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

(JWA) 30 minute VHS/DVD with post-test and book\*

Divided into 3 sections; planning, writing and giving a presentation, this new program will help speakers overcome "presentation jitters, delivering the great speech the audience expects.\*75 Ways to Improve Your Next Speech.

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

**BASICS OF PROFITABLE CUSTOMER SERVICE, THE**

(JWA) 35 minutes

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

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

**BE PREPARED FOR MEETINGS**

(KANTOLA) 24 minutes

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

*Purchase only, \$89.95*

**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, \$89*

**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, \$89*

**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**

(JWA) 22 minute video, audio and guide

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

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

**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*

**BRAIN 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 skills 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.
- 4. Will My Mentor Make A Difference?** Mentoring people of color for successful careers.
- 5. Is It The Cement Ceiling Or Is It Me.** Career issues for non-management people of color.
- 6. What about Me?** Diversity's impact on the careers of non-management white males.
- 7. I Deserved It Didn't I?** Diversity's impact on the careers of white male managers.
- 8. Disbanding The "Good Old Boy Network."** Inclusive vs. non-inclusive.
- 9. Old School Vs. New School.** How much change is too much, too fast?
- 10. But We've Always Done It That Way!** How much change is too much, too

fast? (management setting)

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

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

**13. Worlds Apart.** Building of effective teams globally.

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

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

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

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

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

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

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

*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**

(FILMS MEDIA) 22 minute VHS/DVD

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

*Purchase only, \$195*

#### **CHALLENGE TO AMERICA**

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

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

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

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

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

*Each: Rental \$195; Purchase \$295*

#### **CHANGE: 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*

#### **COLD CALLING TECHNIQUES**

(HORIZON PARTNERS) 2 videos, averaging 25 minutes each

Steve Schiffman's concepts on finding prospects to sell them. **Part 1.** offers the basics, while **Part 2.** offers new and advanced techniques.

*Purchase only, both \$295*

#### **COMMENDABLE CUSTOMER SERVICE**

(MERIDIAN) 16 minutes

A good, basic video on customer service and how to provide exceptional service with a smile, professional appearance, and a positive attitude; whether the face-to-face or over the phone.

*Purchase only, \$195*

#### **COMMUNICATING EFFECTIVELY WITH CUSTOMERS Series**

(DISCOVER) 6 videos, averaging 14 minutes each

Focuses on effective communication to develop, maintain, and service customers; with each title describing an important aspect of the process.

**1. Effective Communication Starts with You. 2. Communication Is Selling. 3. The Art Of Questioning. 4. Processing Word Power. 5. Effective Telephone Communication. 6. Communicating with Irate Customers.**

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

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

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

This program offers 12 key communication strategies to help viewers to get their messages accepted, understood and acted upon.

*Purchase only, \$195*

#### **COMMUNICATING 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.

**Part 1. Sending Effective Messages. Part 2. Receiving The Message.**

**Part 3. Barriers To Effective Communication.**

*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-

ing, phone etiquette, etc.  
*Purchase only, \$295*

**COMMUNICATION SKILLS THAT BUILD WINNING RELATIONSHIPS**

(JWA) 22 minute VHS/DVD, audio and guide  
Offers 2 key categories of communication in helping the view of understand how to create effective and successful communication.  
*Purchase only, VHS \$109.95; DVD \$129.95*

**COMMUNICATION SKILLS...WHAT EVERYONE NEEDS TO KNOW**

(JWA) 30 minute VHS/DVD with post-test and book\*  
This program offers practical techniques for improving all communication skills; written, oral, electronic, and face-to-face. \*Everyday Communication Techniques for the Workplace.  
*Purchase only, VHS \$109.95; DVD \$129.95*

**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.** A 2 segment video, totaling 87 minutes  
**Trainer's Edition.** Is a powerful, dramatic 50 minutes of the original exercise.  
**Debriefing.** Is a 36 minute adult experience and reorientation.  
**30 MINUTE BLUE-EYED, THE.** Edited to the 30 most dramatic minutes.  
*Purchase only, \$295 in either format*

**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 (using SMART method) to make the appraisal beneficial for supervisor and employee.  
*Purchase only, \$99.95*

**CONFLICT COMMUNICATION SKILLS**

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

**CONFLICT MANAGEMENT: THE MY TURN, YOUR TURN RESOLUTION**

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

**CONFLICT RESOLUTION**

(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, \$89.95; 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*

