<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMERICANS WITH DISABILITIES ACT</td>
<td>Given The Opportunity</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Now Serving Every Customer</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Serving Customers With Disabilities</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>10 Commandments Of Communicating With People With Disabilities, The</td>
<td>16</td>
</tr>
<tr>
<td>ASSERTIVENESS</td>
<td>Assertive Professional, The</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Being Positive In The Workplace: Good Attitudes Are Contagious</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Practical, Practical</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>When I Say No, I Feel Guilty</td>
<td>17</td>
</tr>
<tr>
<td>ATTITUDE</td>
<td>A+ In The Workplace: Developing Positive Behavior</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Creating A Positive Workplace: Good Attitudes Are Contagious</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Fish! Tales: Sprint</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>It's Business, Not Personal: Taming Emotions In The Workplace</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Power Of Attitude, The</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>1. Key Ways For Gaining That Competitive Edge In The 21st Century</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. How To Overcome Mingle-Phobia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Gaining That Edge During Business Meals</td>
<td></td>
</tr>
<tr>
<td>BACK CARE</td>
<td>Back Care &amp; Safety</td>
<td>1</td>
</tr>
<tr>
<td>BANKING</td>
<td>Crime Check: Security Procedures For Bank Employees</td>
<td>5</td>
</tr>
<tr>
<td>BEHAVIOR MODIFICATION</td>
<td>New Partnership, The: Manufacturing For Excellence</td>
<td>11</td>
</tr>
<tr>
<td>BLUE COLLAR</td>
<td>Achieving Supervisory Excellence</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Employee Awareness: Sexual Harassment</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>From Delegation To Empowerment: Getting Things Done Through People</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td>CAREER DEVELOPMENT</td>
<td>Clerical Skills For New Employees</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Promotability</td>
<td>10</td>
</tr>
<tr>
<td>CHANGE</td>
<td>Change: Making It Work For You</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Facing The Challenge Of Change</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Innovate Or Die/Tom Peters</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Managing Change &amp; Transition</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Shifting Gears</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>This Thing Called Change</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Thriving In A Techno World</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Winds Of Change</td>
<td>17</td>
</tr>
<tr>
<td>CLERICAL SKILLS</td>
<td>Clerical Skills For New Employees</td>
<td>3</td>
</tr>
<tr>
<td>COACHING</td>
<td>Becoming A Coach: Bringing Out The Best In Employees</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Coaching &amp; Motivation Management: How It Works</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Succeed By Coaching</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Winning With Women: Changing The Way We Lead</td>
<td>17</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>Becoming A Leader: Communication Techniques That Motivate, Guide &amp; Inspire Employees To Excel</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Breakthrough Listening</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Communicating Effectively With Customers Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating For Results: How To Be Clear, Concise &amp; Credible</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating With Customers</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating With People On The Job</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communication Skills For The Workplace</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communication Skills Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communication Skills That Build Winning Relationships</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Communication Skills…What Everyone Needs To Know</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Communicate Clearly &amp; Effectively With Employees</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Develop Effective Communication Skills</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Say It</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>How To Write &amp; Deliver Great Speeches</td>
<td>8</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>COMMUNICATION (Continued)</td>
<td>Listen &amp; Win</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Listen &amp; Win: How To Keep Customers Coming Back</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Listening: The Key To Productivity</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Listening: Under Pressure</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Make The Connection: How To Be Effective &amp; Productive On The Phone</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Powerful Ways To Persuade People</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Solving Even More People Problems On The Job</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Solving People Problems On The Job</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Solving Your Communication Crisis</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Speak Like A Pro... &amp; Get A Standing Ovation Every Time</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Speaking To 1 Person Or A Roomful: Proven Techniques That’ll Make You A Master</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Talking To A Wall</td>
<td>15</td>
</tr>
<tr>
<td>COMPUTERS</td>
<td>Ergonomics: Preventing Cumulative Trauma Disorders</td>
<td>6</td>
</tr>
<tr>
<td>CONFLICT</td>
<td>Art Of Resolving Conflicts In The Workplace</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Conflict Resolution</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Conflicts, Conflicts</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Don't Shoot The Messenger: Common Workplace Courtesies To Reduce Tension &amp; Lower Stress</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>How To Resolve Conflict At Work</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Managing Conflict At Work: The Art Of Communication</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Resolving Conflicts: Strategies For A Winning Team</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Solving Even More People Problems On The Job</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Solving People Problems On The Job</td>
<td>14</td>
</tr>
<tr>
<td>CONTINUOUS IMPROVEMENT</td>
<td>Introducing The Tools For Continuous Improvement</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>ISO 14000: The ISO 14000 Challenge</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Power Of Process Auditing, The: The Reality Video</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Reengineering The Future</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Toast Kaizen: An Introduction To Lean Principles</td>
<td>16</td>
</tr>
<tr>
<td>CORRECTIONAL FACILITIES</td>
<td>When Colors Bleed</td>
<td>17</td>
</tr>
<tr>
<td>COURTESY</td>
<td>Courtesy Or Consequences</td>
<td>4</td>
</tr>
<tr>
<td>CREATIVITY</td>
<td>Brain Power 2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Innovate: How To Stand Out In A Crowd</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Innovate Or Die/Tom Peters</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Why Man Creates</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Yes, But</td>
<td>18</td>
</tr>
<tr>
<td>CRITICISM</td>
<td>Arts Of Criticism–Giving &amp; Taking</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>How To Give &amp; Receive Criticism</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Deal With Cultural Diversity In The Workplace</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Japan Project Series</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>M.E.E.T. Zero Tolerance</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Telling It Like It Is: Reflections On Cultural Diversity</td>
<td>17</td>
</tr>
<tr>
<td>CUSTOMER SATISFACTION</td>
<td>Fish Tales: Sprint</td>
<td>6</td>
</tr>
<tr>
<td>CUSTOMER SERVICE (external)</td>
<td>Adventures In Customer Courtesy</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Best In The Field</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Business Chronicle Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Commendable Customer Service</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating Effectively With Customers Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating With Customers</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Courtesy Or Consequences</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Creating A People-Centered Organization</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Customer Service Connection, The</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Customer Service Excellence: It's In The Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Customer Service...With A Spirit</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Dealing With The Irate Customer</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Everyone's Customer Service Role</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Fish Tales: Sprint</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>48-Hour Dilemma, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Gift From Mrs. Timm, A</td>
<td>8</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>CUSTOMER SERVICE (external)</td>
<td>Good Enough Isn't Good Enough</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>In Search Of Quality, Vol 1. Quality Thru Systems (Wallace)</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>In Search Of Quality, Vol 2. Quality Thru People (Motorola)</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>In The Customer's Shoes</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Listen &amp; Win: How To Keep Customers Coming Back</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Now Serving Every Customer</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Real Heroes Of Business, The</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Service: How To Keep Your Customers &amp; Build Your Business/Roger Dow</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Serving Customers With Disabilities</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>7 Things Never To Say To Your Customer</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Think Like The Customer, Act Like The Owner: The Art Of Delivering</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Superior Customer Service</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Two Guys Named Mike</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>What Customers Really Want</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Winning Customer Loyalty Series</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Winning Customers Through Service</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Winning Formula</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Winning Over The Most Difficult Customers: Going Beyond “Service</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>With a Smile”</td>
<td></td>
</tr>
<tr>
<td>CUSTOMER SERVICE (Internal)</td>
<td>48-Hour Dilemma, The</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Internal Customer Service</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Your Link In The Internal Service Chain</td>
<td>18</td>
</tr>
<tr>
<td>DELEGATION</td>
<td>From Delegation To Empowerment: Getting Things Done Through People</td>
<td>6</td>
</tr>
<tr>
<td>DISASTER PREPAREDNESS</td>
<td>Anthrax Threat, The</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Chemical &amp; Biological Threat: Emergency Preparedness</td>
<td>3</td>
</tr>
<tr>
<td>DISCIPLINE</td>
<td>Respect &amp; Responsibility Series</td>
<td>12</td>
</tr>
<tr>
<td>DISCRIMINATION</td>
<td>Age &amp; Attitudes</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Angry Eye, The/Jane Elliot</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Bill Cosby On Prejudice</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Class Divided, A/Jane Elliot</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Complete Blue Eyed Series/Jane Elliot</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Eye Of The Storm/Jane Elliot</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>True Colors</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Ugly Truth, The</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Under Suspicion</td>
<td>16</td>
</tr>
<tr>
<td>DIVERSITY</td>
<td>Building A Diverse Workforce For The Global Millenium Series</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Cultural Baggage</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Diversity: Maximizing Customer Satisfaction Thru Valuing Employees</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>How To Deal With Cultural Diversity In The Workplace</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Mosaic Workplace Series</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Workforce Kaleidoscope, The: Systems Approach To Diversity Series</td>
<td>17</td>
</tr>
<tr>
<td>DRUG/ALCOHOL ABUSE</td>
<td>Welcome To Our Drug-Free Workplace</td>
<td>17</td>
</tr>
<tr>
<td>EEO</td>
<td>EEO Compliance For Supervisors &amp; Managers</td>
<td>5</td>
</tr>
<tr>
<td>EMOTIONAL INTELLIGENCE</td>
<td>Emotional IQ,</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>It's Business, Not Personal: Taming Emotions In The Workplace</td>
<td>8</td>
</tr>
<tr>
<td>EMPLOYEE RETENTION</td>
<td>Fish! Tales: Sprint</td>
<td>6</td>
</tr>
<tr>
<td>EMPOWERMENT</td>
<td>From Delegation To Empowerment: Getting Things Done Through People</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td>ERGONOMICS</td>
<td>Preventing &amp; Managing Computer Related Injuries</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Video Display Terminal: Battle For Comfort</td>
<td>17</td>
</tr>
<tr>
<td>ETHICS</td>
<td>Business Ethics...A 21st Century Perspective</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Rumor, Gossip &amp; Confidentially</td>
<td>13</td>
</tr>
<tr>
<td>ETIQUETTE</td>
<td>Basics Of Business Etiquette</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Courtesy Or Consequences</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Gaining The Competitive Edge With Business</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Modern Business Etiquette</td>
<td>10</td>
</tr>
</tbody>
</table>

