRAMID) 7 minutes
A humorous, animated video to help people quit smoking, offering a supportive plan of action.
Purchase \$295

READ MY LIPS

(PYRAMID) 7 minutes, VHS only
An interesting approach for diversity training, as 3 employees voice prejudicial thoughts that are not said aloud.
Purchase \$295

READY, SET, PRESENT SHORTS

(ANDREW SCHWARTZ) DVDs averaging 1 to 3 minutes each
Management, Business, Leadership & Professional Development

Coaching: Investing in the Future
Communication: The Foundation for Understanding
Delegation: Entrusting Others, Increasing Profitability
Goal Setting: Creates The Finish Line
Leadership: Becoming The Example
Motivation: Driven To Succeed
Presentation: Dynamic and Memorable
Problem Solving: Connecting the Dots
Sales: Satisfying Demand
Supervision: Providing Direction
Team Building: Strength in Numbers
Time Management: Worth Every Second

Motivational & Inspirational

Ability Video: To Achieve and Accomplish
Achievement: Believe You Can
Creativity: Your Gift Within
Curiosity: Our Inner Child
Excellence: A Higher Standard
Humor: Humanity At Its Best
Obstacles: Another Change
Quality Video: A Standard of Excellence
Success: Your Own Measurement
Vision: Seeing It Clearly
Purchase only, \$125 each; 2 for \$225; 3 for \$295, plus 1 free

REAL HEROES OF BUSINESS, THE

(MONAD) 27 minute DVD
Based on Bill Fromm's and Len Schlesinger's book, the video shows how to get, train, and keep world-class service workers; getting them to exceed the customer's expectations.
Rental \$195; Purchase \$345

RECOGNIZING DRUG & ALCOHOL ABUSE FOR EMPLOYEES

(COASTAL) 18 minutes, VHS/DVD with ancillary materials
Using office and industrial scenes, supervisors and employees are shown how to recognize alcoholism and drug abuse in the workplace.
Either format. Rental \$115; Purchase \$495

RECOGNIZING DRUG & ALCOHOL ABUSE FOR MANAGERS

(COASTAL) 20 minutes, VHS/DVD with ancillary materials
Using office and industrial scenes, supervisors and employees are shown how to recognize alcoholism and drug abuse in the workplace.
Either format. Rental \$115; Purchase \$495

RED FLAGS RULE: PREVENTING IDENTITY THEFT

(COASTAL) DVD/VHS program averaging 20 minutes
Legislated by Congress and enforced by the FTC, these programs on preventing identity theft offer 4 key points on how to do it: interviews with victims; plus management obligations.
1. Compliance Manager Version; 2. All Employee Version.
Either format. Rental, \$295; Purchase, \$695

RED HOT CUSTOMERS

(SALES & PERFORMANCE GROUP) Interactive CD Rom program
This program will show you how to penetrate the best accounts in market, while defending your best accounts from the competition. It focuses on such key areas as: The Consultative Sales Process; How To Create & Deliver Value; How To Implement Value; and Other Value Strategies.
Purchase only, \$150. Also available in Web Based, and Seminar formats.

RED MOVIE, THE: ELEMENTS OF DECISION MAKING

(VIDEO ARTS) 16 minute DVD
This video offers the criteria for developing the skills of effective decision making, regardless of the situation.
Rental \$350; Purchase \$695

REENGINEERING THE FUTURE

(MONAD) 20 minute DVD
Dr. Raymond L. Manganelli, defines, explains the need, benefits; pitfalls; and "reengineering," difference from other performance improvement concepts. He shows how Admiral William Sims applied it in the U.S. Navy.
Rental \$195; Purchase \$345

REINVENTING APPRAISALS VIDEO SERIES

(VIDEO ARTS) 5 DVD Series, averaging 12 minutes each
This Series provides step-by-step guidance in planning, explaining, demonstrating, and implementing key concepts of performance management.
Performance Management Cycle, The. Shows why performance appraisals require performance planning up front.
Determining Key Result Areas. This video shows procedures to intensify major components of a job, and itemize the areas of activities and results.
Managing Change & Developing Performance. Shows how to identify a development needs, keep them flexible for change, while actively and fairly reviewing performance.
Setting The Overall Goal. Offers a simple, practical formula for writing a job goal that is meaningful and motivating.
Identify Performance Standards. How to develop specific performance standards, identify them in a collaborative way; plus learn to write quantitative and qualitative standards.
Each: Rental \$250; Purchase, \$495, all-\$1,850

RE-IMAGINE! BUSINESS EXCELLENCE IN A DISRUPTIVE AGE

(ENTERPRISE MEDIA) 74 minute total or individually averaging 15 minutes each. VHS/DVD
Based on his book, Tom Peters presents profiles of 7 different companies exemplifying his thinking of screwing up, destroying, and "thinking weird" drive their day. Each company faced major challenges and responded by inventing entirely new opportunities. The 7 companies, are individually presented case studies, also individually available. *Memorial Hospital & Health-Works; *Kids Museum; *Turner Network Television (TNT); **Jordan's Furniture; *OXO Good Grips; **Ellie Mae; *Deloitte; and *The Container Store.
Either format. Series Purchase \$1,995
**Each: Rental \$295 VHS, \$345 DVD; VHS/DVD Purchase **\$595 & *\$795*

RELATIONSHIP STRATEGIES Series;

(COASTAL) 2 VHS/DVD, averaging 19 minutes each
Featuring Dr. Tony Alessandra, his communication techniques and 4 behavioral styles for successfully interacting with others.
Part 1. Understand and Identify. Viewers learn how to identify their own, as well as the styles of others.
Part 2. Adapt. Focuses on how individuals can adjust their communication for positive relationships.
Either format. Rental VHS \$195, DVD \$225; Purchase \$575, both \$995
REMEMBER ME III

(CRM) 10 minutes; CD & ancillary materials

Updated to reflect today's marketplace, this customer service video drives home the message that every individual is exceptionally powerful when they become a customer. Automotive & Hospitality versions available.

Rental \$275; Purchase \$795 for VHS or DVD.

RESOLVING CONFLICTS: STRATEGIES FOR A WINNING TEAM

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide

This program shows viewers how to resolve conflicts that can arise when diverse personalities work together

Purchase only, \$195

RESOLVING DIFFICULT SITUATIONS

(OSPRI) 22 minutes

Set in a plant environment, this video reviews 8 paradigms of communication in showing the process of conflict resolution.

Rental \$150; Purchase \$495 for VHS or DVD

RESPECT & RESPONSIBILITY Series

(MONAD) 2 DVDs, averaging 25 minutes each

1. A Positive Approach To Discipline. Offers managers/supervisors the skills to make discipline a productive tool in creating a productive workforce.

2. *Avoiding Common Discipline Mistakes. Offers sound, simple, practical and well tested procedures to get people to solve their problems; and get back to being acceptable performers.

Each. Rental \$195; Purchase \$345

RESPECT IN THE WORKPLACE: AVOIDING DISCRIMINATION

(COASTAL) 24 minute VHS/DVD with ancillary materials

This video presents 4 key objectives for recognizing discrimination power and building respect and equality in the workplace.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

RESPECT VS. HARASSMENT TRAINING SYSTEM

(LEARNCOM) 6 VHS/DVD program, averaging 16 to 38' with ancillary materials

This best selling BNAC Series shows all employees how to prevent and resolve harassment complaints; plus offering the skills to create productive and respectful workplaces.

How To Recognize & Prevent Harassment. Shows For all employees showing unacceptable workplace behavior; plus how to recognize disrespectful and harassing behaviors (25). Rental \$395; Purchase \$695

How To Resolve Harassment Situations. Shows all employees how to reduce complaints by identifying and eliminating unwelcome behavior before it becomes harassment (16'). Rental \$295; Purchase \$495

Effective Intervention Techniques. Offers all supervisors/managers the skills to intervene and stop harassment (38', while 20' are white-collar scenarios; and 18' are blue-collar). Rental \$395; Purchase \$795

How To Receive & Resolve Harassment Complaints. Focuses on supervisors/managers in implementing an organization's policies and procedures. Rental \$395; Purchase \$695

Managing The Healing Process. Provides supervisor/managers with proven skills and valuable checklists for dealing with the work related problems created by harassment situations (25). Rental \$395; Purchase \$695

Series: Rental \$2,397; Purchase \$3,995 for VHS or DVD

Effective Training Techniques. For trainer/facilitators who will be conducting harassment prevention training (20).

Purchase only, \$795 for VHS or DVD

RESPECTFUL WORKPLACE, THE: series

((QMR) 3 videos, averaging 25 minutes each

1. Opening The Right Doors. Teaches the skills needed for dispute resolution, diffusing hostility, taking responsibility for eliminating intimidation, bullying, and harassment in the workplace.

2. Diffusing Hostility through Customer Service. Offers key communication skills for difficult customer service situations, especially abusive customers; plus empowering employees in protecting their physical and emotional safety.

3. Managing Harmony. Defines the leader's role in creating and maintaining a nonviolent workplace; plus offering a system for effective dispute resolution.

Each. Rental \$295; Purchase \$625

RESPECTFUL WORKPLACE, THE: CONFLICT RESOLUTION TRAINING SCENES

(QMR) 18 minutes

The video helps supervisors and employees acquire the skills, the methods, and the attitudes needed to diffuse difficult situations.

Rental \$295; Purchase \$625

RESPIRATORY PROTECTION

(ICON) 14 minutes, VHS, DVD, & On-line

Effective 3-D graphics show how the respiratory system works; the effects of different hazards; and covers the proper use, care, selection, fit, and maintenance of air-purifying respirators

Purchase only, \$395

RESPONDING TO THE THREAT OF TERRORISM SERIES

Produced by COASTAL, this 6 video Series offers valuable tips for your employees and facilities' safety, against terrorism.

Emergency Action Plan: Crisis Under Control. Offers these points: developing emergency plans; emergency alarm, evacuation and supplies; medical services; employee training; and cooperating with police/fire departments.

Purchase only, \$425

Facility Security: The Critical Link. Offers these points: bombs, fire, fraud, chemical and biological weapons; security measures and ID checks; perimeter security and building access; recognizing suspicious activity; electronic security and cyber-terrorism; and HazMat safety/transportation. (17 minutes)

Purchase only, \$425

Anthrax Awareness. Offers these points: what is Anthrax and how transmitted; symptoms and treatments; exposure actions; Anthrax vaccine; and suspicious letters or packages. (13 minutes)

Purchase only, \$295

Sea-J Special Report: Disaster Preparedness

Offers these points: letters; fire safety and fire drills; package bombs and other similar issues. (20 minutes)

Purchase only, \$295

Biological & Chemical Threats: Closing The Door

Hosted by "Miami Vice" star, Phillip Michael Thomas, the video offers these points: information about: Anthrax, Smallpox, Botulism, Plague, Airborne Tularemia and Viral Hemorrhagic Fever (VHF); chemical agents; preventive measures for industry; protecting water sources; preventing chemical or biological contamination; vulnerability, assessment planning, and how to handle an accident or attack (17 minutes)

Purchase only, \$425

Biohazard Health Risks in Healthcare: Identify and Respond

Offers these points: reviews 6 major biological agents; symptoms, transmission, treatment and infection control; biological and chemical disaster preparedness; clinical management of infected patients; and infection prevention for healthcare providers. (18 minutes)

Purchase only, \$425; all 6-\$1,795

RETAIL LEARNING LIBRARY, THE

(TRAINING ABC) 7 DVD series, ranging 8 to 18 minutes each

This series covers orientation, selling skills, customer service, recruiting, interviewing, hiring, leadership through communication, loss prevention, harassment and discrimination.

Actions and Attitudes; 18 minute DVD, \$495

Offers participants an opportunity to develop and enhance their customer service techniques by examining many vignettes focusing on five specific actions and attitudes.

Building Your Team; 12 minute DVD, \$495

Simple techniques for meeting and hiring new recruits; and getting them interested in joining your team. The participant will learn what to say during an initial meeting, how to follow up with the prospective recruit, and how to make the transition from casual conversation to a formal interview.

Five Star Selling; 14 minute DVD, \$495

For new employees, it presents a logical, five-step selling process for new hires to easily memorize and immediately start using with customers.

Leadership through Communication; 12 minute DVD, \$495

Focuses on building new leaders for all divisions and all levels of retail organizations; emphasizing communication skills, and learning specific tools

managers can use to improve individual and team performance.

The S.T.O.P. Shop; 15 minute DVD, \$395

Viewers learn what is expected of them in preventing losses; including dealing with short change artists, spotting shoplifters, combating theft through positive customer service, and much more.

Welcome to the Team; 10 minute DVD, \$295

Discusses the basics of retail employment. Topics presented include: job responsibilities, basic loss prevention, appearance, dress code, and safety

Zero Tolerance: Harassment & Discrimination Awareness; 8 minute DVD, \$295. Covers definitions, inappropriate behaviors, what to do if you observe a problem, and what to do if you feel harassed.

Series only Rental \$795; Series Purchase \$995, or individually

RETURN, THE: NOT SO GREAT MOMENTS IN CUSTOMER SERVICE

(LEARNCOM) 4 minute VHS/DVD

Here is an exaggerated lesson in how not to treat customers, featuring Charlie Chaplin as a clerk.

Either format. Rental \$110; Purchase \$295

RIDING THE WAVE: STRATEGIES FOR CHANGE

(CRM) 18 minutes

Using 3 mini-dramas, it shows the how, and the advantages of shifting from a "security and control mindset" to a "learning and discovery mindset" for increasing productivity, profitability, and global competitiveness.

Rental \$275; Purchase \$695

RIGHT BRAIN MEETINGS

(COASTAL) 4 VHS/DVDs averaging 6 minutes each

Each meeting title contains four segments: an opening, a break, a return from a break, and a close, which can be used individually or together.

Power Of Communication, The! Meet the Human Dynamo: Dr. Alvin Nern, who is anything but.