**CREATING A POSITIVE WORKPLACE: GOOD ATTITUDES ARE CONTAGIOUS**

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

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

*Purchase only, \$195*

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

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

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

*Purchase only, \$195*

**CRIME CHECK: PERSONAL SECURITY**

(DISCOVERY) 17 minutes

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

*Purchase only, \$295*

**CRIME CHECK: RETAIL EMPLOYEES**

(DISCOVERY) 28 minutes

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

*Purchase only, \$295*

**CRIME CHECK: RETAIL MANAGEMENT**

(DISCOVERY) 28 minutes

Retail supervisors/managers learn how to handle employees who steal cash and merchandise, as well as identifying the warning signs of on-the-job substance-abuse.

*Purchase only, \$295*

**CRIME CHECK: SECURITY PROCEDURES FOR BANK EMPLOYEES**

(DISCOVERY) 19 minutes

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

*Purchase only, \$295*

**CULTURAL BAGGAGE**

(PYRAMID) 9 minutes

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

*Purchase \$295*

**CUSTOMER SERVICE CENTRAL: THE ESSENTIALS OF GREAT SERVICE**

(MONAD) 18 minutes

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

*Rental \$195 (VHS/DVD); Purchase VHS, \$295; DVD, \$345; both \$445*

**CUSTOMER SERVICE CONNECTION, THE**

(KANTOLA) 19 minutes

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

*Purchase \$89.95*

**CUSTOMER SERVICE EXCELLENCE: IT'S IN THE DETAILS**

(BUSINESS ADVANTAGE) 38 minutes (video and self-study book)

Lisa Ford and 5 key qualities of today's highly educated, demanding, sophisticated customers; plus how to turn one-time buyers into lifetime returnees.

*Purchase only, \$99.95*

**CUSTOMER SERVICE...WITH A SPIRIT**

(DISCOVER) 25 minutes

Illustrates key principles, applicable to new and experienced customer service reps, to improve and maintain a high skill level.

*Rental \$195; Purchase \$395*

**DEALING WITH SEXUAL HARASSMENT IN THE WORKPLACE**

(COASTAL) 2 videos, 20 minutes each

These videos demonstrate the importance of an employer's "timely and appropriate" response to complaints or incidence; plus showing how to handle delicate situations in a professional and thorough manner.

*Purchase only, \$99.95*

**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**

(MONAD) 4 minutes

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

*Rental VHS/DVD, \$195; Purchase VHS, \$295; DVD, \$345; both \$495*

**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**

(TWIN) 25 minutes

The ability to persuade is difficult at best; but doubly so when writing. This video shows how to develop this critical skill.

*Purchase \$355*

**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*

**EMMA'S CHOICE**

(MONAD) 17 minute VHS/DVD

A happy, productive, team oriented employee, creates a dilemma for her manager. She's entitled to a promotion, but he doesn't want to lose her. For Employee Retention, Communication, and Career Development programs

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

**EMOTIONAL IQ**

(CORVISION) 14 minutes

John Stossel and a psychologist, explore the concept, how it effects dealing with anger, anxiousness, 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.*

**EMPLOYEE ORIENTATION SOLUTION Series**

(LEARNCOM) 3 VHS/DVD, averaging 12 minutes each

**Getting a Good Start!** For entry-level employees to see the attitudes and work habits needed for success, review key workplace issues, and see 6 behaviors that could lead to dismissal.

**Getting Along With Your Co-workers!** Responsible behavior on the job; attendance, safety, substance abuse, diverse associates, and goofing off.

**Getting Along With The Boss!** How to form a solid relationship, and avoid 7 sins that would undermine it.

*Either format. Each: Rental \$125; Purchase \$395*

**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.

Robert Mitchum hosts 6 videos of fascinating success stories about unlocking creativity, risk-taking, having fun on the job, increasing productivity, sponsoring intrapreneurship and managing risk. **1. The Entrepreneurs; 2. Opportunity: The Land And Its People; 3. Expanding America; 4. Made In America; 5. The Salesman: Giving 'Em What They Want; 6. Instant America.**

*Purchase \$99, Series \$299*

**ERGONOMICS: PREVENTING CUMULATIVE TRAUMA DISORDERS**

(ICON) 21 minutes

The majority of occupational injuries is because of repeated stress on tissues and joints of the body. Focusing on tasks of repetitive motion or repetitive force, showing how to reduce or eliminate many of the risk factors.