For a FREE PREVIEW or details, contact 1.800.344.6088 Fax 1.718.352.1305 www.mondattrainersaide.com
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ETIQUETTE</strong></td>
<td>Professional Conduct 101: <strong>Vital Skills For New Employees</strong></td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>10 Basics Of Business Etiquette</td>
<td>16</td>
</tr>
<tr>
<td><strong>FEEDBACK</strong></td>
<td>Feedback: Skills For Supervisors</td>
<td>16</td>
</tr>
<tr>
<td><strong>FIELD CUSTOMER SERVICE</strong></td>
<td>Best In The Field</td>
<td>2</td>
</tr>
<tr>
<td><strong>FINANCE</strong></td>
<td>Stanford Guide To Financial Statements</td>
<td>15</td>
</tr>
<tr>
<td><strong>GENDER DIFFERENCES</strong></td>
<td>Talking To A Wall</td>
<td>15</td>
</tr>
<tr>
<td><strong>GOAL SETTING</strong></td>
<td>Happily Ever After...Setting Goals</td>
<td>2</td>
</tr>
<tr>
<td><strong>HEALTH/HOSPITAL CARE</strong></td>
<td>Ergonomics: Preventing Cumulative Trauma</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Target Zone, The</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Video Display Terminals: The Battle For Comfort</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Well, Well, Well</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Work Plays: Sexual Harassment In A Healthcare Environment</td>
<td>17</td>
</tr>
<tr>
<td><strong>HOSPITALITY (Customer Service)</strong></td>
<td>Service: How To Keep Your Customers &amp; Build Your Business</td>
<td>13</td>
</tr>
<tr>
<td><strong>INFLUENCE</strong></td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td><strong>INTERNATIONAL</strong></td>
<td>Japan Project Series</td>
<td>8</td>
</tr>
<tr>
<td><strong>INTERPERSONAL RELATIONS</strong></td>
<td>Employee Orientation Solution Series</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td><strong>INTERVIEWING SKILLS</strong></td>
<td>Hiring Secrets:12 Tips To Get Candidates To Reveal Their True Selves</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Hiring The Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How Great Companies Get Great People</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Interviewing</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Interviewing Techniques That Help You Hire The Best</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Legal &amp; Effective Hiring</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Safe Hiring: How You Can Avoid Bad Hires</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Target Interviewing</td>
<td>15</td>
</tr>
<tr>
<td><strong>INTRAPRENEURSHIP</strong></td>
<td>Entrepreneurs: An American Adventure</td>
<td>6</td>
</tr>
<tr>
<td><strong>LEADERSHIP</strong></td>
<td>Be Prepared To Lead</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Becoming A Leader: Communication Techniques That Motivate, Guide &amp; Inspire Employees To Excel</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Creating A People Centered-Organization</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>First Time Around, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Genius Of Sitting Bull</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Hiring The Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How Great Companies Get Great People</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Handle Difficult People Series</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Language Of Leadership, The: Winston Churchill Method</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>LeaderFish</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Leadership Assignment, The</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Leading In A Time Of Change</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Legal &amp; Effective Hiring</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Manager’s Balancing Act, The</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Managing Change &amp; Transition</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Training To Win: Helping Employees Meet Or Surpass Their Goals</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Winning Formula</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Winning With Women: Changing The Way We Lead</td>
<td>17</td>
</tr>
<tr>
<td><strong>LEGAL ISSUES</strong></td>
<td>Legal &amp; Effective Hiring</td>
<td>9</td>
</tr>
<tr>
<td><strong>LISTENING</strong></td>
<td>Breakthrough Listening</td>
<td>2</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>LISTENING</td>
<td>Communicating Effectively With Customers Series</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Listen &amp; Win: How To Keep Customers Coming Back</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Listening: The Key To Productivity</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Listening Under Pressure</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>6 Essentials Of Effective Listening</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Succeed By Listening</td>
<td>15</td>
</tr>
<tr>
<td>MANAGEMENT</td>
<td>Becoming A Coach: Bringing Out The Best In Employees</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Creating A Positive Workplace: Good Attitudes Are Contagious</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Hiring the Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Shine In Difficult Management Situations</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>I Wish My Manager Would Just...</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Journey Into The Heroic Environment, A</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Managing Change &amp; Transition</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Motivating Employees During Organizational Change</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Promotability</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td>MEETING SKILLS</td>
<td>Be Prepared For Meetings</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Better Meeting Management For Better Communication</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Conducting A Productive Meeting</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>How To Hold Successful Meetings</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Leading 20-minute Meetings That Matter</td>
<td>9</td>
</tr>
<tr>
<td>MOTIVATION</td>
<td>Don't Fire Them, Fire Them Up</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Motivating Others</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims</td>
<td>16</td>
</tr>
<tr>
<td>MOTIVATION (self)</td>
<td>Achieving Peak Performance On The Job</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Second Effort/Vince Lombardi</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims</td>
<td>16</td>
</tr>
<tr>
<td>NEGOTIATING</td>
<td>Negotiating For Business Results</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Negotiation: 3 Rules For Win-Win</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Stanford Video Guide To Negotiating</td>
<td>15</td>
</tr>
<tr>
<td>NETWORKING</td>
<td>Strategies For Success Series</td>
<td>11</td>
</tr>
<tr>
<td>NEW EMPLOYEES</td>
<td>Clerical Skills For New Employees</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Employee Orientation Solutions Series</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Hiring The Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Legal &amp; Effective Hiring</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Professional Conduct 101: Vital Skills For New Employees</td>
<td>12</td>
</tr>
<tr>
<td>ORIENTATION</td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Employee Orientation Solution Series</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>9-5 Survival Guide</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Working Together Works</td>
<td>17</td>
</tr>
<tr>
<td>PERCEPTION</td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td>PERFORMANCE APPRAISAL</td>
<td>Conducting The Performance Appraisal: Be A Coach, Not A Judge</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Good News! It's Performance Appraisal Time</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Performance Appraisal</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Performance Appraisal: Getting Results</td>
<td>11</td>
</tr>
<tr>
<td>PERFORMANCE MANAGEMENT</td>
<td>Conducting High-Impact, Low Stress Performance Reviews</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Performance Management</td>
<td>11</td>
</tr>
<tr>
<td>PERSONAL GROWTH</td>
<td>A+ In The Workplace: Developing Positive Behavior</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Achieving Peak Performance On The Job</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Attitude: A Little Thing That Makes A Big Different</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Employee Orientation Solution Series</td>
<td>6</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>PERSONAL GROWTH</td>
<td>Get Organized &amp; Stay Organized: The 7 Day Plan For Putting Your Work Life In Order</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To See Opportunity In A Changing Workplace</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Professional Conduct 101: Vital Skills For New Employees</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>7 Day Professional Image Update</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>When I Say No, I Feel Guilty</td>
<td>17</td>
</tr>
<tr>
<td>PERSONAL SITUATIONS</td>
<td>Clerical Skills For New Employees</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td>PLANNING</td>
<td>Get Organized &amp; Stay Organized: The 7 Day Plan For Putting Your Work Life In Order</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Getting Things Done: The 5 Phases Of Managing Workflow</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Juggle Multiple Priorities</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Take Back your Time: How To Manage Your Workload &amp; Still Have A Life</td>
<td>15</td>
</tr>
<tr>
<td>PRESENTATION SKILLS</td>
<td>Basics Of How To Plan, Write &amp; Give A Winning Presentation</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Be Prepared To Speak</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Make Winning Presentations</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Write &amp; Deliver Great Speeches</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Powerful Ways To Persuade People</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Speaking Effectively To 1 Person Or A Roomful: Proven Techniques That'll Make You A Master</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Speaking With Confidence, Clarity &amp; Charmisma</td>
<td>14</td>
</tr>
<tr>
<td>PROBLEM EMPLOYEES</td>
<td>How To Handle Difficult People Series</td>
<td>8</td>
</tr>
<tr>
<td>PROBLEM SOLVING</td>
<td>Learning To Solve Problems</td>
<td>9</td>
</tr>
<tr>
<td>PRODUCTIVITY</td>
<td>Achieving Peak Performance On The Job</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Challenge To America Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>First Time Around, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Get Organized &amp; Stay Organized: The 7 Day Plan For Putting Your Work Life In Order</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Juggle Multiple Priorities</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Journey Into The Heroic Environment</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Listening: The Key To Productivity</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Take Back your Time: How To Manage Your Workload &amp; Still Have A Life</td>
<td>15</td>
</tr>
<tr>
<td>PROJECT MANAGEMENT</td>
<td>First Time Around, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Getting Things Done: The 5 Phases Of Managing Workflow</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Juggle Multiple Priorities</td>
<td>8</td>
</tr>
<tr>
<td>PROJECT PLANNING</td>
<td>First Time Around, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Getting Things Done: The 5 Phases Of Managing Workflow</td>
<td>7</td>
</tr>
<tr>
<td>QUALITY</td>
<td>Cornerstones Of Quality</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Cost Of Quality</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Good Enough Isn't Good Enough</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>In Search Of Quality: Quality Through People (Wallace)</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>In Search Of Quality: Quality Through Systems (Motorola)</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>SO 14000: The ISO 14000 Challenge</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Reengineering The Future</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Supervising For Quality</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Winning Formula</td>
<td>17</td>
</tr>
<tr>
<td>RECRUITING</td>
<td>Hiring The Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How Great Companies Get Great People</td>
<td>7</td>
</tr>
<tr>
<td>REENGINEERING</td>
<td>Reengineering The Future</td>
<td>12</td>
</tr>
<tr>
<td>RESPECT &amp; HARASSMENT</td>
<td>Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension &amp; Lower Stress</td>
<td>5</td>
</tr>
<tr>
<td>RESPONSIBILITY</td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>First Time Around, The</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>That's Not My Problem</td>
<td>16</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>RESPONSIBILITY</td>
<td>You Are The Organization: Every Employee’s Public Relations Role</td>
<td>16</td>
</tr>
<tr>
<td>RETAIL</td>
<td>Crime Check: Retail Employees</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Crime Check: Retail Management</td>
<td>8</td>
</tr>
<tr>
<td>SAFETY</td>
<td>An Extra Effort For Safety Sake</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Anthrax Awareness</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Anthrax Threat, The</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Back Care &amp; Safety</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Fire Prevention &amp; Safety</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Office Safety</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Over Exertion</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Respiratory Protection</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Safety Attitudes: Food For Thought</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Safety On The Job: Accidents, Causes &amp; Pre-Job Safety Checklist Prevention</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Successful Safety Committees: They’re No Accident</td>
<td>15</td>
</tr>
<tr>
<td>SALES MANAGEMENT</td>
<td>Don’t Fire Them, Fire Them Up</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td>SALES TIME MANAGEMENT</td>
<td>Time &amp; Territory Mgmt: Turning Time Into Gold</td>
<td>16</td>
</tr>
<tr>
<td>SECRETARIAL/ADMINISTRATIVE</td>
<td>Clerical Skills For New Employees</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Seven Day Professional Image Update</td>
<td>15</td>
</tr>
<tr>
<td>SECURITY</td>
<td>Crime Check: Personal Security</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Crime Check: Retail Employees</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Crime Check: Retail Management</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Crime Check: Security Procedures For Bank Employees</td>
<td>5</td>
</tr>
<tr>
<td>SELF DEVELOPMENT</td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Professional Conduct 101: Vital Skills For New Employees</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Promotability</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Strategies For Success Series</td>
<td>16</td>
</tr>
<tr>
<td>SELF MANAGEMENT</td>
<td>Do It Right The First Time: Paying Attention To Details</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Professional Conduct 101: Vital Skills For New Employees</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Strategies For Success Series</td>
<td>15</td>
</tr>
<tr>
<td>SELLING SKILLS</td>
<td>Be Prepared To Sell</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Beyond Needs Assessment: 10 Steps To Consultative Selling</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Cold Calling Techniques</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Communicating Effectively With Customers Series</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Courtesy Or Consequence</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Don’t Fire Them, Fire Them Up</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Heating Up Your Cold Calls</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Listen &amp; Win: How To Keep Customers Coming Back</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Powerful Ways To Persuade People</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Red Hot Cold Calling</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Red Hot Customers</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Sales Connection, The, Series</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Sales Questions That Close The Sale Program</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Second Effort/Vince Lombardi</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Selling Made Simple/Steve Sullivan</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Time &amp; Territory Management: Turning Time Into Gold</td>
<td>16</td>
</tr>
<tr>
<td>SERVICE REPS</td>
<td>Best In The Field</td>
<td>2</td>
</tr>
<tr>
<td>SEXUAL HARASSMENT</td>
<td>Dealing With Sexual Harassment In The Workplace</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Employee Awareness: Sexual Harassment</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>How To Handle A Sexual Harassment Investigation</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Let’s Get Real About Sexual Harassment Series</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Man To Man</td>
<td>9</td>
</tr>
</tbody>
</table>
### TABLE OF CONTENTS FOR TIGHT BUDGET TREASURES