Power Of Customer Service, The! Expert Clarence Trout shows the don'ts of great customer service.

Power Of Ideas, The! Dr. Sheldon Leach's "dual personality" generates nothing but laughs.

Power Of Teamwork, The! Marvin Butterknees discusses teamwork, from his vacation beach chair.

Each: Purchase only, \$295, all 4-\$695

RISK MAKER, RISK TAKER

(CRM) 25 minute, VHS/DVD with ancillary materials

This program offers 7 key steps in presenting the concept of Risk Management with scenarios and case studies from healthcare, manufacturing, business and government.

Either VHS or DVD: Rental \$275, Purchase \$695

RUMOR, GOSSIP AND CONFIDENTIALITY

(MONAD) 20 minute DVD

Focuses on the consequences (legal or otherwise) and methods for protecting proprietary information, employee privacy, and an organization's interest.

Rental \$195; Purchase \$345

SACRED COWS MAKE THE BEST BURGERS: FOUNDATIONS FOR BUILDING A CHANGE READY ORGANIZATION

(LIGHTWORKS MEDIA) 25 minutes

Based on Dr. Robert Kriegel best seller, he shares stories of how they develop, undermine organizations, how they can be fun to uncover and dissolve.

Rental \$250; Purchase \$695

SACRIFICE IS NOT JUST A BUNT

(PUSH PLAY) 35 minute VHS/DVD

Features Joe Torre, who illustrates how to achieve individual and organizational success as he creates a culture of positive attitudes, self-confidence, and team communication.

Either format. Rental \$295; Purchase \$695

SAFE HIRING: HOW YOU CAN AVOID BAD HIRES

(KANTOLA) 23 minute video & study guide

Using the attorney Les Rosen, the program offers 5 skills for screening out problem candidates and performing legal background checks.

Purchase only, \$149

SAFETY ON THE JOB: ACCIDENTS

(DISCOVER MEDIA)

Viewers are taught to seek ways to avoid and help others avoid accidents by being alert and sensitive to various problems.

Purchase \$295

SAFETY ON THE JOB: HAZARDS OF SUBSTANCE ABUSE

(DISCOVER MEDIA)

Demonstrates how prescription and non-prescription medicines, as well as alcohol and illegal drugs, reduce workers abilities to function safely.

Purchase \$295

SALES CONNECTION, THE

(INTELCOM) 26 video VHS only program, 30 minutes each

Sales Engine, The. History of how selling stimulates economic growth in a market driven economy.

Seller's World, A. The opportunities and potential of a sales career.

Big Picture, The. An overview of the range of sales' career opportunities.

Personal Touch, The. Outlines the success skills that establish, build and maintain relationships; plus positive self images.

First Impressions. Image, and how it shapes customer response.

Sales Talk. Examines communication differences, and style bias.

In The Know. How and why to give prospective buyers knowledge for the buying decision.

Good Match, A. How to convert 'product features' into "buyer benefits."

In Position. The decisions, activities, and communication techniques for sales' strategies.

Beneath The Surface. The factors that influence buyers' decisions and make them buy.

Step By Step. Focuses on emotional and rational buying.

Making Connections. Prospecting and identifying potential customers.

Plan Of Action. The planning and the work for a sales presentation to the prospect.

Going The Distance. Reviews consultative sales presentations for retail, wholesale, goods, and services.

Show & Tell. Stresses using sales demonstrations for consultative selling presentations.

Breaking Through. Provides strategies for dealing with and overcoming buyer resistance.

On The Dotted Line. Guidelines for "closing the sale" using a well-planned presentation.

Full Service. Focuses on getting, servicing, and doing customer service to increase sales.

Extra Mile, The. Discusses customer concerns; plus salespeople relating to their customers.

Setting The Pace. Responsibilities of sales managers and what they need to do for success.

Peak Performance. Focuses on sales managers orienting, training and motivating new salespeople.

Personal Best. Self-management, the management of time, territory, records and stress.

On Line. The role of computers in prospect identification and information organization.

Open Line. Looks at the efficiency, advantages and strategies of telemarketing.

Right Choice, The. Explores legal, ethical, right and wrong issues for sales people.

One World. International sales, business and global interdependency.

Purchase only, \$129 each, Series \$799

SALES IS NOT A DIRTY WORD

(STAR THROWER) 18 minute video with ancillary material CD

Focusing on service and knowledge as the key selling skills, this video uses humorous examples to reinforce how they add to greater success.

Rental \$295; Purchase \$395

SALES QUESTIONS THAT CLOSE THE SALE SERIES

(BRENNAN SALES) 5 videos, ranging 30-52 minutes, with workbook Charles D. Brennan Jr., a nationally known consultant in sales development, presents a 5 module program; each offering 6 key points for creating productive and successful sales forces.

1. Advanced Communication & Listening Skills Module. 2. Advanced Selling Skills Module. 3. Gaining Commitment Module. 4. Handling Objections Module. 5. Presenting Powerful Solutions Module.

Each: Purchase only, \$199

S.A.L.E. SERIES

(VISIONPOINT/MONAD) 3-part VHS or DVD program, with ancillary materials Comprehensive, it equips and now an organization's sales teams to successfully sell, service, and brand an organization as trustworthy, confident, and customer friendly. Using a process called S.A.L.E.: (S. set the stage), (A. analyze needs), (L. link to solutions), (E. establish commitment), it creates a common strategy, presented in each program, for sales managers, sales professionals, and service and support professionals.

1. Win The S.A.L.E. For Sales Professionals

S.A.L.E. One Step At A Time For Sales Professionals (32")

S.A.L.E. Putting It All Together For Sales Professionals (11")

2. Coach The S.A.L.E. For Sales Managers

S.A.L.E. One Step At A Time For Sales Managers (32")

S.A.L.E. Putting It All Together For Sales Managers (11")

Coaching For S.A.L.E. Success For Sales Managers (12")

3. Support The S.A.L.E. For Service And Support Professionals

S.A.L.E. One Step At A Time For Service And Support Professionals (32")

S.A.L.E. Putting It All Together For Service And Support Professionals (11")

S.A.L.E.S. Supporting The S.A.L.E. Process (14)

Each. Purchase only, \$995

SAM GLENN, THE, Series

(Enterprise Media) 3 DVD program, 22 minutes each

Features Sam Glenn, author and motivational speaker, is a great "spoonful of delicious tasting medicine." Invigorating audiences with side splitting humor, inspirational insights, and candid simplicity. The series consists of 3 titles: "A Kick in Attitude", "When Change Happens Adjust Your Sale", and "Who Put A Lizard In My Lasagna."

Each. Rental, \$250; Purchase, \$495. Series. Rental, \$495; Purchase, \$795

SAVING FOR STRESS

(AUDIO VISION) 14 minutes

Dr. Harry Cohen uses money as a metaphor in demonstrating how stress depletes your physical stamina; and how to build it up with a variety of methods from relaxation techniques to exercise.

Purchase only, \$195

SECOND CHANCE, A

(STAR THROWER) 4 minute DVD

This video uses beautiful, scenic imagery, as the background for giving everyone a second chance. For Robert Frost, his second chance choice became a life changing event, occurring prior to the publishing of his first poem, "The Road Not Taken."

Rental \$295; Purchase \$395

SECOND EFFORT

(MONAD) 30 minute DVD

The best seller about Vince Lombardi, his motivational and winning concepts Being timeless, they can be applied whether creating a successful football team (the Green Bay Packers) or successful sales people.

Rental \$195; Purchase \$400

SECRET OF GUEST RELATIONS

(COASTAL) 23 minute VHS

Emphasizes the importance of showing sincere caring about customers; and how to master the delicate skills of guest relations that mean so much.

Rental \$295; Purchase \$495

SECRET, THE: CUSTOMER SERVICE UNCOVERED

(COASTAL) 15 minute VHS/DVD

Using dramatizations of a retail salesperson, a bank teller, and a computer technician, it shows how to successful service, ethically diverse customers.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SECRET, THE: CUSTOMER SERVICE UNCOVERED FOR HOSPITALITY

(COASTAL) 17 minute VHS

Explores the challenges of customers who speak a different language, make special requests, and behave in ways to try one's patience; plus keeping employees motivated to do with them.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SEEING RED CARS

(STAR THROWER) 10 minute DVD with ancillary materials

Laura Goodrich, a consultant and trainer, who shows audiences how to focus on what they can do, instead of what they can't do; instilling a positive attitude and the ability to take effective actions.

Rental \$295; Purchase \$595

SELL?

(ENTERPRISE MEDIA) 4 minute VHS/DVD

A humorous meeting opened up about the subtle aspects of sales but whose message will make you smile.

Purchase only, \$195

SELL IT TO ME

(VIDEO ARTS) 2 DVDS, 23 minutes each

1. Preparing The Way. For salespeople to review their skills, of initiating the presentation, listening to the customer, assessing needs, etc.

2. Doing The Deal. Shows how to take customers from "no to maybe to yes."

Each: Rental \$350; Purchase \$999, \$1,695

SELL! 25 ESSENTIALS ON SELLING

(ENTERPRISE MEDIA) 14 minute VHS/DVD with ancillary material

Tom Peters offers 25 ideas for improving one's selling ability, whether you are selling a product, service, or new ideas inside your organization.

Rental VHS \$250, DVD \$300; Purchase \$795

SELLING MADE SIMPLE

(HRD PRESS) a complete program with 30 minute video

Steve Sullivan redefines the process of selling by presenting 8 key points to help salespeople get results and accomplish their goals.

Purchase only, \$495, video only, \$295

SELLING: A PERSPECTIVE

(LEARNCOM) 30 minutes

A panel discussion of real and various successful sales executives, plus excerpts from other successful sales people, reviewing the profession, the people, and the potential.

Rental \$150; Purchase \$550 for VHS or DVD

SELLING ON THE PHONE

(COASTAL) 20 minute VHS

Offers key points for outbound telemarketing training and telephone selling.

Rental \$195; Purchase \$495

SERVANT-LEADERSHIP

(TRAINERS TOOLCHEST) 25 minute, DVD only

Based on a leadership concept that relies upon teamwork and community, this video offers 2 parts. The first presents an historical and conceptual overview. While the second presents a 10 characteristics of the servant leader.

Purchase only, \$495

SERVE! TURN CUSTOMER SERVICE INTO UNFORGETTABLE CUSTOMER EXPERIENCES

(ENTERPRISE MEDIA) 5 minute VHS/DVD, with ancillary material

Using simple, universal examples, Tom Peters tells of the importance of superceding customer service, by creating total customer experiences.

Rental VHS \$225, DVD \$250; Purchase \$445.

SERVICE EXCELLENCE: TIME TO CARE

(COASTAL) 19 minutes & Trainer's Toolkit
Oriented to Healthcare, this video focuses on the key points to remember in providing excellent customer service.
Rental \$125; Purchase \$495

SERVICE IMPACT SERIES

(Engaging Training) 5 programs, averaging 4.5 minutes with a Leader's Guide
Featuring engaging, lifelike scenarios, highly versatile, and designed for meeting openers, training, enjoyable and productive sessions. The titles are: **Credibility Through Honesty; Cross-Cultural Communication; Dimensions of Service; Levels of Learning; The Angry Customer**
Each. Purchase only, \$295, series-\$895

SERVICE WITH SOUL

(ENTERPRISE MEDIA) 70 & *33 minute VHS/DVD
Features Tom Peters, reviewing 5 organizations with exceptionally successful track records. He lists 10 points common to each; culminating in making the customer believe they cannot risk losing the servicing organization. Public Service (26') and Manufacturing (27') versions available.
*Rental VHS \$225, DVD \$275; Purchase VHS/DVD *\$595, \$895*

SETTING THE STAGE FOR SUCCESS

(MONAD) 40 minute DVD
On a theater stage, actors and actresses improvise a series of on-the-job role plays to demonstrate 5 vital leadership skills.
Rental \$195; Purchase \$395

7 SINS OF INTERNAL CUSTOMER SERVICE

(LEARNCOM) 16 minute VHS/DVD
Starring Ronnie Corbett as a tyrannical supervisor, who's "Service Prevention" department is constantly alienating other members of his organization; how he's made aware of his attitude and the problems
Either format. Rental \$150; Purchase \$495

7 THINGS NEVER TO SAY TO YOUR CUSTOMERS

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide
This program points out "innocent" statements that can counter the service that creates exceptionally loyal customers.
Purchase only, \$195

SEXUAL HARASSMENT: A HIGH PRICE TO PAY Series

(MEDIA PARTNERS) 2 VHS or DVD (19 minutes each), with leader guide
Program 1. Employee Awareness. Presents experts, discussing all aspects of sexual harassment; and detailing the repercussions of non-compliance.
Program 2. Management Briefing. Focuses on incidents, liability exposure, and the staggering monetary losses to both managers and organizations.
Either format. Rental \$350; Purchase \$895

SEXUAL HARASSMENT: A MANAGER'S GUIDE

(COASTAL) 20 minute VHS/DVD & Trainer's Toolkit
This program will train manager/supervises on preventing and resulting sexual harassment claims, guiding them through the investigative process of interviewing the complainant, the allegedly harasser and witnesses.
CALIFORNIA VERSION* (26 minutes). Includes PowerPoint presentation.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SEXUAL HARASSMENT & GENDER DISCRIMINATION

(ENTERPRISE MEDIA) 20 minutes
In 2 segments, this video examines issues of males and females working together, sexual harassment, gender and other discriminatory actions.
Rental \$195; Purchase \$495

SEXUAL HARASSMENT FOR EDUCATION (Administrative)

(COASTAL) 15 minute, VHS/DVD
Attorney Greg Naylor hosts, as educators are shown the actions and their prevention, that constitute obvious or subtle sexual harassment.
Either Format. Rental \$195; Purchase \$495, DVD has Spanish

SEXUAL HARASSMENT FOR EDUCATION (Student)