*Rental \$95; Purchase \$375*

**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**

(JWA) 30 minute VHS/DVD, audio, & book

Offers 5 points for enhancing one's ability to effectively use feedback and positive reinforcement.

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

**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, assuring that tasks are successfully completed the first time.

*Rental \$195 (VHS/DVD); Purchase VHS, \$295; DVD, \$345; both \$445*

**FISH! TALES: SPRINT**

(CHARHOUSE) 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 teams.

*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 supervisors 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.

**3. Strategies For Increased Self-Esteem.** Maintaining one's composure, communicating effectively, and the importance of self-esteem.

*Each: purchase only, VHS \$109.95; DVD \$129.95 Series-\$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

Based on Michael LeBoeuf's book, "The Rewarded Customer Buys, Multiplies, and Comes Back," it shows how to sell, satisfy and reward customers.

*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.

**Volume 1.** Tardiness. Poor hygiene. Substance abuse. Team-player attitude. Discipline effectively.

**Volume 2.** Time management. Sales skills. Hiring effective people. Employee termination. Meeting management.

**Volume 3.** Giving feedback. Getting commitment. Motivate effectively. Managing stress.

**Volume 4.** Dealing with close-mindedness. Procrastination. Strengthen interpersonal impact. Delegate effectively. Dealing with conflicting employees.

*Each: Purchase only, \$89.95; Series \$299*

**IN SEARCH OF QUALITY, VOL 1: QUALITY THROUGH SYSTEMS**

(ENTERPRISE MEDIA) 2 videos, 25 and 34 minutes each

Robert Waterman presents a case history of Wallace Co., (distributor and Malcom Baldrige Award winner) creating and implementing the quality systems that result in Total Customer Satisfaction.

*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 Baldrige 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 FedEx, 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, by 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 a entertaining, late-night talk-show format, this video shows how to control emotions when dealing with bosses, co-workers, and customers.

*Purchase only, \$195*

**JAPAN PROJECT Series**

(PYRAMID) 2 videos, 52 minutes each

**Made In America.** Explores how 6 American firms set up business in Japan; showing their strategies, priorities, and the rethinking of their philosophies.

**Made In Japan.** Explores the paths of Sony, Benihana of Tokyo, Honda and Sega, in entering the American market.

*Each: Purchase only, \$295, both \$425*

**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. Exercises include differential relaxation, controlling self-talk and conscious breathing.  
*Purchase only, \$99*

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

(FILMS FOR THE HUMANITIES) 60 minutes

James C. Humes (author of Winston Churchill's biography and speech writer to presidents) combines historical antidotes and insights to illustrate 5 secrets of language leadership; the basis of Churchill's oratory

*Rental \$195; Purchase \$395*

**LAUGHING AT STRESS**

(AUDIO VISION) 23 minutes

Loretta LaRoche is hysterical, as she proves her point with 5 techniques to increase laughter and happiness, while decreasing stress.

*Purchase only, \$149*

**LEADERFISH**

(CHARHOUSE) 10 minute DVD with personal guide

A personal development program for Supervisors/ Managers, and CEO's, It has 6 scenarios, and features discussions with Herb Kelleher of S.W Airlines and John Gardner, former US Secretary of Health, Education & Welfare.

*Purchase only, \$279*

**LEADING 20-MINUTE MEETINGS THAT MATTER**

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

Shows viewers how to conduct effective, efficient, and productive 20-minute meetings, whether exchanging information, looking for new ideas etc.

*Purchase only, \$195*

**LEADERSHIP ASSIGNMENT, THE**

(MERIDIAN) 24 minutes

Viewers learn to identify, assess and develop the obvious and the subtle skills required for successful leadership.

*Purchase only, \$195*

**LEADING IN A TIME OF CHANGE**

(Jossy-Basse) 42 minute video & workbook

Management gurus, Peter Drucker and Peter Senge, talk about how leaders can prepare themselves and their organizations for change.

*Purchase only, \$195*

**LEARNING TO SOLVE PROBLEMS**

(MERIDIAN) 15 minutes

Using the plot of a new promotee upgrading a computer system, this video focuses on creative problem solving; offering 6 key points.

*Purchase only, \$195*

**LEGAL & EFFECTIVE HIRING**

(KANTOLA) 37 minute VHS/DVD

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

*Either format. Purchase only, \$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 expect 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**

(JWA) 30 minute video, audiocassette and book

Presents 4 critical points and techniques on actively, successfully listening.