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TITLE</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SEXUAL HARASSMENT</strong></td>
<td>Preventing Sexual Harassment In The Workplace</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Preventing Sexual Harassment For Employees</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Preventing Sexual Harassment For Managers &amp; Supervisors</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Preventing Sexual Harassment In The Workplace</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment For Managers: Zero Tolerance</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment: Know Your Rights</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment Prevention Kit</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment: Prevention, Recognition, Correction</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment: Serious Business</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sexual Harassment: Situations For Discussion</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>What Everyone Needs To Know About Sexual Harassment</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Workplays: Sexual Harassment In A Healthcare Environment</td>
<td>17</td>
</tr>
<tr>
<td><strong>STRESS</strong></td>
<td>Arrest That Stress: How To Depressurize Your Work Life</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Balancing The Stress Of Life</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Coping With Stress In The Real World</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Dealing With Stress</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Just Relax</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Laughing At Stress</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Managing Distress</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Managing Stress Before It Manages You</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Overcoming Stress At Work</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Preventing &amp; Managing Stress</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Saving For Stress</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Short Circuiting Stress</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Sick Of Stress</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Stress Management: A Practical Approach</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Well, Well, Well</td>
<td>14</td>
</tr>
<tr>
<td><strong>SUPERVISORY SKILLS</strong></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Getting Things Done Through People: From Delegation To Empowerment</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Hiring The Best</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Build A High Performance Workforce...The Keys To Effective Supervision</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Handle Difficult People Series</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>How To Supervise People</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Managing Up</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>New Supervisor: Skills For Success</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Setting The Stage For Success</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Smart Questions</td>
<td>14</td>
</tr>
<tr>
<td><strong>TEAMWORK</strong></td>
<td>All For One: Team Building In Action</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Building Cooperation: How Everyone Can Win At Work</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Competing Through Teamwork</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Creating Your DreamTeam: How To Harness The Power Of Teamwork</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Effective Teamwork</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Everyone’s Teamwork Role</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Getting Cooperation: Teambuilding That Works</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Manager’s Balancing Act, The: Paradoxical Management</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Resolving Conflicts: Strategies For A Winning Team</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Sink Or Swim Teambuilding We’re All In This Together</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Tango Teambuilding</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Team Approach, The</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Team Building: Techniques That Work</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Team Of Eagles, A</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Teamwork: Achieving For Success</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Winning With Women</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Working Together Works</td>
<td>17</td>
</tr>
<tr>
<td><strong>TELEMARKETING</strong></td>
<td>Cold Calling Techniques 1 &amp; 2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Make The Connection: How To Be Effective &amp; Productive On The Phone</td>
<td>10</td>
</tr>
<tr>
<td><strong>TELEPHONE CUSTOMER SERVICE</strong></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Telephone Courtesy Pays</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Telephone Courtesy: You Are The Company</td>
<td>15</td>
</tr>
<tr>
<td><strong>TELEPHONE SKILLS</strong></td>
<td>Adventures In Customer Courtesy</td>
<td>1</td>
</tr>
<tr>
<td>CATEGORY</td>
<td>TITLE</td>
<td>PAGE</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td><strong>TELEPHONE SKILLS (Cont'd)</strong></td>
<td>Connections: Basic Telephone Techniques</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Dealing With The Irate Customer</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Make The Connection: How To Be Effective &amp; Productive On The Phone</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Telephone Courtesy Pays</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Telephone Courtesy: You Are The Company</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Telephone Skills At Work</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>10 Skills For Better Telephone Communication</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Winning Telephone Tips</td>
<td>17</td>
</tr>
<tr>
<td><strong>TIME MANAGEMENT</strong></td>
<td>Do More In Less Time: Tame Your Workload By Dramatically Increasing</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Your Productivity</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Get Organized &amp; Stay Organized: The 7 Day Plan For Putting Your Work</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Life In Order</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How To Get Things Done</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>How To Juggle Multiple Priorities</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Manage Your Time Better</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Simplifying Your Work &amp; Your Life</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Successfully Managing Your Job &amp; Yourself</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Take Back your Time: How To Manage Your Workload &amp; Still Have A Life</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Time Management: Get The Most Out Of Your Time</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Time Management: Keeping The Monkey Off Your Back</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Time Of Your Life</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Timing Is Everything</td>
<td>16</td>
</tr>
<tr>
<td><strong>TRAIN THE TRAINER</strong></td>
<td>Get To The Point, Keep To The Point</td>
<td>7</td>
</tr>
<tr>
<td><strong>VALUES</strong></td>
<td>Professional Conduct 101: Vital Skills For New Employees</td>
<td>12</td>
</tr>
<tr>
<td><strong>VISION</strong></td>
<td>Fish! Tales: Sprint</td>
<td>8</td>
</tr>
<tr>
<td><strong>WOMEN IN BUSINESS</strong></td>
<td>Winning With Women</td>
<td>17</td>
</tr>
<tr>
<td><strong>WORKPLACE VIOLENCE</strong></td>
<td>Back With A Vengeance</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Violence In The Workplace</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence: Customer Service &amp; Field Personnel</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence: Employee Awareness</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence: Recognizing &amp; Diffusing Aggressive Behavior</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Workplace Violence: When The Shooting Starts</td>
<td>18</td>
</tr>
<tr>
<td><strong>WORK REDESIGN</strong></td>
<td>Getting Things Done: The 5 Phases Of Managing Workflow</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Reengineering The Future</td>
<td>12</td>
</tr>
<tr>
<td><strong>WRITING</strong></td>
<td>Better Business Grammar</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Driving It Home</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>How To Say It</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>How To Write &amp; Deliver Great Speeches</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Mastering Memos</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Power Writing: Techniques For Success</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Write Stuff, The</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>Writing For Business Results</td>
<td>18</td>
</tr>
</tbody>
</table>
Budgets a problem? Then look at this catalog of **Tight-budget Treasures**, offering a large selection of titles, ranging between $100 to $395. Not short, meeting openers, they can be older titles that sold for 2 to 3 times more; newer titles specifically produced for this pricing; but often titles pertaining to categories for which no other productions exist. They have uncommon presentations, make unique points, and frequently are ageless.