(COASTAL) 15 minute, VHS/DVD
Attorney Greg Naylor hosts, as students are shown the actions and their prevention, that constitute obvious or subtle sexual harassment.
Either Format. Rental \$195; Purchase \$495, DVD has Spanish

SEXUAL HARASSMENT IN THE WORKPLACE...IDENTIFY, STOP, PREVENT II

(COASTAL) 24 minute, VHS/DVD
Revised it incorporates the new guidelines and court decisions, it educates all employees on sexual harassment, how to prevent and stop it. Discounted when ordered with "Handling the Sexual Harassment Complaint"
Either Format. Rental \$295; Purchase \$845, DVD has Spanish

SEXUAL HARASSMENT: IS IT OR ISN'T IT? SITUATIONS FOR DISCUSSION

(COASTAL) 21 minutes, VHS/DVD
Series of short, dramatic sexual harassment scenes, some subtle others obvious, followed by breaks for group discussions about the scenes and the hostile work environment. Updated to reflect 1998 Supreme Court decisions. 5 additional. Specific versions available and they follow below.
Combination Of Manufacturing & Office, 21". Manufacturing only, 19". Retail only, 17". Hospitality Industry, 20". *Health Care, 16".
Either Format. Rental \$295; Purchase \$845, DVD has Spanish
**Rental \$125; Purchase \$545, DVD has Spanish*

SEXUAL HARASSMENT: IT CAN HAPPEN HERE

(VISIONPOINT/MONAD) 23 minute, VHS/DVD with ancillary materials
Identifies sexual harassment; and what to do if employees experience or witness it.
Purchase only, \$695

SEXUAL HARASSMENT: KNOW YOUR RIGHTS

(COASTAL) 7 minutes
A meeting opener they can be used as a refresher, or in conjunction with a more extensive program.
Either format. Rental \$125; Purchase \$345 has Spanish

SEXUAL HARASSMENT: NEW PERSPECTIVES

(COASTAL) 13 minutes, VHS/DVD with ancillary materials
It focuses on the issue from the victim's perspective, presenting key training points via realistic and subtle scenarios in a variety of work settings. Industrial and Spanish version also available.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SEXUAL HARASSMENT PREVENTION KIT, THE

(PYRAMID) 2 videos totaling 38 minutes
Shows supervisors/managers how to recognize and handle sexual harassment; plus covering the personal, financial and legal factors.
Purchase only, \$395

SEXUAL HARASSMENT: PREVENTION, RECOGNITION, CORRECTION

(MONAD) 25 minute DVD
Shows how to educate supervisors/managers to recognize sexual harassment; and investigate complaints.
Rental \$195; Purchase \$345

SEXUAL HARASSMENT QUIZ

(ENTERPRISE MEDIA) 45 minute VHS/DVD
A remake of the best seller, Attorney Jonathan Segal hosts, presenting 15 scenarios focusing on the legal, ethical, emotional and the behavioral ramifications of sexual harassment; creating interaction on screen and off.
Either format. Purchase only, \$395

SEXUAL HARASSMENT Series

(AGTS) 2 program VHS/DVD, 30 minutes each
1. Understanding The Law. Designed for all levels of executives and supervisory personnel, it deals with all aspects of the law: what it is; what to do; its

ramifications for organizations and their employees.

2. Handling The Complaint. For supervisors dealing with complaints; how they occur, how to respond, and the employee's leverage in bringing complaints. *Either format. Each. Rental \$150; Purchase \$595. Available in Spanish.*

SEXUAL HARASSMENT Series

(POOL & CREW) 2 videos, 29 minutes each

Focuses on today's headlines and behaviors, the program deals with individual actions and management's responsibilities.

1. New Behaviors, New

Issues. For employee and non-employee situations.

2. The New Management Challenge. Creating the right environment. *Purchase only, \$595, both \$795. Scenarios only \$425*

SEXUAL HARASSMENT: SERIOUS BUSINESS

(KANTOLA) 25 minutes

Sexual harassment; from prevention to consequence.

Purchase only, \$149

SEXUAL HARASSMENT: SITUATIONS FOR DISCUSSION

(COASTAL) 24 minute, VHS only

Offering 6 dramatizations, viewers will see 2 types, how to recognize, and what to do in preventing or stopping sexual harassment.

Purchase only, \$395

SEXUAL HARASSMENT? YOU DECIDE

(VISIONPOINT/MONAD) 22 minute, VHS/DVD with ancillary materials

This video has over a dozen open-ended, real-life vignettes that lets viewers decide if they constitute sexual harassment; forcing viewers to think about how they would react to each situation.

Purchase only, \$695

SEXUAL HARASSMENT: YOU MAKE THE CALL

(COASTAL) 17 minute VHS/DVD & Trainer's Toolkit

Issues occurring from a lack of understanding rather than intent; and dealing with subtle sexual harassment. Industrial and Spanish version available.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SHAPE OF THE WINNER, THE

(ENTERPRISE MEDIA) 68 minutes

Appearing at an Inc. magazine Conference on Growing Businesses, Tom Peters reviews the new-style winning companies like WalMart and Federal Express; and how they differ from the high-growth companies of the past 50 years.

Rental \$225; Purchase \$495

SHIFTING GEARS

(ENTERPRISE MEDIA) 34 minutes

Based on the book, it features Nuala Beck (famous lecturer and economist) addressing the changes happening in the economy; as well as information on how to thrive in it. Government and educational versions are available.

Purchase only, \$195

SHIFTWORK: CIRCADIAN SURVIVAL

(COASTAL) 20 minute VHS/DVD

Focusing on manufacturing environments, the video covers problems associated with shift work; how they effect a worker's body and lifestyle.

Either format. Rental \$115; Purchase \$495 with Spanish on DVD

SHORT CIRCUITING STRESS

(AUDIOVISION) 17 minutes

Psychologist Albert Ellis presents a concept based on cognitive restructuring, which allows the stress sufferer to stop and/or control the stress incident.

Purchase only, \$195

SHOWDOWN AT GENERATION GAP

(CORVISION) 22 minutes

The differences, perceptions and expectations of Baby Boomers and Generation X; making the 2 growing employee groups effective in today's workforce. *Rental \$165; Purchase \$495*

SICK OF STRESS

(AUDIOVISION) 23 minutes

Dr. Stuart McCalley explains the symptoms of stress, the diseases it causes, and the most commonly used techniques for reducing stress.

Purchase only, \$99

SID STORY, THE

(COASTAL) 20 minutes, VHS/DVD

Dennis Franz, positive management and the technique of "Planned Spontaneous Recognition" for effective and enthusiastic employees. Also in Spanish.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SIGN NOW... PAY LATER

(AGTS) 18 minutes

It is designed to stop union authorization cards signing, by misinformed employees. There are 2 versions: Generic Version; or the *Union Specific Version; both of which offer the choice of a Caucasian or African-American narrator. The union version is also available for specific union editions.

Rental \$250; Purchase \$650. Available in Spanish.

SIMPLIFYING YOUR WORK & YOUR LIFE

(COASTAL) 23 minute VHS

Presenters Jeff Davidson and Dr. Tony Alessandra reveal strategies for coping at work and at home; plus a 4 phase system for managing interruptions.

Purchase only, \$99.95

SINK OR SWIM TEAM WORK: WE'RE ALL IN THIS TOGETHER

(BRIEFINGS) 17b minute, VHS/DVD with leaders guide

Whether you're a team leader or a team member, this program shows the skills needed to create an effective and productive team.

Purchase only, \$195

SISYPHUS

(PYRAMID) 3 minutes

A sophisticated video for expressing the concepts dealing with goalsetting, accomplishment and achievement.

Purchase only, \$295

6 ESSENTIALS OF EFFECTIVE LISTENING, THE

(COASTAL) 30 minutes

Ed Brodow describes 6 high-performance steps for developing productive listening and true undivided attention.

Purchase only, \$99.95

SIXTH DISCIPLINE, THE: CONSCIOUS OVERSIGHT

(LEARNCOM) 30 minutes

Charlotte Roberts, co-authored with Peter Senge, "The Fifth Discipline Field Book," offers 6 types of "awareness or intelligence" for developing ideal leadership characteristics that workforces will need to master change-filled future.

Rental \$200; Purchase \$495 for VHS or DVD

SLIPS, TRIPS, & FALLS

(KANTOLA) 21 minute DVD

Details accident prevention procedures, covering obstructions in walkways, spills and slippery surfaces, winter weather hazards, staircase safety, and proper ladder use.

Purchase only, \$129

SMART GOALS: STEPS TO SUCCESS

(COASTAL) 26 minutes, VHS only

Using the acronym S. M. A. R. T., viewers will learn the characteristics of an effective job performance goal; the procedures for setting and applying those goals to themselves and the people who work for and with them.

Rental \$295; Purchase \$595

SMART QUESTIONS

(MONAD) 25 minute DVD

A step-by-step video on asking questions that get the right answers for sales and non-sales situations; creating a positive, open, motivating, efficient, and

communicative atmosphere.
Rental \$195; Purchase, \$395

SMART-START MEETING OPENERS

(VISIONPOINT/MONAD) 4 minutes each, VHS/DVD

Each of these short titles matches a longer video, offering in-depth details on the listed concept; plus being available at a combination discount.

Attitude: It's All In How You Look At It. About motivation and how one's attitudes impact others.

Taking Care Of Your Future. Developing the tools for one's success.

Purchase only, \$225

SMILE, IT'S ABOUT ATTITUDE

(SUNSHOWER LEARNING) 12 minutes, VHS/DVD

Reggie Wilson, a bus driver, uses his positive attitude to create a unique experience for his customer; and an enjoyable day for him.

Either VHS or DVD. Rental \$250; Purchase \$595

SNOOKLES

(PYRAMID) 2 minutes

Humorous, nonsensical, meeting opener and/or coffee break video.

Purchase only, \$295

SO HELP ME

(VIDEO VISIONS) 2 title program, VHS/DVD with ancillary materials

This program offers a total solution for developing motivated, productive, and highly successful customer service personnel. Also in Spanish.

Employee Edition (16 minutes). Shows frontline service personnel how to solve customer problems in ways that retain and build custom loyalty.

Supervisor Edition (18 minutes). How positive and reinforcing environments are critical for exemplary custom treatment by customer service personnel.

VHS/DVD. Rental \$295; Purchase \$695, series-\$995. Both formats, \$1,295

SO YOU WANT TO BE A SUCCESS AT SELLING?

(VIDEO ARTS) 4 DVDs.

In this 4 part Series John Cleese, humorously goes through the agony and ecstasy of developing into a professional sales person.

Part 1. The Preparation. Illustrates the work to be done and the techniques needed, before beginning to sell (26 minutes).

Part 2. The Presentation. Shows how to build a sale, based on the foundations presented in Part 1 (25 minutes).

Part 3. Difficult Customers. Cleese learns how to deal with smokescreens and fake objections; identify genuine ones and restating them positively in his favor (25 minutes).

Part 4. Closing The Sale. Dealing with the steps to close, this film also focuses on the motivation needed to accomplish it (29 minutes).

Each. Rental \$350; Purchase \$870, series-\$2,495

SOARING WITH THE PHOENIX

(CORVISION) 30 minutes

Based on the book by James Belasco and Jerre Stead, this video focuses on creating successful organizations by giving responsibility to the people who do the work, offering learning opportunities and facts for making key decisions, rewarding them for focusing on customers, etc.

Rental \$225; Purchase \$695

SOLO

(PYRAMID) 16 minutes

A predawn, lone mountain climber emphasizes the positive aspects of discipline and individual accomplishment.

Purchase only, \$295

SOLVING CONFLICT

(COASTAL) Video I, 21 minutes; Video II, (5 Vignettes)

Oriented to supervisory personnel, it points out what they need to do in creating an environment to air, deal with, and solve conflict.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

SOLVING EVEN MORE PEOPLE PROBLEMS ON THE JOB

(BRIEFINGS) 18 minute, VHS/DVD with leaders guide

This program shows how to deal with a variety of people problems, without resorting to fear or intimidation; by offering straightforward techniques for dealing with difficult behaviors and how to change them.

Purchase only, \$195

SOLVING PEOPLE PROBLEMS ON THE JOB

(BRIEFINGS) 26 minute, VHS/DVD with leaders guide

This program shows how to identify the most troublesome personality types, how to handle them, tactfully and effectively.

Purchase only, \$195

SOUND OF SERVICE MEETING OPENER & CLOSER

(CRM) 2 programs, 2 minutes each, VHS/DVD

Inspires frontline service providers with the words customers love to hear.

Meeting Opener: Designed to set the stage for customer service training.

Meeting Closer: Contains skill points trainees can put to use right away.

Either VHS/DVD. Purchase only, \$295. Special package offer.

SPEAK LIKE A PRO...AND GET A STANDING OVATION EVERY TIME

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

Offers viewers the tools to write and deliver a speech of conviction, finesse, and goal achievement; resulting in an inspired audience.

Purchase only, \$195

SPEAKING EFFECTIVELY: TO ONE OR ONE THOUSAND

(CRM) 23 minutes

Steve Landsberg, of Barney Miller fame, takes viewers through a Series of vignettes that show simple, reliable techniques for feeling comfortable in front of people, while effectively communicating ideas.

Rental \$275; Purchase \$895

SPEAKING TO 1 PERSON OR A ROOMFULL: PROVEN TECHNIQUES THAT WILL MAKE YOU A MASTER COMMUNICATOR

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide

This program shows viewers the critical skills that create the ability to say the right thing and say it well, even under difficult circumstances.

Purchase only, \$195

SPEAKING WITH CONFIDENCE, CLARITY & CHARISMA: HOW TO EXPRESS YOURSELF CLEARLY & EFFECTIVELY IN MEETINGS, ON THE PHONE & IN FACE-TO-FACE CONVERSATIONS

(BRIEFINGS) 23 minute, VHS/DVD with leaders guide

This program shows viewers the critical skills and how to apply them; resulting in strongly impacting an audience, whether it's 1 or 1000

Purchase only, \$195

SPIRIT AT WORK, THE

(STAR THROWER) 24 minutes

James Autry offers a 5-point program connecting with people, getting them motivated, and being effective as a team.