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

#### **LISTEN & WIN: HOW TO KEEP CUSTOMERS COMING BACK**

(BRIEFINGS) 14 minute, VHS/DVD with leaders guide

This program shows the powerful techniques and practical tips for being an expert listener; and keeping customers coming back.

*Purchase only, \$195*

#### **LISTENING: THE KEY TO PRODUCTIVITY**

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

This program shows viewers the "10 laws of listening," how to apply them; resulting in productive and effective communication.

*Purchase only, \$195*

#### **LISTENING UNDER PRESSURE**

(KANTOLA) 15 minutes

Key communication skills for high pressure situations, to guarantee information is conveyed accurately and effectively.

*Purchase only, video \$79, training pack \$39.95*

#### **MAKE THE CONNECTION: HOW TO BE EFFECTIVE & PRODUCTIVE ON THE PHONE**

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

This program shows viewers to enhance their telephone skills for Betty communication, enhanced productivity, and building valuable relationships.

*Purchase only, \$195*

#### **MAN TO MAN**

(CORVISION) 13 minutes

Hosted by John Stossel, this unique video deals with the problem of same-sex harassment; and in particular the case of Joseph Oncale's experiences, while on an oil drilling platform in the Gulf of Mexico.

*Rental \$95; Purchase \$325*

#### **MANAGE YOUR TIME BETTER**

(JWA) 22 minute video program

Offers a detailed process for effective and successful time management.

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

#### **MANAGER'S BALANCING ACT, THE: PARADOXICAL MANAGEMENT**

(W. R. SHIRAH) 44 minute, VHS/DVD with ancillary materials

Dr. Ben Bissell shows viewers that being a successful manager; requires knowing when to have a sense of humor, or when to be firm.

*Either format. Purchase only, \$295*

#### **MANAGING CHANGE & TRANSITION**

(W. R. SHIRAH) 44 minute, VHS/DVD with ancillary materials

Dr. Ben Bissell shows viewers that successful managers must understand the 5 dynamic steps of change, the emotional and verbal responses, and

how to guide their staffs through it.

*Purchase only, \$295, VHS or DVD*

#### **MANAGING CONFLICT AT WORK, ART OF COMMUNICATION**

(JWA) 20 minute video, audio and book program

Shows conflict as a normal; and how to make it a positive experience.

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

#### **MANAGING DISTRESS**

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

Dr. Ben Bissell identifies sources of stress, both internal and external, then office practical, common steps to lower and counter stress levels.

*Purchase only, \$295, VHS or DVD*

#### **MANAGING 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**

(MONAD) 17 minute VHS/DVD

James Brolin hosts Michael LeBoeuf's 5 step program on developing successful relationships with your boss by emphasizing how you behave toward your boss, teaches him or her, how to treat you.

*Rental: VHS/DVD, \$195; Purchase: VHS \$295, DVD \$345, both \$445*

#### **MASTERING MEMOS**

(BRIEFINGS) 15 minute, VHS/DVD with leaders guide

This program helps viewers learn how to write effective memos that communicate clearly and quickly

*Purchase only, \$195*

#### **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.

**Grand Re-Opening, A.** 13 minutes of introduction, countering myths, stereotypes, and roadblocks to creativity.

**Break Up.** A 11 minute video to break the challenge into component parts, focusing on each for change and improvement.

**Idea Box.** 13 minutes are allotted on listing options, making varying combinations, and devising new/unique outcomes.

**Forced Connections.** 14 minutes on selecting a random stimulus, intensely scrutinizing it, list thoughts about it, then relating and applying any generated ideas to the original challenge.

**SCREAM.** 19 minutes on developing a technique to spark many varied ideas that would not surface in conventional thinking.

**Zero In.** 14 minutes on exploring, evaluating, and screening options, to determine the most useful, innovative, and implementable.

*Each: Purchase only, \$95*

#### **MODERN BUSINESS ETIQUETTE**

(ENTERPRISE MEDIA) 26 minutes

Mary Lou Halpous, an authority on business etiquette, and her presentation on etiquette, good manners, and how they help an individual's receptivity, while enhancing a business's environment.

*Rental \$195, Purchase \$395*

#### **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 everyone sees the world from their perspective (14 minutes).

**3. Men and Women Working Together.** Raises issues on the changing roles of men and women in the workplace: sex discrimination; legal issues; the confusion, resentment, lack of cooperation and emotional support (18 minutes).

**4. Sexual Harassment.** Using the EEOC definition of sexual harassment, the video shows how this damaging and expensive problem can be addressed stopped (19 minutes).