**A+ IN THE WORKPLACE: DEVELOPING POSITIVE BEHAVIOR**
**MERIDIAN** 18 minutes
Forces the viewer to think about their negative behavior, its affect on their success on the job, and the actions for correcting it.
*Purchase only, $195*

**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*

**ADVENTURES IN CUSTOMER COURTESY**
**KANTOLA** 12 minutes
Using a Leprechaun to teach the key points, the video shows how to build a responsive, caring, customer-friendly organization.
*Purchase only, $79*

**AGE & ATTITUDES**
**CORVISION** 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.
*Rental $95; Purchase $325*

**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*

**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 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.
*Purchase only, $89.95*

**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.** Shows various techniques for concluding and consummating the sale.

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

**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*

**ATTITUDE: A LITTLE THING THAT MAKES A BIG DIFFERENCE**
**COASTAL** 30 minutes
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.
*Purchase only, $99.95*

**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*
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

BASICS OF BUSINESS ETIQUETTE
(UWA) 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
(UWA) 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
(UWA) 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

BE PREPARED FOR MEETINGS
(KANTOLA) 24 minutes
How to maximize the benefits, while minimizing time and money costs.
Purchase only, $99.95

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, $99

BE PREPARED TO SELL
(KANTOLA) 24 minutes
How to do group sales presentations, plus their design and preparation.
Purchase only, $89

BE PREPARED TO SPEAK
(KANTOLA) 30 minutes
An excellent video on the basic skills of giving a presentation.
Purchase only, $99

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

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

BEST IN THE FIELD: THE 5 STARS OF SERVICE SUCCESS
(MONAD) 22 minute, VHS/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 Portuguese and Spanish available on DVD only.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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
(UWA) 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

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

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

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

BRAND POWER II
(CORVISION) 18 minutes
Expanding upon Dr. Karl Albrecht's best-seller, it offers vital mental exercises, information and training; and encourages innovation to translate new thinking into organizational success.
Rental $125; Purchase $395

BREAKTHROUGH LISTENING
(MONAD) 20 minute VHS/DVD
Offers 3 key points in developing the skills to counter the issues that block effective communication and undermine productive listening.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

BUILDING A DIVERSE WORKFORCE FOR THE GLOBAL MILLENNIUM Series
(ENTERPRISE MEDIA) 20 videos, 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.
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...
Purchase only, $295

12. Balancing Act, The. Gender issues; career development; work vs. family.
15. It's All In The Presentation. A double standard for women.
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.

Each: Rental $225, all-$2,125; Purchase $395, all-$3,450. Quantity discounts.

BUILDING COOPERATION: HOW EVERYONE CAN WIN AT WORK
(BRIEFINGS) 15 minute, VHS/DVD with leaders guide
This program helps viewers learn how to develop the skills for creating, building and implementing a cooperative workplace.
Purchase only, $195

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 Pen'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 3-$195

BUSINESS ETHICS: A 21st-CENTURY PERSPECTIVE
(FLM MEDIAL) 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

CHALLENGE TO AMERICA
(FLMS 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: MAKING IT WORK FOR YOU
(DISCOVER) 19 minutes
Offers 3 fundamental guidelines for dealing with and embracing personal and organizational change effecting employees daily.
Rental $195; Purchase $395. Also available in Spanish.

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

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

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

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.

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 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
This program shows viewers critical communication skills and how to apply them; resulting in a highly motivated and productive employees.
Purchase only, $195

COMMUNICATION SKILLS Series
(LEARNCOM) 3 videos, averaging 15 minutes each
A 3 part program for learning effective communication skills.