Rental \$295; Purchase \$395

SPIRIT OF THE DOLPHINS, THE

(WORKPLACE PUBLISHING) 2 minutes

This meeting opener uses the theme of dolphin behavior has a correlation to effective teamwork, motivation, attitude, etc.

Rental \$295; Purchase \$375

SPORTSTERS

(PYRAMID) 5 minutes

A race between 2 bicyclists is used to get across the point of motivation and not underestimating your competition.

Purchase \$295

STANFORD VIDEO GUIDE TO NEGOTIATING, THE

(KANTOLA) 59 minutes

Presented by Dr. Margaret Neale, it's the story of negotiations between a baseball team owner and stadium owners, demonstrating common errors, techniques for correcting them, effective strategies and tactics.

Purchase only, \$195

STANFORD GUIDE TO FINANCIAL STATEMENTS

(KANTOLA) 51 minute VHS/DVD, with study guide
Professor George Parker presents 3 key financial statements used by US companies; and the logical, common-sense approaches they reveal about value, profitability, and payables.
Either format. Purchase only, \$195

START RIGHT...STAY RIGHT

(CRM) 28 minute DVD & CBT with extensive ancillary materials
Based on the bestseller by Steve Ventura, this program focuses on creating successful employees for whom success is a mindset; offering skill-building tools and action plans that teach employees 24 critical behaviors.
Purchase only, DVD \$1,295; CBT \$99.95 per person

STAR THROWER STORY, THE

(STAR THROWER) 6 minute VHS/DVD
StarThrower has taken one of Joel Barker's favorite stories from "The Power of Vision," creating a short motivational meeting opener; focusing on how all of us have the ability to make a difference.
VHS or DVD: Rental \$295; Purchase \$395

STEP UP, SPEAK UP

(LIGHTWORKS MEDIA) 14 minutes
Shows viewers how to effectively remind co-workers of the importance of respect and tolerance in a well-running work environment.
Rental \$195; Purchase \$595

STEPHEN COVEY'S LESSONS IN LEADERSHIP Series

(CRM) 4 video program, VHS/DVD
Grander Goal, A. Love and forgiveness is the theme of how one man is providing direction for young, unemployed men in Uganda (11 minutes).
Journey To Discovery. A successful writer, unable to write, rediscovers the passion and motivation for breakthroughs and innovations (14 minutes).
Better Way, A. The concept of "win-win" is resurrected by 3 South African retailers in an attitude shift from competition to cooperation with customers, vendors and employees (15 minutes).
Law Of The Harvest. Created by patience, perseverance, and preparation; a potato kills the philosophy of technology and quick fixes (7 minutes).
Each: Rental \$275, series-\$780; Purchase \$695, series-\$2,395

STICKY WISDOM: HOW TO START A CREATIVE REVOLUTION AT WORK

(VIDEO ARTS) 31 minute DVD
This video reviews 6 basic behaviors of highly creative people; plus offering 6 case studies showing how organizations applied these characteristics
Rental \$350; Purchase \$870

STOP SEXUAL HARASSMENT: INTERACTIVE TRAINING FOR SUPERVISORS

(M. LEE SMITH) 90 minute VHS/DVD, interactive CD; plus ancillary materials
A complete turnkey training program offering 11 segments, showing the situation and how to correctly handle it; offering both individual and group training. California edition available.
Purchase only with 30 day approval, \$997

STORY OF A NEW ONE MINUTE MANAGER, THE

(BLANCHARD TRAINING) 32 minutes; Leader's Guide & Workbook
Based on Ken Blanchard best seller, this video contains 2 dramatic programs (22 and 10 minutes) that feature Blanchard and his concepts.
Rental \$225; Purchase \$695

STRAIGHT SCOOP ON E-MAIL, THE

(COASTAL) 22 minute VHS
Shows e-mail etiquette, privacy, and protecting one's rights in the workplace.
Rental \$295; Purchase \$595

STRAIGHT TALKING: THE ART OF ASSERTIVENESS

(VIDEO ARTS) 30 minute DVD
A John Cleese comedy showing how to effectively use assertiveness in creating good communications and working relationships.
Rental \$350; Purchase \$999

STRATEGIC LEADERSHIP TYPE INDICATOR

(LEXICON) 18 minutes, VHS or DVD, and facilitator's guide
Offers 4 strategies and the flexibility to adjust their leadership styles when responding to subordinates, as they motivate them toward peak performance.
Purchase only, \$695

STRATEGIC PLANNING IN GOVERNMENT: NOT BUSINESS AS USUAL

(CRM) 20 minutes
John Mercer helped implement a system of long-term strategic planning as a councilman and mayor in California; and later (Government Performance & Results Act) for federal programs and agencies. He hosts, and demonstrates scenarios for effectively implementing the process.
Rental \$275; Purchased \$695

STRATEGIES FOR SUCCESS Series

(AT EASE) 3 video program
This is a Series dealing with all aspects of professionalism in business such as; courtesy, etiquette, impressions, networking, body language, presentations, dress, dining and eating, various styles of communication, and many more issues. Also available, participant tip sheets.
1. Key Ways For Gaining That Competitive Edge In The 21st Century (20").
2. How Overcome Mingle-Phobia (24").
3. Gaining That Edge During Business Meals (47").
Purchase only, \$195 each, \$450 for the Series

STRESS IS A GIFT

(CRM) 4 minutes, VHS/DVD
Based on the Biosphere project, this meeting opener focuses on the value of positive stress as an important skill, when dealing with adversity.
Either VHS/DVD. Purchase only, \$295. Special package offer.

STRESS MANAGEMENT SERIES

(AUDIOVISION)
Host, Dr. David Katz and his 5 part series showing how to recognize, understand, avoid, and deal with common stressors in the workplace.
Recognizing Stress (15"); Managing Stress (15"); Resilience: Mastering Stress (14"); Stress, Weight Control & Emotional Eating (16"); Yoga@Work (25");
Purchase only, \$195 each; series, \$799

STRESS: YOU'RE IN CONTROL II

(COASTAL) 20 minute VHS/DVD
Update of the classic, offering workplace scenarios dealing with how to analyze and control on-the-job stress.
Either format. Rental \$295; Purchase \$595

STRESSBUSTERS!

(ENTERPRISE MEDIA) 26 or 37 minutes
Loretta Laroche, a leading speaker on stress reduction, does a funny and irreverent look at stress, personalities and how to make yourself happier and more productive.
Rental \$195 VHS, \$245 DVD; Either format. Purchase \$595

SUBSTANCE ABUSE: AWARENESS & INTERVENTION

(COASTAL) 25 minute VHS
Available in union and non-union versions, it shows how to help employees overcome substance abuse.
Part 1. Shows how abuse is a danger themselves and their co-workers.
Part 2. Shows how to help employees with substance-abuse problems.
Rental \$115; Purchase \$495. Compliance manual, \$95 only with video

SUBTLE SEXUAL HARASSMENT Series

(QMR) 2 videos, 28 minutes each
1. The Issue Is Respect. Deals with abusive, hostile, and subtle quid pro quo (one thing in return for another) sexual harassment behavior.
2. Management's New Responsibilities. Continuation of "Respect" with the focus on new standards, "Reasonable Woman" and the responsibility of management to maintain a workplace free of sexual harassment.
Rental \$295; Purchase \$625

SUBTLE SEXUAL HARASSMENT TRAINING SCENES

(QMR) 28 minutes

Part of the Series*, it has 9 dramatizations dealing with the social, legal and psychological ramifications of each scene, with discussions of their impact.

Rental \$295; Purchase \$625

SUCCEED BY COACHING

(JWA) 30 minute video, plus audio and book

Presents the essentials of coaching, how and when to do it, and why it's necessary in today's business environment.

Purchase only, VHS \$109.95; DVD \$129.95

SUCCEED BY LISTENING

(JWA) 35 minute video, audio and book

Presents the basic principles and techniques needed to become an active listener and communicator in both business and personal situations.

Purchase only, VHS \$109.95; DVD \$129.95

SUCCEEDING IN A CHANGING WORLD

(ENTERPRISE MEDIA) 2 segment VHS/DVD program; 24 and 20 minutes with ancillary materials

Harvard Business School Professor, John Kotter, explains how to implement and embrace change. He presents anecdotal stories of successful change companies like Rockwell Collins, or Berkshire Hathaway and Southwest Airlines; plus unsuccessful ones like Polaroid.

Either format. Rental \$395; purchase \$795

SUCCESSFUL SAFETY COMMITTEES: THEY'RE NO ACCIDENT

(BLR) 9 minutes

Shows their point of view and how they function especially in large companies.

Purchase only, \$299

SUCCESSFULLY MANAGING YOUR JOB & YOURSELF

(COASTAL) 21 minute VHS

Humorist C. W. Metcalf, applies his unique humor to help employees reduce stress, alleviate tension, and build healthy relationships on the job.

Purchase only, \$99.95

SUPERVISING FOR QUALITY

(KANTOLA) 26 minutes

Shows how the changing workforce requires enhanced supervisory skills to build commitment and involvement, while continuing traditional responsibilities of scheduling work, enforcing rules, and monitoring progress.

Purchase only, \$95; instructor's manual \$17.95

SUPERVISING THE DIFFICULT EMPLOYEE

(JWA) 23 minute video, audio, & book

Offers 6 main objectives to help supervisors redirect an employee whose behavior is nonproductive and negatively affects other coworkers.

Purchase only, VHS \$109.95; DVD \$129.95

SUPERSALESMAN

(VIDEO ARTS) 21 minute DVD

Doing a spoof of Superman, this video focuses on to be a success, sales-people have to establish respect and trust with their customers; and work at maintaining it.

Rental \$350; Purchase \$870

SUPERVISOR TOOLKIT

(CRM) 82 minute CD or DVD with Leader's Guide

Designed for maximum flexibility, there are 90 hi-quality video vignettes from CRM's library of bestselling programs. Each runs between 20 seconds and three minutes and is easily incorporated into custom training courses.

Purchase only, \$995

SUPERVISORY SKILLS: TAKE CONTROL

(COASTAL) 16 minutes, VHS

Using a unique variety of visuals, the video presents 5 key categories critical to the success of all supervisory and managerial personnel.

Rental \$125; Purchase \$495,

SURVIVAL RUN

(PYRAMID) 12 minute, VHS/DVD

Blind marathon runner, Harry Cordellos, runs the difficult Dipsea course near San Francisco; guided only by voice and be the arm of a sighted partner.

Purchase only, VHS \$295, DVD \$345

SURVIVAL SKILLS FOR THE FUTURE

(ENTERPRISE MEDIA) 22 minutes

Jennifer James, a cultural anthropologist, uses humor and metaphors to explore the new ways of thinking and acting that viewers/organizations will need for survival in the 21st century.

Purchase only, \$249

TACTICS OF INNOVATION

(STAR THROWER) 22 minutes, VHS/DVD;

Joel Barker's newest, deals with the problem of smart people rejecting good ideas; offering a 10 step strategy to deal with resistance to change.

Rental \$295; Purchase \$695, VHS or DVD

TAKE A GOOD LOOK

(LIGHTWORKS MEDIA) 20 minutes

Retail sales people learn what they can do to deter theft and shoplifting.

Rental \$195; Purchase \$595

TAKE BACK YOUR TIME: HOW TO MANAGE A WORKLOAD & STILL HAVE A LIFE

(BRIEFINGS) 19 minute, VHS/DVD with leaders guide

This program offers tips and tactics guaranteed to make viewers productive, free up their time and take back their life.

Purchase only, \$195

TAKE IT OR LEAVE IT

(LIGHTWORKS MEDIA) 17 minutes

Deals with theft in a retail environment, the choices and their results on employees when they have the opportunity for theft.

Rental \$195; Purchase \$595

TAKE TIME TO LISTEN

(COASTAL) 19 minute VHS/DVD

Shows 3 basic steps to increase listening potential to 100% instead of 25%.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

TAKING C.A.R.E. OF BUSINESS

(STAR THROWER) 23 minutes, VHS/DVD

Using the acronym C.A.R.E., the video shows customer service professionals, making the customer's encounter positive and wanting to return.

Rental \$295; Purchase \$495, VHS or DVD

TAKING CHARGE OF CHANGE (revised)

(CRM) 18 minutes; CD & ancillary materials

Presents the skills necessary to understand and support change. There are a number of vignettes featuring many different businesses; plus more "how-to" applications than the original.

Rental \$275; Purchase \$995. Either DVD or Video

TAKING CONTROL OF WORKPLACE VIOLENCE

(LEARNCOM) 21 minute VHS/DVD with ancillary materials

Shows managers/supervises how to respond to potentially violent incidents before they occur; by helping them recognize, deal with warning signs or threats, diffuse dangerous situations, and assist troubled employees.

Either format. Rental \$250; Purchase \$795

TAKING THE STEP UP TO SUPERVISOR

(COASTAL) 30 minute VHS

Management expert Ron Meiss, uses dramatic scenes to show new supervisors and frontline managers how to do their jobs well.

Purchase only, \$99.95

TALE OF O, A

(TRAINERS TOOLCHEST) 27 minutes

A classic, non-personal concept about creating collaboration and interrogation

between different groups. Useful for diversity/discrimination programs.
Purchase only, \$395

TALENT! HOW TO WIN THE GREAT WAR FOR TALENT

(ENTERPRISE MEDIA) 50 minutes, with ancillary material
Today's, new competitive advantage isn't from factories, but from people-talent! Tom Peters offers 10 vital lessons for becoming a talent fanatic.
Rental VHS \$250, DVD \$300; Purchase \$795.