**5. Meeting the Diversity Challenge.** Points out 6 major challenges managers face in developing a clear and unbiased attitude; helping them hone their techniques to achieve this goal (16 minutes).

**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)**

(FILMS FOR THE HUMANITIES) 3 videos

**1. Recruiting And Interviewing.** How good recruitment efforts, effective, non-biased job interviews, can find and select the best employees (18 minutes).

**2. Helping New Employees Feel Valued.** Gives viewers a sense of what it is to be a new, minority employee in a department or company (12 minutes).

**3. Understanding Different Values And Styles.** Refutes the melting pot theory, as employees don't disregard their cultural values at work; plus giving co-workers/management exposure to their values (56 minutes).

*Each: Purchase only, \$195, 10 video Series \$995*

**MOTIVATING EMPLOYEES DURING ORGANIZATIONAL CHANGE**

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

This program shows viewers how to be cognizant of employee needs, effectively communicate, and build and/or maintain trust.

*Purchase only, \$195*

**MOTIVATING OTHERS**

(AMA) 30 minutes

Offers a concrete guidelines for determining the concerns of employees.

*Purchase only, \$195*

**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 sug-

gestions 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**

(MARCUM) 15 minutes

Shows all the potential hazards, the actions, and the attitudes to keep accidents from happening.

*Purchase only, \$99.95*

**ON YOUR OWN**

(MONAD) 7 minutes

Raising and training race horses, correlates to how individuals and organizations, must create the attitude, motivation and climate for successful, productive employees

*Rental VHS/DVD, \$195; Purchase VHS, \$295; DVD, \$345; both \$495*

**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) 19 minute video, audio, & book

This program offers 5 steps for developing and projecting a positive attitude in the workplace and beyond.

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

**POWER OF CUSTOMER SERVICE, THE**

(JWA) 45 minute video, audio and guide

Using the "3 Cs" of customer service (Concern, Communication, and Competence) customer service expert Dr. Paul Timm brings to life skills needed to succeed in any customer relationship.

*Purchase only, VHS \$109.95; DVD \$129.95; Total program \$395*

**POWER OF 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

This program shows some basic techniques for influencing others and 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 assertive.

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

**PRESENTATION SKILLS FOR THE PROFESSIONALLY PETRIED**

(COASTAL) 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**

(JWA) 30 minute video, audio, & book

Offers 4 points on what employer and employee should do if encountering sexual harassment.

*Purchase only, VHS \$109.95; DVD \$129.95 Total program \$395*

**PREVENTING & MANAGING BACK PAIN**

(KANTOLA) 37 minutes

The video and its guidebook offer techniques and programs for relieving back pain, maintaining fitness, and keeping the back loose and flexible.

*Purchase only, \$89.95*

**PREVENTING & MANAGING COMPUTER RELATED INJURIES**

(KANTOLA) 27 minutes

This video and accompanying guidebook offer techniques for protecting neck, shoulders, hands, wrists, forearms and eyes.

*Purchase only, \$89.95*

**PREVENTING & MANAGING STRESS**

(KANTOLA) 22 minutes

This video and accompanying guidebook offer techniques and programs for dealing with stress.

*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**

(BLR) 15 minutes

Depicts true-life situations on how to prevent sexual harassment, the consequences, and employer/employee responsibilities.

*Purchase only, \$299*

**PROACTIVE MANAGEMENT OF SEXUAL HARASSMENT: RECOGNITION, INTERVENTION, PREVENTION**

(DISCOVERY) 22 minutes

For managers/supervisors to be aware of and sensitive to sexual harassment 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 viewer's common ground rules for workplace behavior and the critical 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, \*\$595, 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*

#### **RESPIRATORY PROTECTION**

(ICON) 14 minutes, VHS, DVD, & On-line

Effective 3-D graphics show how the respiratory system works; the effects of different hazards; and covers the proper use, care, selection, fit, and maintenance of air-purifying respirators

*Purchase only, \$395*

#### **RUMOR, GOSSIP AND CONFIDENTIALITY**

(MONAD) 20 minutes

Focuses on the consequences (legal or otherwise) and methods for protecting proprietary information, employee privacy, and an organization's interest.

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

#### **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*

#### **SAFETY ON THE JOB: ACCIDENTS**

(DISCOVER MEDIA)

Viewers are taught to seek ways to avoid and help others avoid accidents by being alert and sensitive to various problems.