Each: Rental $95, all $195; Purchase $395, all $995. Choice of VHS or DVD

COMMUNICATION SKILLS FOR THE WORKPLACE
(GUIDANCE ASSOCIATES) 28 minute video, with ancillary materials
This video provides information on such topics as one-on-one communication, communication barriers, listening skills, group meetings, memo writ-
COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS
(LWA) 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
(LWA) 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

COMPETING THROUGH TEAMWORK
(LEARNCOM) 12 minute, VHS/DVD
A Macneil/Lehrer Business Report shows how Springfield Remanufacturing used the exciting and innovative analogy of baseball to build teamwork and employee involvement.
Rental $125; Purchase $395 for VHS or DVD

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. 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

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
(BUSINESS ADVANTAGE) 34 minutes
Shows how to repair, the common document, and follow-up lusing 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
(DISCOVER) 27 minutes
Offers a 2 step approach, Constructive Confrontation and Behavior Modification, to change conflicts into productive discussions and behavior.
Rental $195; Purchase $395

CONFLICTS, CONFLICTS
(BUSINESS ADVANTAGE) 19 minutes
Offers practical skills to promote cooperation and understanding.
Purchase only, $99.95

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

CONSULTANT VIDEOS SERIES FOR MANAGERS, THE
(LEARNCOM) 4 video Series, averaging 35 minutes each
Discrimination/Legal Issues. Shows the preventive actions, documentation procedures, and other skills for avoiding legal problems.
Conflict Management. Shows the skills for countering disagreements, confrontations, and other situations leading to conflicts in the workplace.
Performance Management. How to best treat and correct tough employee performance issues.
Personal Issues. How to handle and help employees correct employees with personal problems.
Rental $100, Series $255; Purchase $295, Series $980 for VHS or DVD

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

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

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, $99.95; instructor's manual $17.95

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

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.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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, Compliance manual, $95 only with video.

CREATING A PEOPLE-CENTERED ORGANIZATION
(ENTERPRISE MEDIA) 38 minutes
Featuring Sam Tyler, the video focuses on industry leaders such as Southwest Airlines, Timberland, USAA, Whole Foods Market, and BankBoston; who have developed committed, loyal, motivated, and positive workforces.
Rental $195; Purchase $495
DEALING WITH STRESS
(COASTAL) 16 minutes
Highlights stress producing scenarios unique to industrial environments; plus showing the techniques for identifying and countering it.
Rental $95; Purchase $395

DEALING WITH THE IRATE CUSTOMER
(KANTOLA) 15 minutes
Shows how to resolve disputes and calm angry customers quickly and professionally.
Purchase only, $79. Trainer’s pack (supplemental materials) $39.95

DISASTER PREPAREDNESS
(COASTAL) 25 minutes
This video will help you evaluate and alert your employees to the threat of terrorism, containing individual segments on Emergency Action Plan, Fire Drills, Fire Safety, Package Bombs, etc.
Rental $95; Purchase $295

DIVERSITY: MAXIMIZING CUSTOMER SATISFACTION THROUGH VALUING EMPLOYEES
(ENTERPRISE MEDIA) 32 minutes
A 3 vignette video program that examines diversity issues surrounding personnel procedures, minority issues, the glass ceiling, and customer service.
Rental $395; Purchase $695. Each vignette: Rental $195; Purchase $395

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 YOU BELIEVE IN MIRACLES?
(MONAD) 24 minutes
This motivational video documents the underdog US Hockey team’s 1980 Olympic gold medal win with its stunning upset of the top seeded Russians.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

DON’T FIRE THEM, FIRE THEM UP
(MONAD) 20 minutes
Shows the success concepts, sales managers, need to instill in their people to induce motivation, positive attitudes and customer concern.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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

DRIVING IT HOME
(TWAIN) 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

EEO COMPLIANCE FOR SUPERVISORS & MANAGERS
(MONAD) 23 minutes
A review of Age Discrimination in Employment, plus the laws that cover everything from religious discrimination to sexual harassment.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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

EMOTIONAL IQ
(CORVISION) 14 minutes
John Stossel and a psychologist explore the concept, how it effects dealing with anger, anxiety, reading, nonverbal, and deferring gratification. Purchase only, VHS $295, DVD $350

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.

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

ENTREPRENEURS: AN AMERICAN ADVENTURE
(ENTERPRISE MEDIA) 50 minutes ea.
Purchase $99, Series $299

ERGONOMICS: PREVENTING CUMULATIVE TRAUMA DISORDERS
(INCON) 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

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
This program offers 6 key points for confirming that team members understand their roles and responsibilities for better cooperation, productivity, and success. Purchase only, $195

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

FACING THE CHALLENGE OF CHANGE
(W. R. SHIRAH) 36 minute, VHS/DVD with ancillary materials
Dr. Ben Bissell shows viewers new springboards for learning 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?
(CORVISION) 16 minutes
An ABC Prime Time Live program that documents gender discrimination and its effect on 2 people in a major urban center. Rental $95; Purchase $325

FEEDBACK SKILLS FOR SUPERVISORS
(LJWA) 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

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 TIME AROUND, THE
(MONAD) 25 minutes
Ferdinand Fournies’ concepts of Work Planning for preventing errors, delays, misunderstandings, and nonperformance, ensuring that tasks are successfully completed the first time.
Rental $195 (VHS/DVD); Purchase VHS, $295; DVD, $345; both $445

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 $200; Purchase $295

48-HOUR DILEMMA, THE
(DISCOVER) 23 minutes
Shows the need for speed to keep a customer, while illustrating the key elements that mold internal groups/departments into a unified team.
Purchase only, $395. Also available in Spanish.

FROM DELEGATION TO EMPOWERMENT: GETTING THINGS DONE THROUGH PEOPLE
(MONAD) 21 minutes
Supervisors learn the need, and how to use delegating to empower, motivate and develop subordinates into productive, satisfied employees.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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

GENIUS OF SITTING BULL
(MONAD) 30 minutes
Based on Emmett C. Murphy’s book, it shows managers/supervisors 13 strategies of heroic and effective leadership to meet workplace challenges.
Rental $195; Purchase $295

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 TO THE POINT & KEEP TO THE POINT
(MONAD) 28 minutes, VHS/DVD
Offers 6 points to help viewers understand and clarify associates and customer problems, by “being ruthless with time, but gracious with people.”
Rental VHS only, $195; Purchase $295, DVD $345. Both formats, $445.

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

GIFT FROM MRS. TIMM, A
(MONAD) 15 minute, VHS/DVD
Set in a hospital, this humorous, customer service video focuses on always being helpful and courteous to the public; offering, a novel “Hitchcock” ending as justification.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

GIVEN THE OPPORTUNITY
(MERIDIAN) 25 minutes
Builds awareness for people with and without disabilities, to work comfortably and successfully, with each other
Purchase only, $195

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 $195; Purchase $395

GOOD NEWS! IT’S PERFORMANCE APPRAISAL TIME
(MONAD) 20 minutes
Shows the employees’ role, their preparation for and participation in appraisals.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

GREAT COMMUNICATOR Series:
(COASTAL) 2 videos, 20 minutes each
Brian Tracy presents his techniques for communicating, influencing and relating to others, whether in personal life or on the job.
How To Listen & Double Your Influence With Others. Offers 4 listening and negotiating techniques for the listening process.
How To Talk—Secrets Of The Great Communicators. How to use questions to open, develop, and control conversations.
Each: Purchase only, $99.95; both $159

GUIDING EMPLOYEES THROUGH CHANGE
(COASTAL) 38 minute video and self study book
Shows key techniques for guiding employees through the change process.
Purchase only, $99.95

HANDS OFF!
(HORIZON) 2 videos, 30 and 8 minutes
Uses vignettes and interviews in dealing with the problems and nuances of sexual harassment. Plus the shorter video for supervises and managers when dealing with complaints and internal investigations.
Purchase only, $195

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

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

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 offering 4 points for finding and hiring good employees.
Purchase only, VHS $109.95, DVD $129.95

HOW GREAT COMPANIES GET GREAT PEOPLE
(MONAD) 20 minutes
Shows a unique approach for recruiting, so as to develop highly successful groups/teams of employees.
Rental $195 (VHS/DVD); Purchase VHS, $295; DVD, $345; both $445

HOW TO BUILD A HIGH PERFORMANCE WORKFORCE...THE KEYS TO EFFECTIVE SUPERVISION
(JWA) 30 minute VHS/DVD with post-test and book*
Viewers learn the critical 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 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 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 CUSTOMERS
(COASTAL) 30 minutes
Offers employees an action plan, and proven customer service tactics to satisfy both employees and customers under the most trying situations.
Purchase only, $129.95

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.