TALENT MANAGEMENT: HOW TO RETAIN YOUR BEST PEOPLE

(VIDEO ARTS) 25 minute DVD
Offers 3 key reasons why employees are inclined to leave; stress, feeling undervalued or bored. This video presents solutions for spotting these issues and holding critical people.
Rental \$350, Purchase \$870

TALK ISN'T CHEAP

(VIDEO VISIONS) 19 minutes, VHS/DVD
Shows 4 practical, but essential techniques to make viewers responsible for conducting effective communication, that is correctly received.
Rental \$295; Purchase \$695 for VHS or DVD, \$200 more for both

TALKING 9 TO 5

(CHARTHOUSE) 29 minute VHS/DVD, with ancillary materials
Debra Tanner, a renowned linguist, shows the problems of conversational styles, how they work, and their effect on communication between the sexes.
Either format. Rental \$350; Purchase \$595

TALKING TO A WALL

(CORVISION) 14 minutes
Produced by ABC News, it's about men and women listening differently.
Rental \$95; Purchase \$325

TANGO TEAMBUILDING

(LEXICON) 26 minutes
The theme of a dance competition, with visually exciting and humorous illustrations, highlight 10 keys to team building all employee levels.
Rental \$190; Purchase \$395

TARGET INTERVIEWING

(BLR) 20 minutes
Presents the 6 key steps to assure hiring the best qualified job applicant.
Purchase only, \$299

TARGET ZONE

(PYRAMID) 30 minutes
Presents a time tested program for cardiovascular fitness that's composed of a safe and simple exercise routine.
Purchase only, \$295

TARGETING FOR PERFORMANCE

(VIDEO ARTS) 30 minute DVD
How to set and applying targets, recognize results, and measure their success.
Rental \$350; Purchase \$870

TEACHING THE ELEPHANT TO DANCE...TODAY

(LEARNCOM) 40 minute VHS/DVD
Dr. James Belasco visits 4 diverse organizations he has successfully guided through change management, detailing their individual cases. Healthcare and Government versions also.
Rental \$195; Purchase \$595 for VHS or DVD

TEAM APPROACH, THE

(KANTOLA) 24 minutes
How to organize productive teams by building involvement, cooperation, improving communication, streamlining decisionmaking, expand competency, and generate innovate business solutions.
Purchase only, \$95; Instructor's Manual \$17.95

TEAM-BUILDING TECHNIQUES THAT WORK: PRACTICAL ADVICE FOR FOSTERING TEAMWORK AMONG YOUR STAFF MEMBERS

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide
This program shows viewers the skills for molding diverse personalities into a cohesive unit, which succeeds with the toughest challenges.
Purchase only, \$195

TEAM BUILDING: WHAT MAKES A GOOD TEAM PLAYER

(CRM) 19 minutes (government, manufacturing and health care versions)
Glenn M. Parker shows how a team involved in boat building goes through negative and positive actions, to come together as an effective team.
Rental \$275; Purchase \$795

TEAM CREATIVITY

(CRM) 20 minutes
Deals with the problem of idea rejection, showing how to recognize the enemies of creativity, while voicing new ideas without hesitation.
Either VHS or DVD. Rental \$225; Purchase \$595

TEAM EXCELLENCE

(LEARNCOM) 60 minute VHS/DVD
Walter Cronkite interviews top management of 3 successful companies, while examining guidelines for creating highly motivated teams.
Either format. Rental \$250; Purchase \$695

TEAM NIGHTMARES: SOLUTIONS TO YOUR TOP TEAM PROBLEMS

(COASTAL) 2 VHS/DVD
Volume 1. Clarifies the purpose, keeping conflict away from team goals, and communication open, while drawing participation from the group.
Volume 2. Shows 10 conflicts that disrupt teams, undermining their success.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

TEAM OF EAGLES, A

(MONAD) 17 minute DVD
Mike Singletary, formerly of the Chicago Bears, presents 5 key points that all individuals must practice as members of successful teams; while interweaving his experiences as reinforcement.
Rental \$195; Purchase \$345

TEAM PLAYER

(COASTAL) 21 minute VHS/DVD
The importance of being a team player, and how to become one.
Either Format. Rental \$295; Purchase \$845, DVD has Spanish

TEAMS' SERIES

(LEARNCOM) 2 VHS/DVDs, 40 minutes each
From the Harvard Business Series, these videos focus on using teams for innovation and problem solving.
Innovative Project Teams. 3 case studies are presented and how teams came up with solutions to critical problems.
Teams & Organizational Change. A case study of moving from rigid management structures to empowered teams.
Either format. Each: Rental \$250; Purchase \$595

TEAMWORK/Pat Riley

(COASTAL) 25 minute VHS/DVD
Pat Riley presents his 8 point concept of how supervisors and managers can put together successful, working groups or teams.
Either Format. Rental \$295; Purchase \$595, DVD has Spanish

TEAMWORK ESSENTIALS VIDEO SERIES

(ASH QUARRY) a 4 video program, averaging 14 minutes each
Teams That Work. Shows 5 characteristics of successful teams, demonstrating the required skills.
Change Without Anxiety. Focuses on controlling a situation, what can and cannot be controlled, tolerating uncertainty and finding a tolerance mentor.
Meetings Under Control. Shows specific skills for controlling meetings, to insure they are productive, efficient and achieve outcomes.
Presentations Without Fear. Offers practical skills to overcome the 5 most

daunting challenges when making presentations.
Rental \$150, all-\$495; Purchase \$495, all-\$1,485

TEAMWORK: HOW SYNERGY SUCCEEDS

(COASTAL) 23 minute VHS/DVD with ancillary materials
Uses a picnic and treasure hunt, to identifies the attitudes and actions required by team members to achieve peak performance and productivity.
Either Format. Rental \$295; Purchase \$695, DVD has Spanish

TEAMWORK IN ACTION

(ENTERPRISE MEDIA) 2 minutes
The Muppets strike again! The classic contingency and library patrons create a hilarious musical moment.
Rental \$225, DVD \$250; Either format. Purchase \$495

TEAMWORK IN CRISIS: THE MIRACLE OF FLIGHT 232

(CRM) 28 minutes; CD & ancillary materials
Based on a United Airlines crash landing in Sioux City, Iowa, it documents how the captain, his crew, the rescue and medical teams, used 5 elements of teamwork to keep this incident from becoming a major catastrophe.
Rental \$275; Purchase \$995. Either DVD or Video.

TEAMWORK: WHAT'S TRUST GOT TO DO WITH IT?

(VIDEO VISIONS) 19 minutes, VHS/DVD
This program demonstrates the critical need for trust; plus building and maintaining it among all the team members.
Rental \$295; Purchase \$695 for VHS or DVD, \$200 more for both

TELEPHONE BEHAVIOR: RULES OF EFFECTIVE COMMUNICATION

(VIDEO ARTS) 33 minute DVD
John Cleese and how to master the techniques of positive, friendly telephone communication; plus essential information on effective voice mail usage.
Rental \$350; Purchase only, \$999

TELEPHONE COURTESY PAYS OFF II

(COASTAL) 20 minute VHS/DVD
This video offers 3 tips for good telephone skills; answer the phone before the third ring, put a smile in your voice, and offer assistance.
Either Format. Rental \$295; Purchase \$745, DVD has Spanish

TELEPHONE COURTESY: YOU ARE THE COMPANY

(KANTOLA) 12 minutes
Makes viewers aware of their responsibility in representing their organization, when answering the phone.
Purchase only, \$79

TELEPHONE EXCELLENCE

(OSPRI) 19 minute VHS/DVD
Covers the critical basic and advanced, telephone and customer service skills for anyone involved in outgoing and incoming calls.
Either format. Rental \$150; Purchase \$495

TELEPHONE FILM, THE

(MONAD) 16 minute DVD
Telephone customer service for all, featuring answering the phone clearly, taking correct messages, placing customers on hold, and being courteous.
Rental \$195; Purchase \$435

TELEPHONE SKILLS AT WORK

(JWA) 33 minute video, audio, & book
Offers 3 key points for effectively, productively, and courteously using the phone in business.
Purchase only, VHS \$109.95; DVD \$129.95 Total program \$395

TELEPHONE SKILLS 2000

(LEARNCOM) 20 minute, VHS/DVD
A 2 part program showing positive and negative telephone usage.
Part 1. Focuses on voice mail, phone features, answering the phone, listening skills, the assertive caller and the angry caller.
Part 2. Focuses on statements to avoid, the analytical callers, action plans

and the use of language.
Either VHS or DVD, Rental \$250; Purchase \$795

TELESALES: YOUR LINE OF BUSINESS

(VIDEO ARTS) 27 minute DVD
A 3 step program for persons, who spend all or part of their time on the phone, to their level of successful sales calls
Rental \$350; Purchase \$870

TELLING IT LIKE IT IS: REFLECTIONS ON CULTURAL DIVERSITY

(INTERCULTURAL RESOURCE) 62 minutes
Addressing racism and cultural identity; the power of words; post-discrimination trauma; nonverbal communication; sexual orientation; and the power of healing; the late Joan Fountain relates her concepts and experiences as an African-American woman, teacher and trainer.
Purchase only, \$250

10 COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES

(PROGRAM DEVELOPMENT) 26 minute DVD with resource guide
This program offers excellent advice on how individuals and organizations can effectively interact with persons with disabilities. The powerful points are reinforced with video clips and simulations.
Purchase only, \$295

10 SKILLS FOR BETTER TELEPHONE COMMUNICATION

(COASTAL) 30 minutes
Offers a full range of tips by using scenarios to display the correct techniques for all aspects of telephone usage.
Purchase only, \$99.95

THAT'S NOT MY PROBLEM

(COASTAL) 8 minute VHS
An animated video, motivating viewers to take responsibility by acknowledging problems, act on them promptly, and without regard for blame.
Rental \$195; Purchase \$395

THEIRS NOT TO REASON WHY: THE STORY OF LT. WM. SOWDEN SIMS

(MONAD) 12 minute DVD with ancillary materials
A case study that made history, by defeating "the satisfaction of status quo." Useful for all levels of sales and non-sales persons, it focuses on change, problem-solving, motivation, and selling new ideas.
Rental \$195; Purchase \$495

THINK LIKE THE CUSTOMER, ACT LIKE THE OWNER: THE ART OF DELIVERING SUPERIOR CUSTOMER SERVICE

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide
This program shows viewers the critical skills, how to apply them, and keep customers coming back.
Purchase only, \$195

THINK OR SINK: PROFESSIONAL TEAM DECISION THINKING

(VIDEO ARTS) 26 minute DVD.
John Cleese takes a look at team leadership, humorously showing how to avoid the problems of reaching a solid team decision.
Rental \$350; Purchase \$870

30 WAYS TO MAKE MORE TIME

(VIDEO ARTS) 27 minute DVD with ancillary materials
Using memorable and engaging characters, this video shows many different situations to highlight the issues of time management; showing both the wrong and right way of doing tasks productively.
Rental \$250; Purchase \$870

THIS IS GOING TO HURT ME MORE THAN IT HURTS YOU

(VIDEO ARTS) 27 minute DVD
John Cleese shows how to give bad news, badly; but then shows how to have an employee accept it without becoming demotivated.
Rental \$350; Purchase \$870

THIS THING CALLED CHANGE

(MONAD) 9 minute DVD

Fast paced, it offers a sampling of the many changes that have occurred during this millennium; plus powerful graphics reflecting all aspects of change.

Rental \$195; Purchase \$345

THRIVING IN A TECHNO WORLD

(ENTERPRISE MEDIA) 32 minutes

Filmed at Training '97, Tom Peters and a Roundtable panel of experts respond to questions about what leaders, organizations and individuals can do to survive and thrive on the chaotic years ahead.

Purchase only, \$195

TICKING BOMBS: DEFUSING VIOLENCE IN THE WORKPLACE

(CORVISION) 2 video program

Based on the titled book, authors Dr. Michael Mantell (an expert on Workplace Violence) and Steve Albrecht, present a 2 tier system for dealing with it.

1. Prevention (35 minutes). Reviews 12 key points for risk reduction and contingency planning.

2. Preparedness (15 minutes). Presents a crisis management model for handling a serious, violent incident.

Rental \$225; Purchase \$795

TIM CONWAY'S MEETING OPENERS

(COASTAL) 5 programs averaging 7 minutes each on a DVD

Mr. Tudball-Technology Trainer. Spoof on the importance good training.

Get Out There & Sell!!!!!! How to unsuccessfully motivate.

May I Present! This time Conway takes on presentations.

So You're New Around Here. Employee orientation in a dentist skit.

Interviewing: A Pain In The Gut. Or what's wrong with these questions.

Series purchase only, \$345

TIME & TERRITORY MANAGEMENT: TURNING TIME INTO GOLD

(MONAD) 30 minute DVD

Shows salespeople 12 steps in controlling their time and territory, turning wasted hours into effective selling and increased sales volume.

Rental \$195; Purchase \$345

TIME CHALLENGED

(CRM) 20 minutes with ancillary material

Focusing on a call center supervisor, the video humorously looks at the challenges of time management, its productivity dilemmas, and all the skills necessary to successfully deal with it.

Rental \$275; Purchase \$795

TIME MANAGEMENT: A PRODUCTIVITY PLAN

(COASTAL) 25 minute VHS/DVD with ancillary materials

Shows viewers how to use state-of-the-art time management techniques to increase productivity and create a less stressful work environment.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

TIME MANAGEMENT: GET THE MOST OUT OF YOUR TIME

(JWA) 39 minute video, audio cassette and book

A program for a managing your time, your job, and your personal life as stressless as possible.

Purchase only, VHS \$109.95; DVD \$129.95

TIME MANAGEMENT: KEEPING THE MONKEY OFF YOUR BACK

(MONAD) 30 minute DVD

This video shows viewers how to see a monkey coming, how to spot and control the monkey populations. Also available in Spanish.

Rental \$195; Purchase \$345

TIME OF YOUR LIFE, THE

(MONAD) 27 minute

Based on Alan Lakein's book, "How to Get Control of Your Time and Your Life," it offers help in solving time management problems; it points out 6 simple methods for making effective use of your time.