*Purchase \$295*

#### **SAFETY ON THE JOB: HAZARDS OF SUBSTANCE ABUSE**

(DISCOVER MEDIA)

Demonstrates how prescription and non-prescription medicines, as well as alcohol and illegal drugs, reduce workers abilities to function safely.

*Purchase \$295*

#### **SALES CONNECTION, THE**

(INTELCOM) 26 video VHS only program, 30 minutes each

**Sales Engine, The.** History of how selling stimulates economic growth in a market driven economy.

**Seller's World, A.** The opportunities and potential of a sales career.

**Big Picture, The.** An overview of the range of sales' career opportunities.

**Personal Touch, The.** Outlines the success skills that establish, build and maintain relationships; plus positive self images.

**First Impressions.** Image, and how it shapes customer response.

**Sales Talk.** Examines communication differences, and style bias.

**In The Know.** How and why to give prospective buyers knowledge for the buying decision.

**Good Match, A.** How to convert 'product features' into 'buyer benefits.'

**In Position.** The decisions, activities, and communication techniques for sales' strategies.

**Beneath The Surface.** The factors that influence buyers' decisions and make them buy.

**Step By Step.** Focuses on emotional and rational buying.

**Making Connections.** Prospecting and identifying potential customers.

**Plan Of Action.** The planning and the work for a sales presentation to the prospect

**Going The Distance.** Reviews consultative sales presentations for retail, wholesale, goods, and services.

**Show & Tell.** Stresses using sales demonstrations for consultative selling presentations.

**Breaking Through.** Provides strategies for dealing with and overcoming buyer resistance.

**On The Dotted Line.** Guidelines for "closing the sale" using a well-planned presentation.

**Full Service.** Focuses on getting, servicing, and doing customer service to increase sales.

**Extra Mile, The.** Discusses customer concerns; plus salespeople relating to their customers.

**Setting The Pace.** Responsibilities of sales managers and what they need to do for success.

**Peak Performance.** Focuses on sales managers orienting, training and motivating new salespeople.

**Personal Best.** Self-management, the management of time, territory, records and stress.

**On Line.** The role of computers in prospect identification and information organization.

**Open Line.** Looks at the efficiency, advantages and strategies of telemarketing.

**Right Choice, The.** Explores legal, ethical, right and wrong issues for sales people.

**One World.** International sales, business and global economic interdependency.

*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*

#### **SAVING FOR STRESS**

(AUDIO VISION) 14 minutes

Dr. Harry Cohen uses money as a metaphor in demonstrating how stress depletes your physical stamina; and how to build it up with a variety of methods from relaxation techniques to exercise.

*Purchase only, \$99*

#### **SECOND EFFORT**

(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*

#### **SELLING MADE SIMPLE**

(HRD PRESS) a complete program with 30 minute video

Steve Sullivan redefines the process of selling by presenting 8 key points to help salespeople get results and accomplish their goals.

*Purchase only, \$495, video only, \$295*

**SERVE! TURN CUSTOMER SERVICE INTO UNFORGETTABLE CUSTOMER EXPERIENCES**

(ENTERPRISE MEDIA) 5 minutes, with ancillary material  
Using simple, universal examples, Tom Peters tells of the importance of superceding customer service, by creating total customer experiences.  
*Rental \$225; Purchase \$395.*

**SERVICE; HOW TO KEEP YOUR CUSTOMERS & BUILD YOUR BUSINESS**

(DISCOVERY) 38 minutes  
Roger Dow (formerly Marriott Hotel's VP) gives a dynamic, powerful presentation on customer service, focusing on Marriott's philosophies; regardless of experience, it's mandatory for all persons involved with customers.  
*Purchase only, \$395*

**SERVING CUSTOMERS WITH DISABILITIES**

(LEARNCOM) 15 minutes  
Various physically disabled persons, describe the kind of service they prefer, offering strategies and techniques for accomplishing it.  
*Rental \$150; Purchase \$395 for VHS or DVD*

**SETTING THE STAGE FOR SUCCESS**

(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 \$395, 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 minimizing 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 harassment; 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 harassment; 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) 18 minute, VHS/DVD with leaders guide  
This program shows how to deal with a variety of people problems, without resorting to fear or intimidation; by offering straightforward techniques for dealing with difficult behaviors and how to change them.  
*Purchase only, \$195*