   Each: Purchase only, VHS $109.95; DVD $129.95 Series-$279

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 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 minutes
   Offers skills on communicating effectively in person, over the phone, and in writing, to motivate others and gets results.
   VHS/DVD. Rental $195; Purchase, VHS $295, DVD $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 minutes
   VHS/DVD. Rental $195; Purchase, VHS $295, DVD $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, $149

I TOLD 'EM EXACTLY HOW TO DO IT
   (BOSUSTOW) 12 minutes, VHS/DVD
   Mitt Mittle as a supervisor, poorly communicating to his staff about his projects; forcing them to figure out the problems and solutions haphazardly.
   Either format. Rental $195; Purchase $355

I WISH MY MANAGER WOULD JUST...
   (VISIONPOINT) 6 minute, VHS/DVD
   A poll of 1000 employees will astonish managers/supervisors, requiring them to think about their management style; and it's effect on their subordinates.
   30 Day Rental $160, VHS only. Either format. Purchase $395

IN AN INSTANT Series
   (JWA) 4 videos, 20 minutes each
   Immediate solutions for managers basic business problems, offering reliable methods for their solutions.
   Each: Purchase only, $89.95; Series $299

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 Baldridge Award winner) creating and implementing the quality systems that result in Total Customer Satisfaction.
   Rental $145; Purchase $395

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 Baldridge Award winner) creating and implementing the working environment that results in Total Customer Satisfaction.
   Rental $225; Purchase $495

IN THE CUSTOMER'S SHOES
   (VIDEO ARTS) 20 minute DVD
   Points out the techniques for doing business through the customer's eyes.
   Rental $250; Purchase $395

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 minutes
   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 $195; Purchase $395

INTERNAL CUSTOMER, THE
   (MONAD) 25 minute, VHS/DVD
   Case histories of Northern Telecom and FedX, show how implementing internal customer service is critical for internal or external success.
   Rental $195; Purchase, VHS $295, DVD $345

INTERVIEWING
   (MONAD) 30 minute VHS/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.

Either format. Rental: $195; Purchase: $395

**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

**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

**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 BUSINESS, NOT PERSONAL: TAMING EMOTIONS IN THE WORKPLACE** (BRIEFINGS) 21 minute, VHS/DVD with leaders guide

Presented as an entertaining, late-night talk-show format, this video shows how to control emotions when dealing with bosses, co-workers, and customers.

Purchase only: $195

**JAPAN PROJECT Series**

**JPYRAMID** 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

**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

**JUGGLING PRIORITIES: HOW TO BALANCE YOUR LIFE** (COASTAL) 28 minutes

A self-improvement video, for viewers wanting an environment balancing health, family, career, etc., without draining one’s time and energy.

Purchase only, $99.95

**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. Excerpts include differential relaxation, controlling self-talk and conscious breathing.

Purchase only, $99

**LANGUAGE OF LEADERSHIP, THE: THE WINSTON CHURCHILL METHOD** (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.

**LEGAL & EFFECTIVE HIRING** (KANTOLA) 37 minute VHS/DVD

Offers 5 points in explaining proper hiring procedures for selecting the right applicant; while at the same time, protecting oneself and one’s organization, from discrimination and legal liability.

Either format. Purchase only: $149

**LEGAL SIDE OF PERFORMANCE APPRAISAL: YOU BE THE JUDGE** (MONAD) 18 minutes

Portraying a wrongful discharge trial, the video shows the implications of illegal and poorly conducted performance appraisals.

VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

**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.

**LIGHTEN UP!** (COASTAL) 2 part video, 19 and 18 minutes

Humorist C. W. Metcalf helps employees except and cope with change, by sharing his humor tips, Humaerobics exercises, and humor tools.

Purchase only, $99.95. Discounted, if purchased in tandem.

**LISTEN & WIN**
LISTEN & WIN: HOW TO KEEP CUSTOMERS COMING BACK
(BRIEFINGS) 14 minute, VHS/DVD with leaders guide
This program shows viewers how to enhance their telephone skills for better communication, enlarged productivity, and building valuable relationships.
Purchase only, VHS $195; DVD $239.95

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

LISTENING UNDER PRESSURE
(KANTOLLA) 15 minutes
Key communication skills for high pressure situations, to guarantee information is conveyed accurately and effectively.
Purchase only, video $79, training pack $399.5

MAKE THE CONNECTION: HOW TO BE EFFECTIVE & PRODUCTIVE ON THE PHONE
(BRIEFINGS) 22 minute, VHS/DVD with leaders guide
This program shows viewers how to enhance their telephone skills for better communication, enhanced productivity, and building valuable relationships.
Purchase only, $195

MAN TO MAN
(CORVISION) 13 minutes
Hosted by John Stossel, this unique video deals with the problem of same-sex attraction, reducing anger resulting from discrimination into a positive force (21 minutes).
Rental $95; Purchase $395

MANAGE YOUR TIME BETTER
(UWA) 22 minute video program
Offers a detailed process for effective and successful time management.
Purchase only, VHS $109.95; DVD $129.95

MANAGER'S BALANCING ACT, THE: PARADOXICAL MANAGEMENT
(IW. 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, $235, VHS or DVD

MANAGING CHANGE & TRANSITION
(IW. 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, $235, VHS or DVD

MANAGING CONFLICT AT WORK, ART OF COMMUNICATION
(UWA) 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
(IW. R. SHIRAH) 36 minute, VHS/DVD with ancillary materials
Dr. Ben Bissell identifies sources of stress, both internal and external, and office practical, common steps to lower and counter stress levels.
Purchase only, $295, VHS or DVD

MANAGING STRESS BEFORE IT MANAGES YOU
(BRIEFINGS) 30 minute, VHS/DVD with leaders guide
This program shows viewers how to recognize, minimize, and alleviate stress for yourself and your staff.
Purchase only, $195

MANAGING UP
(UWA) 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

M.E.E.T. ZERO TOLERANCE
(VISIONPOINT) 10 minutes
Helps managers in their discussions on enforcing zero tolerance situations at work, while maintaining fairness, equity, and respect for all employees.
30 Day Rental: VHS $395, DVD $590; Either Format. Purchase $395

MINDWORKS: CREATIVE THINKING METHODS
(AMATULLI) 6 video program, averaging 15 minutes each
A workshop program for learning the skills of creativity and fresh thinking.

MODERN BUSINESS ETIQUETTE
(ENTERPRISE MEDIA) 26 minutes
Deals with all aspects of the male/female workforce in the '90s and beyond; plus including the Managing A Diverse Workforce Series.

MOSAIC WORKPLACE PROGRAM
(FILMS FOR THE HUMANITIES) 2 Series’ of 7 and 3 videos
Deals with all aspects of the male/female workforce in the '90s and beyond; plus including the Managing A Diverse Workforce Series.

1. Why Value Diversity? Deals with all aspects of multi-racial, multi-lingual workforces, in a society which practices racism and sexism (26 minutes).

2. Understanding Our Biases and Assumptions. Examine one’s thinking about us and them; as it deals with the nature of biases and preconceptions, pointing out how they help an individual's receptivity, while enhancing a business’s environment.

6. Success and Strategies for Minorities. Geared to minorities, viewers see critical techniques for success in corporate America; and how to turn the anger resulting from discrimination into a positive force (21 minutes).

7. Future Is Now. The Celebrating Diversity. Focuses on to how to prepare for the demands of diverse work forces (26 minutes).

MANAGING A DIVERSE WORKPLACE SERIES, (part of the Mosaic Workplace Program)
Motivating Employees During Organizational Change (Briefings) 21 minutes, 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

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

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, $195

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

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

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 Safety (Marcom) 15 minutes
Shows all the potential hazards, the actions, and the attitudes to keep accidents from happening.
Purchase only, $99.95

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

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 minutes
A follow up to “Time Of Your Life,” it deals with critical problems of handling single and multiple interruptions, juggling priorities, and crisis management.
VHS/DVD, Rental $195; Purchase, VHS $295; DVD $345

Performance Appraisal (BLR) 22 minutes
Shows 5 easily implemented steps for conducting effective and legal performance appraisals.
Purchase only, $299

Performance Appraisals: Getting Results (Kantola) 18 minute video & 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, $129

Performance Management (Discover) 25 minutes
A step-by-step approach of performance management, how to implement it, and verifying the process with a successful performance appraisal.
Rental $195; Purchase $395. Also available in Spanish.