Rental \$195; Purchase \$345

TIME TRAP II

(COASTAL) 23 minute VHS/DVD

Dr. Alex Mackenzie, the authority on time management, presents his concepts for use by all persons attempting to effectively manage their time.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

TNT: DEALING WITH CHANGE (Re-imagine! Series)

(ENTERPRISE MEDIA) 14 minute VHS/DVD and workbook

This case study shows how to develop and implement programs that allows co-workers and employees to understand change and embrace it.

Rental \$295, DVD \$345; Either format. Purchase \$795. Quantity discounts.

TOAST KAIZEN: AN INTRODUCTION TO LEAN PRINCIPLES

(MONAD) 30 minute DVD

Featuring Bruce Hamilton, Shingo Prize recipient and Greater Boston Manufacturing Partnership president, the video highlights 7 deadly wastes found in both administrative and manufacturing processes; and focuses on the before and after conditions of Continuous Improvement implementation.

Purchase only, \$149. Spanish & Portugese too.

TOGETHER

(COASTAL) 7 minute VHS

The old cliché of "boys will be boys and girls will be girls," is the basis of teamwork as children unite, to confront a challenge.

Rental \$195; Purchase \$395

TOXIC TALK

(LEARNCOM) 9 minute DVD, with ancillary materials

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

Rental \$250; Purchase \$495

TRAIN, THE

(COASTAL) 8 minute VHS

Based on a true story, this motivational video enforces the concepts of "the power of positive thinking" and conversely, "the power of negative thinking."

Either format. Rental \$195; Purchase \$395

TRAINING TIMEOUT Series

(COASTAL) 14 video program, averaging 5 minutes each

A Series for opening their respective sessions; or just for quick reviews.

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.

Purchase only, \$95 each with quantity discounts

TRAINING TO WIN: HELPING EMPLOYEES MEET OR SURPASS THEIR GOALS

(BRIEFINGS) 17 minute, VHS/DVD with leaders guide

This program shows viewers the techniques for developing clear, challenging goals and getting employees are committed to their success.

Purchase only, \$195

TRAINING TRIGGERS

(AGTS) 22 VHS or DVD programs, averaging 1 to 3 minutes

They are vignettes of specific issues (as per their titles) for use in opening, closing, and to emphasize a specific point, when conducting a program.

Accommodation: Day of Rest. An employee is granted religious accommodation not to work on Saturdays, but is logging hours on his holy days.

Constructive Discharge Part 1: He's Been Fired. Sexual harassment terminates a popular team leader, who is transferred to avoid retaliation.

Constructive Discharge Part 2: Transferred. Deals with an employee who doesn't get along with coworkers.

Constructive Discharge Part 3: I Quit. A harassed employee doesn't talk with her manager before resigning.

FMLA Part 1: Sick Again. The problem of the frequently absent employee.

FMLA Part 2: He Didn't See It Coming. An employee with a string of questionable absences is stunned when terminated

FMLA Part 3: Cutting It Close. An employee heads for the hospital, thinking he's about to become a father.

FMLA Part 4: The Big Let Down. The employee calls saying it was false labor and wants to remain home until the baby comes.

FMLA/Retaliation: Rock-a-Bye, Baby. If the aiding family medical leave to her maternity leave, an employee returns and is told she is being laid off.

Harassment /Termination Part 1: He Knows The Rules. Glimpsed pornography is reported and creates an immediate termination.

Harassment /Termination Part 2: The Tip Of The Iceberg. A manager finds he has fired only one of multiple employees who allegedly broke a cardinal rule; then additional rule violations surface.

Retaliation Part 1: He's Picking On Me. Complaints from an African-American female are work related and focus on her team leader.

Retaliation Part 2: I'm Afraid You Have No Future In This Company. On the verge of being terminated, the same African-American female, repeats charges that had to aim leader has it in for her, adding racial overtones.

Safety Absolute Scene 1: A Little Thing Like That. Dealing with employees who know the rules, but consider themselves exempt.

Safety Absolute Scene 2: You Can't Be Serious. The consequences of a safety violation boomerangs, becoming a threat against management.

Termination Step Aside: A supervisor seizes the opportunity to get rid of a troublemaker.

Unauthorized Removal Of Confidential Data: Just Personal Things. A long-time employee having access to critical data resigns; taking suspicious collections of paper and CDs.

Unmerited Claim & Harassment Part 1: She May Just Need Time To Adjust. A new supervisor charges that a female subordinate is jealous of her promotion; and is retaliating with racist remarks.

Unmerited Claim & Harassment Part 2: The Other Side Of The Coin. Charges of harassment and racism are denied, but include warnings about the consequences of ignoring a recently promoted supervisor's incompetence.

Unmerited Claim & Harassment Part 3: Tough Decisions. Demoting a supervisor who is not up to the job.

USERRA: Just Trying To Be Helpful. Prejudging a former employee's possibility of being hired may cross the legal line between helpful and harmful. *Each. Purchase only, \$99. Very good quantity discounts.*

TRAPPED! HOW TO ESCAPE THE SAMENESS TRAP

(ENTERPRISE MEDIA) 44 minutes, with ancillary material
Over the past 15 years, quality and service has gotten so good, that consumers can't tell the difference between competing products and services. Tom Peters presents 5 points for standing out in the crowd.
Rental VHS \$250, DVD \$300; Either format. Purchase \$795

TRUE COLORS

(TRAINERS TOOLCHEST) 19 minutes
Diane Sawyer hosts an undercover racial experiment involving 2 males (one black the other white) as each tries to rent an apartment, apply for jobs, purchase a car, and conduct other everyday activities. Also part of The ABCs of Discrimination Series.
Rental \$95; Purchase \$325

TRUTH SERIES, THE

(STAR THROWER) 4 video (averaging 5 minutes each) program & ancillary materials

Truth About E-mail, The. Deals with the problems generated by high usage; 2.1 billion messages per day.

Truth About Business Casual, The. Reviews the conflicts caused by implementing a business casual dress policy.

Truth About The Internet, The. Reviews the problems of employee misuse, and companies monitoring, the Internet.

Truth About Customer Service, The. Focuses on providing excellent customer service, rather than curing poor service.

Each: Rental \$295; Purchase \$495, Series \$595, VHS or DVD

12 ANGRY MEN: TEAMS THAT DON'T QUIT

(ADVANCED KNOWLEDGE) 25 minutes
Using clips of the original movie that starred Henry Fonda, Dr. Margaret Wheatley hosts, as she presents 5 key concepts for moving a team through its conflicts to success in achieving its goals.
Rental \$225; Purchase \$795. Also in Spanish

12 DANGER ZONES FOR SUPERVISORS

(M. LEE SMITH) 12 DVDs; 20 minutes each with ancillary materials
Rated 4 stars by Training Media Review, employment law attorney John B. Phillips, Jr. and other leading law employment attorneys review scenarios of these issues. **Hiring; Documentations & Evaluations; Discipline; Firing; Sexual Harassment; Other Harassment; Discrimination; FMLA; Safety & Workers' Comp; Wage & Hour Law; Privacy; and Violence.**
Rental \$997; Purchase \$495, all-\$1,297

TWO GUYS NAMED MIKE

(MONAD) 24 minute DVD
Using real-life examples, this video shows field service reps how to handle angry customers, listen effectively, communicate clearly, etc.
Rental \$195; Purchase \$345

UNDERSTANDING THE NEW A.D.A.

(COASTAL) 16 minute DVD with ancillary materials
Features a knowledgeable host guiding viewers with detailed explanations of 6 major changes now required by the ADA Amendments Act.
Rental: \$295; Purchase \$695

UGLY TRUTH, THE

(TRAINERS TOOLCHEST) 26 minutes
John Stossel host a 20/20 segment focusing on the subtle discrimination against people of average and below-average looks, in favor of those who are good-looking. Also part of The ABCs of Discrimination Series.
Rental \$95; Purchase \$325

UNDER SUSPICION

(TRAINERS TOOLCHEST) 15 minutes
A 20/20 segment dealing with the black shoppers, who are suspiciously eyed because of their color. Also part of The ABCs of Discrimination Series.
Rental \$95; Purchase \$325

UNIFIED TEAM, THE

(MEDIA PARTNERS) 24 minute, VHS or DVD with leader guide
Michael Horton hosts, as the video explores the concept of team unity with a practical approach that aligns member needs with team goals.
Either format. Rental \$350; Purchase \$895

UNION REALITIES Series

(AGTS) 2 VHS/DVD
That's Just Reality. Reviews what union's can promise and actually do; and what a company can legally do (28 minutes).
Talking With Employees. Shows supervisors effective techniques for lawful communication, as well as avoiding unfair labor practices (54 minutes).
Either format. Each: Rental \$250; Purchase \$995. Available in Spanish.

UNION SERIES, THE

(AGTS) 2 video program (14 & 23 minutes)
Shows managers how to understand and deal with union organization, from the earliest stages through an election.

Module 1. You're The First Line Of Defense. How to legally discourage the early stages of union organizing.

Module 2. Signing The Union Card. How to react to a card-signing campaign.
Either format. Each: Rental \$250; Purchase \$995

UNORGANIZED MANAGER, THE

(VIDEO ARTS) 3 DVDs, averaging 26 minutes each
Part 1. John Cleese as St. Peter, dramatizes consequences of poor organizational skill and the inability to delegate.
Part 2. Focuses on time management and how it undermines a manager's or subordinate's ability to be productive
Part 3. Focuses on the skills of delegating, motivation, communication and goal setting
Each. Rental \$350; Purchase \$999, series-\$2,495

UNORGANIZED SALESPERSON, THE

(VIDEO ARTS) 2 DVDs, 24 minutes each
John Cleese, shows a hot-shot salesperson with an erratic success rate the art

of becoming a skilled manager of time, business, and profitable sales.
Each. Rental \$350; Purchase \$1,095

USE THE TELEPHONE THE RIGHT WAY

(JWA) 24 minute video, audio and guide
How to apply 14 key call-handling skills for effective and positive phone use.
Purchase only, VHS \$109.95; DVD \$129.95

VALUE OF TIME, THE

(CRM) 3 minute VHS/DVD, with discussion guide
This meeting opener prepares the viewer to understand how to effectively, productively use one's time; and understand why it's critical to do so.
Either format. Purchase only, \$195.

VALUES & ETHICS

(COASTAL) 12 minute VHS/DVD
Segmented into short, dramatic "what would you do?" Vignettes and short breaks for review and comparison with the viewer's organization policies.
Either Format. Rental \$225; Purchase \$550, DVD has Spanish

VALUING DIVERSITY

(GRIGGS) 7 VHS/DVD, 30 minutes each, except one* with ancillary materials
This program covers every aspect of dealing with the diversity issues.

- 1. Managing Differences.** Shows how to evaluate, develop, and motivate diverse employees, illustrating their effects on the performance of managers, supervisors and administrators in multicultural settings.
 - 2. Diversity at Work.** Diverse individuals offer strategies for self-development, teamwork and relationship building with supervisors and peers, different than themselves, allowing for upward mobility in multicultural organizations.
 - 3. Communicating Across Cultures.** Suggesting ways to communicate more effectively, it addresses different styles of communication, and people's discomfort in dealing with race and gender issues.
 - 4. You Make the Difference.** Entry level employees working well with people different from themselves, exploring issues of sabotage, stereotypes, cultural differences, teamwork and environments that promote productivity.
 - 5. Supervising Differences.** Shows supervisory personnel how to keep diverse work forces productive, focusing on climate setting, coaching/development, team building, supervising culturally diverse workers, controlling stereotypes/assumptions and dealing with employee conflict.
 - 6. Champions of Diversity.** Senior executives, who "champion diversity," present their experiences in behavioral and organizational changes, emphasizing personal growth, changing demographics and diversity's benefits.
 - 7. *Profiles in Change.** This 60 minute documentary explores organizations maximizing their diverse human resources, focusing on recruitment, mentoring team building and accommodating.
- Each: Rental \$250, series \$1,000; Purchase \$500, series \$1,750*

VALUING OUR WORKPLACE SERIES

(ATS) 2 programs, 4 minutes each, VHS/DVD, with ancillary materials
Offers insights for dealing with peers, fellow workers, and customers.
Doing Our Part. Puts the emphasis on personal responsibility when reacting to others' signals; understanding one's verbal and nonverbal communication; all for effective teamwork, problem-solving and productivity.
A Look Inside Ourselves. Focuses on reinforcing the concepts of compassion, unity, empathy and sharing, in having us self-examine our roles in creating unified, productive, and happy workplaces.
Purchase only; each \$295, both \$495

VERBAL COMMUNICATION: THE POWER OF WORDS

(CRM) 22 minutes
Offering 5 critical skills, for all who could benefit from clearer, more precise communication skills; plus non-English speaking persons.
Rental \$275; Purchase \$795

VICTOR KIAM: A CASE STUDY IN LEADERSHIP & INNOVATION

(ENTERPRISE MEDIA) 30 minutes
Using his management strategies and motivational concepts, he turned the company into a highly productive and profitable one.
Purchase only, \$195

VIDEO DISPLAY TERMINALS: THE BATTLE FOR COMFORT

(COASTAL) 18 minutes
Designed to teach employees how to battle the chronic aches and pains caused by constant sitting in front of a computer.
Rental \$95; Purchase \$395

VILLAGE OF 100, VERSION 3

(ATS) 3 minute VHS/DVD, with ancillary materials
Offering 5 key points for dealing with diversity, tolerance and understanding. It shrinks the earth's population to a village of 100 people, keeping the same proportions that allows viewers to see the makeup of the world.
Either Format. Purchase only, \$395

VISION OF TEAMS

(STAR THROWER) 24 minutes
Hosted by polar explorer Ann Bancroft, the video recounts the first American Women's Expedition to ski across Antarctica to the South Pole; and how the participants came together as a smooth running team.
Rental \$295; Purchase \$495

VISION WEB

(STAR THROWER)
Created by José Refugio Lopez, endorsed by Joel Barker, this is a high-impact, 2-part simulation of organization, company, or team dynamics.
Part 1. Exhibits organizational problems from lack of motivation, positive communication, as it addresses team members frustrations.
Part 2. Shows the changes in attitude when leader's share their visions and provide the necessary tools to achieve their goals.
Purchase only, \$595

WALK AWHILE IN MY SHOES

(TRAINERS TOOLCHEST) 20 minute DVD with leader guide
Interviews of 4 employees and managers, with diverse backgrounds, personalities, experience, and conflicting points of view. The discussions eventually bring their mutual interests and need for each other to the surface
DVD only, Rental \$195; Purchase \$595

WAY YOU WERE, THE

(MONAD) 8 minute DVD
Is about being innovative, taking risk, being inquisitive and a nonconformist; traits common to children that are lost when growing into adulthood.
Rental \$195; Purchase \$345

WAYMISH (WHY ARE YOU MAKING IT SO HARD...FOR ME TO GIVE YOU MY MONEY?)