**SOLVING PEOPLE PROBLEMS ON THE JOB**

(BRIEFINGS) 26 minute, VHS/DVD with leaders guide  
This program shows how to identify the most troublesome personality types, how to handle them, tactfully and effectively.  
*Purchase only, \$195*

**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, common-sense approaches they reveal about value, profitability, and payables.  
*Either format. Purchase only, \$189*

**STANFORD VIDEO GUIDE TO NEGOTIATING, THE**

(KANTOLA) 59 minutes  
Presented by Dr. Margaret Neale, it's the story of negotiations between a baseball team owner and stadium owners, demonstrating common errors, techniques for correcting them, effective strategies and tactics.  
*Purchase only, \$189*

**STRATEGIES FOR SUCCESS Series**

(AT EASE) 3 video program  
This is a Series dealing with all aspects of professionalism in business such as; courtesy, etiquette, impressions, networking, body language, presentations, dress, dining and eating, various styles of communication, and many more issues. Also available, participant tip sheets.

- 1. Key Ways For Gaining That Competitive Edge In The 21st Century** (20 minutes).
  - 2. How Overcome Mingle-Phobia** (24 minutes).
  - 3. Gaining That Edge During Business Meals** (47 minutes).
- Purchase only, \$195 each, \$450 for the Series*

**STRESS MANAGEMENT: A PRACTICAL APPROACH**

(DISCOVER) 18 minutes  
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.  
*Rental \$195; Purchase \$395*

**SUCCEED BY COACHING**

(JWA) 30 minute video, plus audio and book  
Presents the essentials of coaching, how and when to do it, and why it's necessary in today's business environment.  
*Purchase only, VHS \$109.95; DVD \$129.95*

**SUCCEED BY LISTENING**

(JWA) 35 minute video, audio and book  
Presents the basic principles and techniques needed to become an active listener and communicator in both business and personal situations.  
*Purchase only, VHS \$109.95; DVD \$129.95*

**SUCCESSFUL SAFETY COMMITTEES: THEY'RE NO ACCIDENT**

(BLR) 9 minutes

Shows their point of view and how they function especially in large companies.  
*Purchase only, \$299*

**SUCCESSFULLY MANAGING YOUR JOB & YOURSELF**

(COASTAL) 21 minutes  
Humorist C. W. Metcalf, applies his unique humor to help employees reduce stress, alleviate tension, and build healthy relationships on the job.  
*Purchase only, \$99.95. Discounted, if purchased in tandem.*

**SUPERVISING FOR QUALITY**

(KANTOLA) 26 minutes  
Shows how the changing workforce requires enhanced supervisory skills to build commitment and involvement, while continuing traditional responsibilities of scheduling work, enforcing rules, and monitoring progress.  
*Purchase only, \$89.95; instructor's manual \$17.95*

**SUPERVISING THE DIFFICULT EMPLOYEE**

(JWA) 23 minute video, audio, & book  
Offers 6 main objectives to help supervisors redirect an employee whose behavior is nonproductive and negatively affects other coworkers.  
*Purchase only, VHS \$109.95; DVD \$129.95*

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

(BRIEFINGS) 19 is minute, VHS/DVD with leaders guide  
This program offers tips and tactics guaranteed to make viewers productive, free up their time and take back their life.  
*Purchase only, \$195*

**TALKING TO A WALL**

(CORVISION) 14 minutes  
Produced by ABC News, it's about men and women listening differently.  
*Rental \$95; Purchase \$325*

**TANGO TEAMBUILDING**

(LEXICON) 26 minutes  
The theme of a dance competition, with visually exciting and humorous illustrations, highlight 10 keys to team building all employee levels.  
*Rental \$190; Purchase \$395*

**TARGET INTERVIEWING**

(BLR) 20 minutes  
Presents the 6 key steps to assure hiring the best qualified job applicant.  
*Purchase only, \$299*

**TARGET ZONE**

(PYRAMID) 30 minutes  
Presents a time tested program for cardiovascular fitness that's composed of a safe and simple exercise routine.  
*Purchase only, \$295*

**TEAM APPROACH, THE**

(KANTOLA) 24 minutes  
How to organize productive teams by building involvement, cooperation, improving communication, streamlining decisionmaking, expand competency, and generate innovate business solutions.  
*Purchase only, \$89.95; Instructor's Manual \$17.95*

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

(BRIEFINGS) 22 minute, VHS/DVD with leaders guide  
This program shows viewers the skills for molding diverse personalities into a cohesive unit, which succeeds with the toughest challenges.  
*Purchase only, \$195*

**TEAM OF EAGLES, A**

(MONAD) 17 minute, VHS/DVD  
Mike Singletary, formerly of the Chicago Bears, presents 5 key points that all individuals must practice as members of successful teams; while interweaving his experiences as reinforcement.  
*VHS/DVD. Rental \$195; Purchase, VHS \$295, DVD \$345*

**TEAMWORK: ACHIEVING FOR SUCCESS**

(DISCOVER) 11 minutes

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

*Purchase only, \$295*

**TELEPHONE COURTESY PAYS**

(KANTOLA) 23 minutes

A guide to presenting a courteous, efficient, professional telephone image.