Platinum Rule, The (Coastal) 30 minute VHS
Tony Alessandra and the concept, “Do unto others as they would like;” or learning to understand people and treat them in a way best tailored for them.
Purchase only, $99.95

Power of Attitude, The (JWA) 45 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 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

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
Gives 4 points to define and overcome stress, wherever it is created.
Purchase only, VHS $109.95; DVD $129.95
This program shows some basic techniques for India and others reaching agreements quickly and easily.
Purchase only, $195

**PRACTICE! PRACTICE!**
(MONAD) 21 minutes
The sister video to "When I Say No, I Feel Guilty," shows 7 scenarios using the
skills needed for being productively aggressive.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

**PRESENTATION SKILLS FOR THE PROFESSIONALLY PETRIFIED**
(KANTOLLA) 20 minutes
C. W. Metcalf, humorous and presentations skills' expert, office techniques to
overcome the inevitable, face and laugh at one's fears, use body language and
movements, use humor, and be yourself.
Purchase only, $99.95

**PREVENT SEXUAL HARASSMENT IN THE WORKPLACE**
(UWAI) 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**
(KANTOLLA) 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, $89.95

**PREVENTING & MANAGING COMPUTER RELATED INJURIES**
(KANTOLLA) 27 minutes
This video and accompanying guidebook offer techniques for protecting neck,
shoulders, hands, wrists, forearms and eyes.
Purchase only, $89.95

**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

**PREVENTING SEXUAL HARASSMENT IN THE WORKPLACE**
(BRIEFING) 15 minutes
Depicts true-life situations on how to prevent sexual harassment, the conse-
quences, and employer/employee responsibilities.
Purchase only, $299

**PROACTIVE MANAGEMENT OF SEXUAL HARASSMENT: RECOGNITION,\nINTERVENTION, PREVENTION**
(DISCOVERY) 22 minutes
For managers/supervisors to be aware of and sensitive to sexual harass-
ment issues, recognizing and solving them before they become law suits.
Rental $195; Purchase $395. Also available in Spanish.

**PROFESSIONAL CONDUCT 101: VITAL SKILLS FOR NEW EMPLOYEES**
(BRIEFINGS) 16 minute, VHS/DVD with leaders guide
Offers viewers common ground rules for workplace behavior and the criti-
cal skills for developing a professional image and productive behavior.
Purchase only, $195

**PROMOTABILITY**
(MERIDIAN) 19 minutes
Covers the elements that contribute to career advancement, offering specific
steps to make employees promotable within an organization.
Purchase only, $195

**PROSPECT MANAGEMENT: HOW TO MAKE MORE MONEY BY AVOIDING THE UPS & DOWNS OF SELLING**
(HORIZON PARTNERS) 20 minutes
For experienced salespeople or sales managers, showing how to increase
prospect base, and maintain steady, successful sales activity.
Purchase only, $275

**REAL HEROES OF BUSINESS, THE**
(MONAD) 27 minutes
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.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

**RED HOT COLD CALL SELLING**
(COASTAL) 38 minutes
Based on Paul S. Goldner's book, this dynamic presentation by Goldner offers
many unique and up-to-date points for successful cold calling; plus a great
technique for dealing with voice mail toward the end.
Purchase only, $129.95, including his book

**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.

**REENGINEERING THE FUTURE**
(MONAD) 20 minutes
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.
VHS/DVD. Rental $195; Purchase, VHS, $295, DVD, $345

**REPOWERED EMPLOYEES Series**
(LEARNCOM) 3 program VHS/DVD, averaging 27 minutes each
Defines and explains its use, Repowerment goes beyond empowerment,
Case Study, A*. The story of authoritarian managed, ADL Enterprises, and how
it successfully repowered its employees.
Redefining Empowerment. John McVeigh presents his “repowerment,” it’s
relationship to empowerment, why it’s needed, and how to ensure its success.
Implementing Repowerment. McVeigh explains leadership, and how leaders
must repower themselves before repowering others or their organizations.
Either format. Each: Rental $150, all $300; Purchase $295, *$395, all $895

**RESPECT & RESPONSIBILITY Series**
(MONAD) 2 videos, 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: VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

**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
SALES CONNECTION, THE
(INTERCOM) 26 video VHS only program, 30 minutes each
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 economic interdependence.
Purchase only, $129 each, Series $799
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
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
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, $129
SALES ENGINE, THE
(MONAD) 30 minutes
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.
VHS/DVD. Rental $195; Purchase, VHS $350, DVD $400
SECOND EFFORT
(MONAD) 30 minutes
The role of computers in prospect identification and information organization.
Looking 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 economic interdependence.
Purchase only, $129 each, Series $799
SELF MANAGEMENT, THE
(MONAD) 40 minutes
On a theater stage, actors and actresses improvise a series of on-the-job role plays to demonstrate 5 vital leadership skills.
VHS/DVD. Rental $195; Purchase, VHS $350, DVD $445
7 DAY PROFESSIONAL IMAGE UPDATE, THE
(MERIDIAN) 20 minutes
For enhancing employee leadership skills and credibility, the video covers
wardrobe, health, grooming, exercise, work, and communication.
Purchase only, $195

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 AWARENESS: WHAT YOU NEED TO KNOW
(COASTAL) 29 minutes, VHS only
June, 1998 Supreme Court rulings, have made it much easier for individuals
and organizations to become liable for their actions. This video goes into
great depth in dealing with the subtle forms of sexual harassment.
Purchase only, $129.95

SEXUAL HARASSMENT FOR MANAGERS: ZERO TOLERANCE
(COASTAL) 21 minute VHS
This video focuses on the law’s definition, provides a 4-step plan for minimiz-
ing liability, plus actions to lessen harassment in the workplace.
Purchase only, $99.95

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.
Rental $95; Purchase $295

SEXUAL HARASSMENT PREVENTION KIT, THE
(PYRAMID) 2 videos totaling 38 minutes
Shows supervisors/managers how to recognize and handle sexual harass-
ment; plus covering the personal, financial and legal factors.
Purchase only, $395

SEXUAL HARASSMENT: PREVENTION, RECOGNITION, CORRECTION
(MONAD) 25 minutes
Shows how to educate supervisors/managers to recognize sexual harass-
ment; and investigate complaints.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

SEXUAL HARASSMENT: SERIOUS BUSINESS
(KANTOLA) 25 minutes
Sexual harassment from prevention to consequence.
Purchase only, $129

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

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, $99

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, $149

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

SIMPLIFYING YOUR WORK & YOUR LIFE
(COASTAL) 23 minutes
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

6 ESSENTIALS OF EFFECTIVE LISTENING, THE
(LEARNCOM) 30 minutes
Ed Brodow describes 6 high-performance steps for developing productive
listening and true undivided attention.
Purchase only, $99.95

SMART QUESTIONS
(MONAD) 25 minutes
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.
VHS/DVD. Rental $195; Purchase, VHS $425, DVD $475

SOLVING EVEN MORE PEOPLE PROBLEMS ON THE JOB
(BRIEFINGS) 26 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

SOLVING YOUR COMMUNICATION CRISIS
(COASTAL) 27 minutes, VHS only
Using the plot of a communication detective, 5 critical points are reviewed for
successful daily, workplace communication.
Purchase only, $99.95

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 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

STANFORD GUIDE TO FINANCIAL STATEMENTS
(KANTOLA) 51 minute VHS/DVD, with study guide
Professor George Parker’s 3 key financial statements; and the logical, com-
mon-sense approaches they reveal about value, profitability, and payables.
Either format. Purchase only, $189

STANFORD VIDEO GUIDE TO NEGOTIATING, THE
(MONAD) 25 minutes
Ed Brodow presents the negotiation concepts he developed and refined
through his own experience at Stanford University and studies conducted
over the past 10 years in global strategic negotiations.
Purchase only, $195
STRATEGIES FOR SUCCESS Series

1. Key Ways For Gaining That Competitive Edge In The 21st Century (20 minutes).
3. Gaining That Edge During Business Meals (47 minutes).

STRESS MANAGEMENT: A PRACTICAL APPROACH

Viewers learn to deal with stress and taking control of one's reaction to stress especially with too much responsibility, too little time, feeling powerless, anxious and upset, lacking organization, blaming others, etc.

TEAM APPROACH, THE

How to organize productive teams by building involvement, cooperation, improving communication, streamlining decision making, expand competency, and generate innovative business solutions.

TEAM-BUILDING TECHNIQUES THAT WORK: PRACTICAL ADVICE FOR FOSTERING TEAMWORK AMONG YOUR STAFF MEMBERS

This program shows viewers the skills for molding diverse personalities into a cohesive unit, which succeeds with the toughest challenges.

SUCCESSFUL SAFETY COMMITTEES: THEY'RE NO ACCIDENT

Shows their point of view and how they function especially in large companies.

SUCCESSFULLY MANAGING YOUR JOB & YOURSELF

Humorist C. W. Metcalf, applies his unique humor to help employees reduce stress, alleviate tension, and build healthy relationships on the job.

SUPERVISING FOR QUALITY

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.