(CRM) 2 DVD program, Main DVD, 18 minutes; Supervisor DVD, 10 minutes; with ancillary materials.
Presented in a reality TV approach that is humorous and timely, it shows customer service reps in a variety of situations driving good customers away. They are able to see how their actions affect others and are coached on changing their attitudes and behaviors.
Main DVD, Rental \$225; Purchase \$695. Both, Rental \$275; Purchase \$895

WE ARE THE ONES

(STAR THROWER) 5 minute VHS/DVD
Beautiful footage of the Southwest is the backdrop to induce individuals and groups to think about the concepts of responsibility, leadership, vision, determination, teamwork, change, value, motivation, innovation, and inspiration.
Either format. Rental \$200; purchase \$395

WE NEED TO M.E.E.T.

(VISIONPOINT/MONAD) 29 minute VHS/DVD with ancillary materials
Shows managers how to recognize, respond to, and resolve day-to-day workplace situations that can arise out of cultural differences.
Purchase only, \$695

WE NEED TO TALK: COACHING PROBLEM EMPLOYEES

(COASTAL) 24 minute VHS/DVD
The first part is a structured plan, emphasizing 7 points to be covered before,

during, and after a meeting. The second half focuses on key points of coaching. In addition, vignettes frequently refer to both parts in applying all the techniques. *Either Format. Rental \$295; Purchase \$695, DVD has Spanish*

WEALTH, INNOVATION & DIVERSITY

(STAR THROWER) 30 minutes

Joel Barker in a global backdrop, draws from history, geography, and science in presenting a diversity concept called, "mutualism." He shows why the need for hiring, promoting, and encouraging diverse people, and their ideas. *Rental \$295; Purchase \$695, VHS or DVD*

WELL, WELL, WELL

(AUDIOVISION) 24 minutes

This humorous video deals with health, nutrition and its relationship to stress, by using a plot of 3 unhealthy employees organizing a picnic for their health and wellness company. *Purchase only, \$199*

WE'RE ON THE SAME TEAM REMEMBER?

(CRM) 19 minutes; CD & ancillary materials

Presenting 4 key points, it emphasizes the importance of pulling together to work as a team, in making an organization responsive to customers needs. *Rental \$275; Purchase \$995. Either DVD or Video.*

WE'VE GOT TO STOP MEETING LIKE THIS!

(COASTAL) 20 minute VHS/DVD

Dramatizes how meetings wander off course, spelling out specific techniques for keeping them focused, participants involved, and goals on track. *Either Format. Rental \$295; Purchase \$845, DVD has Spanish*

WHALE DONE! PROGRAM

(BLANCHARD) 2 video program with ancillary materials

Ken Blanchard presents a concept used by the whale trainers of SeaWorld; and how to use it within organizations.

1. Whale Done!* A 21 minute video of Blanchard showing viewers how to improve relationships by building trust, accentuating the positive, and redirecting energy when things go wrong.

2. Whale Done! In Action.** A 15 minute companion video showing the concept applied to real-life business situations; plus offering 2 critical skills. *Each: Rental \$195, both-\$295, DVD \$395, both-\$495; Purchase *\$595, **\$695*

WHAT A MANAGER SHOULD SAY

(ADVANCED KNOWLEDGE) VHS/DVD 5 minutes

Focuses on using words in a creative, respectful, and positive manner, to get acknowledgement, commitment and successfully complete a task. *Purchase only, \$295*

WHAT CUSTOMERS REALLY WANT

(BRIEFINGS) 14 minute, VHS/DVD with leaders guide

This program shows the techniques that result in quality customer service, making them feel valued, and in exceeding their expectations. *Purchase only, \$195*

WHAT DO YOU SAY?

(MEDIA PARTNERS) 20 minute, VHS or DVD with ancillary materials

This fast-paced and entertaining video, deals with the awkward, difficult moments of trying to converse with and satisfy unhappy customers. Offering practical, and immediately applicable answers. *Either format. Rental \$350; Purchase \$895*

WHAT IS BENCHMARKING

(OSPRI) 17 minute VHS/DVD

Explains the process of measuring products, services and practices against competitors in the same field, by using case studies of Xerox and Toyota. *Either format. Rental \$150; Purchase \$495*

WHAT IS STRATEGIC PLANNING?

(OSPRI) 15 minute VHS/DVD

Presents the concept of long term planning for application, identifying and selecting the most appropriate ways for organizations to use their resources. *Either format. Rental \$150; Purchase \$495*

WHAT IT REALLY TAKES TO BE A WORLD CLASS COMPANY

(ADVANCED KNOWLEDGE) 23 minutes

Clem Sunter identifies 7 attributes, 1 rule and several examples for identifying world class designations. *Rental \$195; Purchase \$695*

WHAT TO DO WHEN CONFLICT HAPPENS

(CRM) 21minute, VHS/DVD with ancillary materials

Offers a 4 step process called C.A.L.M., for understanding and implementing the skills needed to avoid conflict. *Either VHS or DVD: Rental \$275, Purchase \$995*

WHAT YOU ARE IS WHERE YOU WERE WHEN...LEADERS AGAIN!

(ENTERPRISE MEDIA) VHS or DVD, Part 1 is 23 minutes; Part 2 is 44 minutes
Morris Massey and the updated version of his value programming concepts; offering techniques of understanding for working with different types and generations of people; and as per his other titles, be prepared for a lengthy, fast paced, personality, that will explode off your screen. *Either format. Rental \$495; Purchase \$895*

WHAT WOULD YOU DO?

(COASTAL) 22 minute VHS/DVD with ancillary materials

This program shows the benefits of ethical work environments, offering ethical dilemma scenes that end with the question "what would you do?" It also presents various laws that apply to ethical behavior, while emphasizing ethical decision-making. *Either Format. Rental \$295; Purchase \$945, DVD has Spanish*

WHAT'S HOLDING YOU BACK?

(TRAINING ABC) 3 minute VHS/DVD

Featuring famous historical figures and their stories of overcoming such adversities as deafness, blindness, polio, poverty, sexism, stereotyping, bankruptcy, homelessness, etc., in leaving their marks of greatness upon society. *Either format. Rental \$195; Purchase \$295*

WHAT'S IN IT FOR ME?

(WORKPLACE PUBLISHING) 20 minutes, VHS/DVD with ancillary materials

Teaches customer service employees to use skills that are in the best interests of the customer, the organization, and their own career. *Each format. Rental \$295; Purchase \$695*

WHAT'S YOUR PICKLE?

(MEDIA PARTNERS) 17 minute VHS or DVD

Featuring Bob Farrell, it offers service providers ways to refine their pickle-giving skills by offering the viewer 4 ways to determine the viewer's pickle. *Either format. Rental \$350; Purchase \$895*

WHEN I SAY NO, I FEEL GUILTY

(MONAD) 31 minute DVD

Teaches viewers how to cope with everyday problems and conflicts; both at work or in personal life by using the skills of Systematic Assertive Training. *Rental \$195; Purchase \$345*

WHEN OPPOSITES COMPLEMENT

(LEXICON MEDIA) 4 minute VHS/DVD

A meeting opener of 2 Broadway Musical performers dancing the Tango to "Jealousy." Initiating discussions on gender relationships, diversity, teamwork, excellence, respect, pride, sacrificing for a greater goal, etc. 11 famous quotes, will induce viewers to think practically and successfully in applying the "Complementary Opposite" concept ipersonally and on the job. *Either format. Rental \$150; Purchase \$295*

WHEN THE COACH IS YOU!

(CRM) 18 minutes

Host George Wendt (TV's Cheers) offers practical steps for creating successful, productive, work environments for coaches and learners. *Rental \$275; Purchase \$795. Healthcare: \$595 / Gov't: \$795*

WHEN THE ENEMY IS US

(CRM) 23 minutes

Eileen Shapiro, and how faulty assumptions, disguised as corporate truths, become traps; plus she shows 32 ways they can be created.

Rental \$275; Purchase \$695

WHEN THE GOING GETS TOUGH

(LEARNCOM/NEW MEDIA NOW) 2 VHS/DVDs, 24 minutes each

C. W. Metcalf offers a unique and simple way to cope with the stress and desolation of change.

Program 1. Why Lighten Up. An in-depth look at the whys and wherefores.

Program 2. How To Lighten Up. Techniques that succeed.

Either format. Rental \$225; Purchase \$895

WHEN THE PHONE RINGS: TELEPHONE SKILLS FOR BETTER SERVICE

(KANTOLA) 20 minute DVD

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

Purchase only, \$159

WHEN YOU'RE SMILIN'

(PHOENIX) 6 minute DVD

A simple, unique and beautiful visualization of smiling, that creates a pleasantness that is infectious; and is highlighted by Louis Armstrong's rendition of When Your Smilin'.

Rental \$195; Purchase \$295

WHERE THERE'S A WILL...LEADERSHIP & MOTIVATION

(VIDEO ARTS) 29 minute DVD

For managers on how to lead and motivate their employees.

Rental \$350; Purchase \$870

WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO

(MONAD) 25 minute DVD

Presents the concept of preventive management; and how training, guidance, and supervision will help supervisors and managers prevent problems.

Rental \$195; Purchase \$345

WHO ARE THEY ANYWAY?

(WORKPLACE PUBLISHING) 16 minute VHS/DVD, with ancillary materials

Organized as a 2 or 4 hour session and based on B. J. Gallagher's (co-author of A Peacock in the Land Of The Penguins) same name book; deals with accountability, its consequences for individuals and organizations, reinforcing the concept of being part of a problem and being part of the solution.

Either format. Rental \$295; Purchase \$495

WHO CARES?

(COASTAL) 21 minute VHS/DVD

Using 4 simple, critical cornerstones, the video provides information and inspiration that will help your staff create extraordinary customer service.

Either Format. Rental \$295; Purchase \$945, DVD has Spanish

WHO SAYS WE CAN'T DO IT

(ENTERPRISE MEDIA) 12 & 20 minute versions

An inspirational video about Lance Armstrong's overcoming cancer and winning the Tour De France 3 times. It emphasizes the importance of goals, tactics, teamwork and leadership for any successful undertaking.

Rental \$295 VHS, \$345 DVD; Either format. Purchase \$795

WHO'S ON FIRST

(LEARNCOM) 8 minutes

The classic Abbott and Costello baseball routine, that says "I heard what you said, but I don't know what you mean."

Rental \$195; Purchase \$295 for VHS or DVD

WHO SOLD YOU THIS, THEN?

(VIDEO ARTS) 23 minute DVD

Shows service reps the importance of supporting the customer, the company, the product, the salesperson and management, in this video on devel-

oping customer oriented service techniques.

Rental \$350; Purchase \$999

WHY DIDN'T I THINK OF THAT?

(COASTAL) 28 minute VHS/DVD

Most people have potential as creative problem-solvers, but need the tools. This video is a self-contained workshop on imagination education.

Either Format. Rental \$295; Purchase \$645, DVD has Spanish

WHY MAN CREATES

(PYRAMID) 25 minutes

Produced by Saul Bass, this is a humorous presentation on creativity, how to be creative; the cost; how it occurs; and why it's available limitedly.

Purchase only, \$395

WIDE EYED

(ADMIRE) 57 minute DVD

Over a dozen films have been made of Jane Elliott's "Blue Eyed, Brown Eyed" exercise. She has now created a compilation of the most compelling moments from those films.

DVD Purchase only, \$395

WILD GOOSE CHASE

(MONAD) 5 minute DVD

A humorous combination of W.C. Fields and poor communication, making a strong point for active listening and confirming you heard correctly.

Rental \$195; Purchase \$345

WIN TEAMS: HOW ONE COMPANY MADE EMPOWERMENT WORK

(VIDEO VISIONS) 23 minutes

A case study of how employees transformed their organization thru empowerment, at the GE Mobile Communications plant in Lynchburg, Virginia.

Rental \$295; Purchase \$695

WINDOWS OF CHANGE

(ENTERPRISE MEDIA) 25 minutes

Jennifer James, a cultural anthropologist uses humor and metaphors to explore responses to, and then overcome change, fear, resistance or denial.

Purchase only, \$249

WINNING

(ENTERPRISE MEDIA) 3 minute VHS/DVD

Presenting racing, cycling, high jumping and mountain climbing, it focuses on success as a result of hard work and dedication.

Rental \$225, DVD \$250; Either format. Purchase \$445

WINNING BALANCE, A, II

(PRO-GROUP) 34 minutes with ancillary program materials

A diversity program for employees to explore their personal attitudes toward differences; their interactions with others; and create a tolerant workplace.

Rental \$380; Purchase \$995

WINNING CONNECTIONS, THE NEXT STEP IN DIVERSITY EDUCATION

(LEARNCOM) 30 minutes

Featuring, powerful vignettes, this Diversity/Communication/Team video makes team's members aware of the hidden agenda's; ready, willing, and able to sabotage their efforts. A simple, 3 step process is offered as a solution.