*Purchase only, \$79; Trainer's pack \$39*

**TELEPHONE COURTESY: YOU ARE THE COMPANY**

(KANTOLA) 12 minutes

Makes viewers aware of their responsibility in representing their organization, when answering the phone.

*Purchase only, \$79*

**TELEPHONE SKILLS AT WORK**

(JWA) 33 minute video, audio, & book

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

*Purchase only, VHS \$109.95; DVD \$129.95 Total program \$395*

**TELLING IT LIKE IT IS: REFLECTIONS ON CULTURAL DIVERSITY**

(INTERCULTURAL RESOURCE) 62 minutes

Addressing racism and cultural identity; the power of words; post-discrimination trauma; nonverbal communication; sexual orientation; and the power of healing; the late Joan Fountain relates her concepts and experiences as

an African-American woman, teacher and trainer.

*Purchase only, \$250*

**10 COMMANDMENTS OF COMMUNICATING WITH PEOPLE WITH DISABILITIES**

(PROGRAM DEVELOPMENT) 26 minute, 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**

(ENTERPRISE MEDIA) 32 minutes

Filmed at Training '97, Tom Peters and a Roundtable panel of experts respond to questions about what leaders, organizations and individuals can do to survive and thrive on the chaotic years ahead.

*Purchase only, \$195*

**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. Also available in Spanish.

*Rental VHS/DVD, \$195; Purchase VHS, \$295; DVD, \$345; both \$495*

**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 & Portugese 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 20/20 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**

(ENTERPRISE MEDIA) 30 minutes

Using his management strategies and motivational concepts, he turned the company into a highly productive and profitable one.

*Purchase only, \$195*

**VIDEO DISPLAY TERMINALS: THE BATTLE FOR COMFORT**

(COASTAL) 18 minutes

Designed to teach employees how to battle the chronic aches and pains caused by constant sitting in front of a computer.

*Rental \$95; Purchase \$395*

**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*

**WAY YOU WERE, THE**

(MONAD) 8 minutes

Is about being innovative, taking risk, being inquisitive and a nonconformist; traits common to children that are lost when growing into adulthood.

*Rental VHS/DVD, \$195; Purchase VHS, \$295; DVD, \$345; both \$495*

**WELCOME TO OUR DRUG-FREE WORKPLACE**

(BLR) 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**

(AUDIOVISION) 24 minutes

This humorous video deals with health, nutrition and its relationship to stress, by using a plot of 3 unhealthy employees organizing a picnic for their health and wellness company.

*Purchase only, \$199*

**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 \$195; 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 Tea).

*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*

**WINNING WITH WOMEN: CHANGING THE WAY WE LEAD**

(LEARNCOM) 28 minutes

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*

**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 appraisals systems, and other company wide policies.

**Tapping The Potential Of Diversity.** Focuses mid-management/supervisory levels on how to effectively supervising diverse groups of employees.

**Valuing Diversity At The Interpersonal Level.** Working effectively with various people and deal with the multiplicity of workplace diversity issues. *Each: Rental \$195, all-\$300; Purchase \$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*

**WORKING TOGETHER WORKS SHORT**

(MONAD) 4 minute DVD

A sparkling, animation, meeting opener of successful teamwork situations.

*Rental \$195, Purchase \$295*

**WORKPLACE VIOLENCE: CUSTOMER SERVICE & FIELD PERSONNEL**

(DISCOVERY) 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**

(DISCOVERY) 22 minutes

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**

(DISCOVERY) 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**

(DISCOVERY) 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**

(DISCOVERY) 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**

(MONAD) 4 minutes, VHS/DVD

All of us start life enthusiastically, excited for new things, finding joy in rising after a fall. A baby is the example in recapturing this spirit.

*Rental VHS/DVD, \$195; Purchase VHS, \$295; DVD, \$345; both \$495*

**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*