SUPERVISING THE DIFFICULT EMPLOYEE

Offers 6 main objectives to help supervisors redirect an employee whose behavior is nonproductive and negatively affects other coworkers.

TAKE BACK YOUR TIME: HOW TO MANAGE A WORKLOAD & STILL HAVE A LIFE

This program offers tips and tactics guaranteed to make viewers productive, free up their time and take back their life.

TALKING TO A WALL

Corvision 14 minutes

Target Interviewing

Presenting the 6 key steps to assure hiring the best qualified job applicant.

Target Zone

This video shows effective teamwork as it causes participation, decision making, empowerment, involvement, achievement, resulting in improved product quality and customer satisfaction.

Telephone Skills at Work

Offers 3 key points for effectively, productively, and courteously using the phone in business.

Teaching It Like It Is: Reflections On Cultural Diversity

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, VHS/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.  
Either VHS or DVD. Purchase only, $295

10 BASICS OF BUSINESS ETIQUETTE  
(MERIDIAN) 20 minutes  
A humorously look at the serious issue of professional etiquette; and how it can effect success whether closing a deal or relating to peers/employees.  
Purchase only, $195

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 minutes  
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.  
VHS/DVD. Rental $195; Purchase, VHS $395, DVD $445

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

THIS THING CALLED CHANGE  
(MONAD) 9 minutes  
Fast paced. It offers a sampling of the many changes that have occurred during this millennium; plus powerful graphics reflecting all aspects of change.  
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

THRIVING IN A TECHNO WORLD  
(EXITRENS 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

TIME & TERRITORY MANAGEMENT: TURNING TIME INTO GOLD  
(MONAD) 30 minutes  
Shows salespeople 12 steps in controlling their time and territory, turning wasted hours into effective selling and increased sales volume.  
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

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 minutes  
This video shows viewers how to see a monkey coming, how to spot and control the monkey populations.  
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

TIME OF YOUR LIFE, THE  
(MONAD) 27 minutes  
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.  
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

TIMING IS EVERYTHING  
(MERIDIAN) 21 minutes  
A humorous look at time management that offers a serious set of skills, to daily make maximum, productive use of one's time.  
Purchase only, $195

TOAST KAIZEN: AN INTRODUCTION TO LEAN PRINCIPLES  
(MONAD) 30 minute DVD/VHS  
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.  
VHS/DVD Purchase only, $149. Spanish & Portuguese too.

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

TRUE COLORS  
(CORVISION) 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.  
Rental $95; Purchase $325

UNCOVER YOUR CREATIVITY  
(LEARNCOM) 6 minutes  
To get creative juices flowing, movie clips of famous comedians are used to emphasize the concept of seeing the obvious or the familiar, give it a twist or take it out of its commonplace, to create something new.  
Rental $150; Purchase $385 for VHS or DVD

UGLY TRUTH, THE  
(CORVISION) 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.  
Rental $95; Purchase $325

UNDER SUSPICION  
(CORVISION) 15 minutes  
A 2/020 segment dealing with the plight of black shoppers, who are suspiciously eyed because of their color.  
Rental $95; Purchase $325

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

VICTOR KIAM: A CASE STUDY IN LEADERSHIP & INNOVATION  
(EXITRENS MEDIA) 30 minutes  
Using his management strategies and motivational concepts, he turned the company into a highly productive and profitable one.  
Purchase only, $195
VIDE 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

VIOLENCE IN THE WORKPLACE
(DISCOVER) 10 minutes
This program helps employers recognize which employees are most likely to become violent, and how to counter such situations.
Purchase only, $295

WELCOME TO OUR DRUG-FREE WORKPLACE
(BRIEFINGS) 30 minutes
This video and the accompanying material present the steps required to comply with the 1988 Drug-Free Workplace Act.
Purchase only, $299

WELL, WELL, WELL
(AUDIODVISION) 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

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 exceeding their expectations on.
Purchase only, $195

WHAT EVERYONE NEEDS TO KNOW ABOUT SEXUAL HARASSMENT
(GUIDANCE ASSOCIATES) 25 minutes
This video offers simple and direct steps to combat the damaging effects and expensive liability of sexual harassment.
Purchase only, $295

WHEN COLORS BLEED
(ENTERPRISE MEDIA) 35 minutes
From the Koch Crime Institute, it describes the dangers of gang cultures, the former gang members, and law enforcement officials.
Rental $150; Purchase $295

WHEN I SAY NO, I FEEL GUILTY
(MONAD) 31 minutes
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.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345

WHY EMPLOYEES DON'T DO WHAT THEY'RE SUPPOSED TO DO
(MONAD) 25 minutes
Presents the concept of preventive management, and how training, guidance, and supervision will help supervisors and managers prevent problems.
VHS/DVD. Rental $196; Purchase, VHS $295, DVD $345

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

WINDS OF CHANGE
(COASTAL) 9 minute VHS
This video outlines some vital components of change, plus how to use and harness them to shape our future.
Rental $195; Purchase $395

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 CUSTOMERS THROUGH SERVICE
(KANTOLA) 18 minutes
Shows the skills required to demonstrate responsiveness and personal commitment, while building customer satisfaction and loyalty.
Purchase only, $79; Trainer’s pack (supplemental materials) $39.95

WINNING FORMULA
(ENTERPRISE MEDIA) 30 minutes
3 successful presidents, their styles emphasizing quality products, customer service, and motivating employees; Victor Kiam [Remington Rand]; Margaret Rudkin [Pepperidge Farm]; and Mo Siegel [Celestial Seasonings Teal]. Purchase $95

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 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

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 videos, averaging 16 minutes
Diversity Strategy At The Organizational Level. Oriented to upper management, it offers strategies for incorporating diversity issues into reward and appraisal 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 $295, all-$595

WORKING TOGETHER WORKS
(MONAD) 24 minute VHS/DVD
Presents several factory and office scenarios, plus an animation section, that show how to participate successfully in teamwork situations.
Either VHS or DVD: Rental $195, Purchase VHS $295, DVD $345

WORKPLACE VIOLENCE: CUSTOMER SERVICE & FIELD PERSONNEL
(DISCOVER) 25 minutes
Designed for customer service and out of office employees to raise their awareness of workplace violence, whether with verbal or physical abuse; while offering common-sense techniques to avoid being a victim.
Rental $195; Purchase $395

WORKPLACE VIOLENCE: EMPLOYEE AWARENESS
(DISCOVER) 22 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

3 successful presidents, their styles emphasizing quality products, customer service, and motivating employees; Victor Kiam [Remington Rand]; Margaret Rudkin [Pepperidge Farm]; and Mo Siegel [Celestial Seasonings Teal]. Purchase $95

Anson Dorrence, the winningest coach in NCAA history, lays out a model of motivation team building and leadership; plus how he transformed his winning style for men into a style that could win with women.
Purchase only, $295

MONAD Trainer’s Aide Tight Budget Mini Catalog • Contact carol@monadtrainersaide.com. Or 1.800.344.6088
Designed for white collar/office employees to raise their awareness of workplace violence, whether with verbal or physical abuse; while offering common-sense techniques to avoid being a victim.
Rental $195; Purchase $395. Available in Spanish.

**WORKPLACE VIOLENCE: RECOGNIZING AND DEFUSING AGGRESSIVE BEHAVIOR**
(DISCOVER) 26 minutes
Supervisors and managers learn warning signs of dysfunctional behavior, plus intervention techniques and diffusing tactics to head off violent episodes.
Rental $195; Purchase $395. Available in Spanish.

**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.

**WORKPLAYS: SEXUAL HARASSMENT IN A HEALTHCARE ENVIRONMENT**
(DISCOVER) 25 minutes
6 Vignettes define blatant, subtle, sexual harassment, as well as gender discrimination, and how they combine to create a hostile work environment.
Rental $195; Purchase $395. Available in Spanish.

**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

**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

**YOU ARE THE ORGANIZATION: EVERY EMPLOYEE'S PUBLIC RELATIONS ROLE**
(BRIEFINGS) 25 minute, VHS/DVD with leaders guide
Presents the key points for professional business behavior, appropriate dress, polish and poise, for creating a positive organizational image.
Purchase only: $195

**YOUR LINK IN THE INTERNAL SERVICE CHAIN**
(MONAD) 14 minutes
Designed for all employees, it emphasizes the need for superior internal service and interdepartmental teamwork to maintain a successful organization.
VHS/DVD. Rental $195; Purchase, VHS $295, DVD $345