Rental \$295; Purchase \$795 for VHS or DVD

WINNING CUSTOMER LOYALTY Series

(JWA) each program has a video averaging 27 minutes, audio, and book; Dr. Paul Timm presents his concepts for improving customer service.

1. Eliminate Customer Turnoffs. Focuses on reviewing what turns customers off to your organization.

2. Exceed Customer Expectations. How to exceed customer expectations and gain their loyalty.

Each: Purchase only, VHS \$109.95; DVD \$129.95 both \$199

WINNING OVER EVEN THE MOST DIFFICULT CUSTOMERS

(BRIEFINGS) 20 minute, VHS/DVD with leaders guide

This program offers techniques for dealing with 5 of the most common and most difficult situations.

Purchase only, \$195

WINNING TEAM

(PYRAMID) 8 minutes

A victorious world class sailing crew shows their strengths, abilities, and the teamwork that helped them succeed.

Purchase only, \$295

WINNING TELEPHONE TIPS

(JWA) 30 minutes

For everyone in an organization, Dr. Paul Timm's tips on all aspects of using the phone and/or allied telecommunications equipment effectively.

Purchase only, VHS \$109.95; DVD \$129.95

WINNING THEM OVER

(TWIN) 5 videos, totaling 60 minutes

This Series , shows how to effectively make a presentation and persuade the group involved. **1. Delivery Skills** (20 minutes; purchase \$400). **2. Visuals** (15 minutes; purchase \$300). **3. Staging** (10 minutes; purchase \$200). **4. Large Group Presentations** (8 minutes; purchase \$150). **5. Questions & Answers** (7 minutes; purchase \$150).

Each Rental \$150, Series \$355; Purchase of Series, \$855

WINTER WALKING: AVOIDING SLIPS & FOLDS

(ICON) 10 minute VHS/DVD with ancillary materials

Offers 6 key points for safely traversing adverse winter conditions like snow, cold, rain, sleet, ice, wind, etc.

Purchase only, \$425

WITHOUT REGARD... TO RACE, RELIGION, SEX, NATIONAL ORIGIN, AGE OR DISABILITY

(VIVID EDGE) 25 minute video program

Shows 10 scenarios that explore the actions and behaviors that can lead to discrimination claims; plus offering 6 principle to counter them.

Rental \$210; Purchase \$695

WORK PLAYS: SEXUAL HARASSMENT IN A HEALTHCARE ENVIRONMENT

(DISCOVERY) 25 minutes

Reviewing sexual harassment and gender discrimination, it offers 6 vignettes that explore the subtle, blatant, and complex issues that create dilemmas or healthcare professionals.

Purchase only, \$395

WORKFORCE KALEIDOSCOPE, THE: SYSTEMS APPROACH TO DIVERSITY

(MONAD) 3 DVDs, averaging 16 minutes

Diversity Strategy At The Organizational Level. Oriented to upper management, it offers strategies for incorporating diversity issues into reward and appraisals systems, and other company wide policies.

Tapping The Potential Of Diversity. Focuses mid-management/supervisory levels on how to effectively supervising diverse groups of employees.

Valuing Diversity At The Interpersonal Level. Working effectively with various people and deal with the multiplicity of workplace diversity issues.

Each: Rental \$195, all-\$300; Purchase \$345, all-\$595

WORKING TOGETHER WORKS

(MONAD) 24 minute DVD

Presents several factory and office scenarios, plus an animation section, that show how to participate successfully in teamwork situations.

Rental VHS/DVD, \$195; Purchase \$345

WORKING TOGETHER WORKS SHORT

(MONAD) 4 minute DVD

A sparkling, animation, meeting opener of successful teamwork situations.

Rental \$195, Purchase \$295

WORKING WITH DIFFICULT PEOPLE

(CRM) 25 minutes

Work is stressful; but when difficult co-workers adversely affect productivity, steps are shown to minimize the negative effects of difficult personalities.

Rental \$275; Purchase \$695

WORKING WITH YOU IS KILLING ME

(CRM) 23 minute VHS/DVD with ancillary materials

Based on the book "Freeing Yourself From Emotional Traps At Work" by Katherine Crowley and Kathi Elster, this video shows how to counter the toxic attitudes of difficult employees, who create issues and/or stress.

Either VHS or DVD: Rental \$275, Purchase \$995

WORKING WITHOUT A SCRIPT

(STAR THROWER) 14 minute VHS/DVD with ancillary materials

Featuring the Second City Improv Group showing how improvisation becomes necessary and productive; as it fosters risk taking, open mindedness, enhances communication, teamwork, and empowers.

Either format. Rental \$295; Purchase \$395

WORKOUT FOR THE MIND, A

(ENTERPRISE MEDIA) 97 minutes

Based on her book, "Thinking In The Future Tense," Dr. Jennifer James shows how to use perspective, history, and 5 key skills for dealing with today's rapid changes and thriving in the 21st century.

Purchase only, \$249

WORKPLACE HARASSMENT: PREVENTION AND THE LAW

(ANDERSON-DAVIS) On-line program

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

Call for details about pricing.

WORKPLACE VIOLENCE: EMPLOYEE TRAINING

(ICON) 17 minutes, VHS, DVD, & On-line

Viewers learn how to spot and diffuse potentially explosive situations, anti-risk individuals, a detailed look at the factors that cause an act of violence, the profile of the typical perpetrator, and the appropriate action to take, if caught in a violent situation.

Purchase only, \$495

WORKPLACE VIOLENCE: FIRST LINE OF DEFENSE

(COASTAL) 30 minute VHS/DVD

Gary Mathiason, a senior law partner, and Chis Hatcher, a clinical psychologist, offer advice on how to identify and prevent workplace violence; using a managed, organizational response.

Either Format. Rental \$295; Purchase \$745, DVD has Spanish

WORKPLACE VIOLENCE: THE CALM BEFORE THE STORM

(COASTAL) 25 minute VHS/DVD with ancillary materials

Helps supervisors and employees identify the warning signs of workplace violence; and prevent it.

Either Format. Rental \$225; Purchase \$545, DVD has Spanish

WORKPLACE VIOLENCE: REDUCING YOUR RISK

(MEDIA PARTNERS) 28 minute VHS or DVD

Viewers learn to reduce their risk of being a victim, avoid potentially violent situations, and form a plan of action for escape or defense, if it occurs.

Either format. Rental \$250; Purchase \$495

WORKPLACE VIOLENCE: THE RISK FROM WITHIN

(MEDIA PARTNERS) 24 minute, VHS or DVD

Offers points on how to look for signs of excessive stress, unusually traits, potentially dangerous behavior, and open communication channels with frustrated employees.

Either format. Rental \$250; Purchase \$495

WORKPLACE VIOLENCE: TRAINING FOR SUPERVISORS & MANAGERS

(ICON) 23 minutes, VHS, DVD, & On-line

Viewers learn violence prevention strategies that create a comfortable atmo-

sphere for employees to report threats of violence. Key points are creating an open system of communication, creating a workplace violence policy, identifying risk creating employees, organizing a thread management team, and accurately identifying all threats, incidents and behaviors.

Purchase only, \$495

WORKPLACE VIOLENCE: WHEN THE SHOOTING STARTS

(DISCOVER) 22 minutes

Focuses on handgun assaults, illustrating signs of possible violent behavior and actions to take to avoid being a victim

Rental \$195; Purchase \$395. Available in Spanish.

WORKSMARTS: HOW TO GET ALONG, GET NOTICED, & GET AHEAD

(VISIONPOINT/MONAD) 18 minute video

Shows viewers what it takes to fit in and succeed in an organization, by presenting 4 key, proven strategies.

Purchase only, \$695

WORKTEAMS & THE WIZARD OF OZ

(ADVANCED KNOWLEDGE) 18 minutes

Ken Blanchard points out key skills Dorothy uses (build a team, dele-gate tasks, empower others) as she and her companions make their trek to Oz.

Rental \$225; Purchase \$795

WORLD OF DIFFERENCE, A

(CORVISION) 10 minutes

Narrated by James Earl Jones, this animated meeting opener communicates that diversity is essential for successful teams and not a threat.

Rental \$195; Purchase \$425

WOULD I FOLLOW ME?

(VIDEO VISIONS) 18 minutes, VHS/DVD

Shows how a leader's behavior affects the success of a workgroup, while offering vignettes on the wrong and right way to lead.

Rental \$295; Purchase \$695 for VHS or DVD, \$200 more for both

WOULD I INSPIRE ME?

(VIDEO VISIONS) 16 minute, VHS/DVD with leader guide

This leadership program gives viewers practical ways to make life more meaningful and rewarding for their team.

Either VHS/DVD: Rental \$295, Purchase \$795; both VHS and DVD, \$995

WOULD I WORK FOR ME?

(VIDEO VISIONS) 20 minutes, VHS/DVD

Offers 8 key skills, while demonstrating a supervisor's behavior in realistic situations. First as newly appointed, then as an experienced manager, who has learned from his mistakes.

Rental \$295; Purchase: \$695 for VHS or DVD

WRITE STUFF, THE

(JWA) 39 minute video, audio, & book

This program helps you write better, both professionally and personally.

Purchase only, VHS \$109.95; DVD \$129.95

WRITING FOR BUSINESS RESULTS

(JWA) 39 minute video, audio cassette and book

This clear-cut, non-threatening approach gives you the principles you need to make your writing powerful, interesting and relevant to the reader.

Purchase only, VHS \$109.95; DVD \$129.95

X FACTOR, THE: MANAGING & MOTIVATING GENERATION X

(CORVISION) 22 minutes

America's primary labor supply over the next decade are teens and '20s; the smallest population group and the thinnest pool of entry level workers. Claire Raines, the nation's leading expert on Generation X, tells who they are, what makes them different, and how to successfully work with them.

Rental \$165; Purchase \$495

YES, BUT...

(TRAINERS TOOLCHEST) 13 minute DVD with leader guide

Based on the best seller by Charles Thompson, it humorously offers a concept (I.D.E.A) that non-confrontationally eases the way to sound decision making.

DVD only. Purchase only, \$295

YES LIVES IN THE LAND OF NO

(STAR THROWER) 10 minute, VHS/DVD with ancillary materials

Helps participants work together effectively; by helping them deal with negativity faster, more effectively, and a lot less discouragement and despair.

Either VHS or DVD: Rental \$295; Purchase \$395

YOU

(MONAD) 4 minute DVD

All of us start life enthusiastically, excited for new things, finding joy in rising after a fall. A baby is the example in recapturing this spirit.

Rental \$195; Purchase \$345

YOU ARE THE ORGANIZATION: EVERY EMPLOYEE'S PUBLIC RELATIONS ROLE

(BRIEFINGS) 25 minute, VHS/DVD with leaders guide

Gives viewers the points for professional business behavior, appropriate dress, polish and poise, for creating a positive organizational image.

Purchase only, \$195

YOU BE THE JUDGE II

(COASTAL) 22 minute VHS/DVD

Dr. Paul Green is featured in this content rich, updated presentation for collecting detailed information, through legal employment interviews.

Either Format. Rental \$295; Purchase \$845, DVD has Spanish

YOU CAN STOP HARASSMENT Series

(QMR) 2 video program, averaging 25 minutes each

1. Taking Responsibility. Shows employee obligations when involved with any form of harassment; whether as an observer, a target, or an accused.

2. Responsible Leader, The. Shows supervisors/managers their obligations in establishing and maintaining, an organization free of harassment.

Each: Rental \$295; Purchase, \$625 with quantity discounts.

YOU CAN STOP HARASSMENT TRAINING SCENES

(QMR) 28 minutes

Presents 7 harassment dramatizations, and followed by various discussions of the social, legal and psychological impact of each situation.

Rental \$295; Purchase, \$625

YOU'LL SOON GET THE HANG OF IT

(VIDEO ARTS) 29 minute DVD

Oriented to persons knowing a job or task well, who must teach it to someone who doesn't. John Cleese humorously presents the dos and don'ts.

Rental \$350; Purchase \$999

YOU'VE GOTTA BE KIDDING ME!

(CUSTOMER SERVICE U) 14 minute VHS/DVD, with study guide

Emmy Award winning host, John Burke, takes viewers through the 9 rules of great customer service, that creates customers who keep coming back.

Either format. Rental \$250; Purchase \$695

YOUR LINK IN THE INTERNAL SERVICE CHAIN

(MONAD) 14 minute DVD

Designed for all employees, it emphasizes the need for superior internal service and interdepartmental teamwork to maintain a successful organization.

Rental \$195; Purchase \$345

YOUR PLACE IN THE TEAM

(CRM) 30 minutes

Reviews 3 organizational approaches to teamwork; and why only one is successful at accomplishing it.

Rental \$275; Purchase \$695

YOUR SUMMIT AWAITS

(STAR THROWER) 21 minute VHS/DVD with ancillary materials

Jamie Clark, Candian mountaineer, adventurer and 3 time Mount Everest

explorer, shares his experiences and his messages; inspiring audiences to succeed in their challenges and goals.

Either format. Rental \$295; Purchase \$595

YOU'RE NOT COMMUNICATING II

(COASTAL) 20 minute VHS

Shows various vignettes, illustrating different communication errors in a variety of business settings; with the corrected skills.

Rental \$295; Purchase \$695

YOU'RE NOT LISTENING II

(COASTAL) 21 minute VHS/DVD

Humorous vignettes depict poor listening habits and how to correct them showing how to limit stressful and unproductive situations.

Either Format. Rental \$295; Purchase \$695, DVD has Spanish

YOU'VE GOT CUSTOMERS!

(VIDEO VISIONS) 20 minutes

This is a demanding, but unique approach in conveying 6 key points. It uses common, everyday occurrences of serving food in forcing viewers to think about good customer service.

Rental \$295; Purchase \$695

ZEA: A STUDY OF PERCEPTION

(NFBC) 5 minutes, DVD

An exciting concept about perception, change, diversity, and creativity.

Rental \$195; Purchase \$295