



**THIS CUSTOMIZED  
LIST IS OUR 2023  
VERSION OF  
CATEGORICAL LISTINGS**

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Based on nearly 40 years experience, our reputation guarantees you the best price,  
plus unequalled customer service.

**ABSENTEEISM**

Absence Minded: Managing Absenteeism

**ACCOUNTABILITY**

Act With Integrity Integrity Is...  
Truth About Business Casual, The (Truth Series)  
A Look Inside Ourselves Who Are They Anyway

**AIDS**

Facts Vs Fears Aids In The Workplace:

**ADVERSITY**

Adversity Quotient Adversity Quotient At Work If I Were Brave

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

**ALLIANCE BUILDING**

Total Awareness: Listening With Your Eyes Working People Smart

**AMERICANS WITH DISABILITIES ACT**

ADA Customer Service Course ADA Made Simple, The  
ADA Revisited ADA, The, Series:  
Understanding The Law Common Sense Compliance  
Americans With Disabilities Act: Common sense Compliance

**ANIMATION (see Meeting Openers)**

**ASSERTIVENESS**

Assert Yourself: Learning To Be Assertive Even Eagles Need A Push  
From No To Yes Practicel, Practice!  
Straight Talking: The Art Of Assertiveness  
When I Say No, I Feel Guilty

**ATTITUDE**

A Look Inside Ourselves  
A+ In The Workplace: Developing Positive Behavior  
Absent Minded: Managing Absenteesim  
All Pro  
All Washed Up  
Attitude: Radiating Possibility Bear Essentials Of Business, The  
Creating A Positive Workplace: Good Attitudes Are Contagious  
Do It Right The First Time: Paying Attention To Details  
Doing Our Part  
Everybody Loves A Winner  
Fall Seven Times, Stand Up Eight  
40 Hours: invest In Yourself  
Habit Of Winning  
Happiness Advantage, The  
Have A Paws-O-Tive Attitude (Barkles Bus Series)  
If I Were Brave  
It's Business, Not Personal: Taming Emotions

In The Workplace  
It's Not Like I Hit Her!  
Juice  
Life Is Good...And Work Can Be Too  
Little Big Things, The  
Power Of Attitude  
Sam Glenn, The, Series:  
*Second Chance,, A Spirit Of The Dolphins, The Start Right... Stay Right*  
Strategies For Success PowerPoint Presentations  
*Business Correspondence Business Greetings & Introductions Business Ready Dress For Men Business Ready Dress For Women Dining Etiquette E-Mail Etiquette Job Fair Etiquette Job interview Etiquette; Life After interview Professional Dress For Men Professional Dress For Women The Art Of Mixing & Mingling.*

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

Success Is An Attitude  
Taking Care Of Your Future Is... There Is Only Us  
Turn 'Em On Turn 'Em Loose  
When You're Smilin'  
Workplace Wellness Series  
*Presenting Being Sober At Work: Tools For Addiction Presenting Feel Calm At Work: Tools For Stress & Anxiety Presenting Feel Good At Work: Tools For Depression Be Focused At Work: Tools For ADHD*

Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
Yes lives In The Land Of No  
You Are The Organization: Every Employee's Public Relations Role

**BACK CARE** 1  
Back Care & Safety

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

**BEHAVIOR MODIFICATION**  
All Washed Up  
Exploring Human Nature Happiness Advantage

The Look Inside Ourselves, A  
New Partnership, The: Manufacturing For Excellence

**BLUE COLLAR**  
Achieving Supervisory Excellence Coaching:  
Lost Art Of Leadership Credibility Series:  
*Parts 1 & 2*  
Diversity: Food For Thought Documenting Discipline  
Employee Awareness: Sexual Harassment Everyone A Problem Solver  
From Delegation To Empowerment: Getting Things Done Through People  
It's About Respect: Recognizing Harassment In A Diverse Place  
It's About Respect II  
Leading With Persuasion  
Managing Up  
Sexual Harassment: Is It Or Isn't It?  
3 "R" Of Sustainability  
Win Teams: How Empowerment Works

**BODY LANGUAGE**  
Actions Speak Louder Than Words  
Beyond Words: Customer Service & Sales Series; *Parts 1 & 2*  
Beyond Words For Managers  
Beyond Words: Hiring & Interviewing Series *Negative & Posiitive*  
Body Language Clusters: Putting It All Together  
Body Language At Work  
Communication: The Nonverbal Agenda  
Doing our Part  
Exploring Human Nature  
Hidden Advantage (Neuro-linguistics)  
Men, Woman & Work Series:  
*Listening Between The Lines Unspoken Messages*  
Total Awareness: Listening With Your Eyes

**BULLYING (see Respect/Harassment too)**  
Bullying & Respect In The Workplace  
It's Not Like I Hit Her!  
Let's Talk...Bullying, Abusive Conduct, & The Consequences  
Managing Workplace Bullying  
Red (Spirit Clips Series)  
Workplace Bullying Made Simple: Prevention For The Workplace  
Workplace Bullying Prevention Made Simple

**BUSINESS & HR "GURUS"**  
Eve Ash  
Lance Armstrong  
Joel Barker Warren Bennis  
Ben Bissell  
Fern Bratten  
Tony Buzan  
John Cleese  
Peter Clayton  
John Dieball  
Robert (Bob) Farrell  
Peter Glen

Dimensions Of Coaching  
Helping Hand: Coaching Skills For Mgrs  
Leader As Coach, The (Millenium-Leadership Series)  
Leader As Mentor, The (Millenium-Leadership Series)  
Leadership: An Art Of Possibility  
Manager As Coach  
Mentoring  
Mentoring That Makes A Difference  
*Part 1; & Part 2*  
Millenium: Coaching & Performance Training Scenes:  
*1. Always Late*  
*2. 1 Like Things Just As They Are*  
*3. Great Stuff*  
*4. Attitude,*  
*5. Maximizing Potential*  
*6. Do You Smell Something*  
*7. Lest I Offend You 3600 Feedback*  
Pass It On: Coaching Skills For Managers  
Performance Excellence Video Series:  
*Part 1. Coach/ing To Clarify Expectations*  
*Part 2. Coaching To Build Skills*  
*Part 3. Coaching To Enhance Confidence*  
*Part 4. Coach/ing To Encourage Flexibility*  
*Part5. Coaching To Resolve Conflict*  
*Part 6. Coaching To Develop Motivation*

Power Of Positive Discipline, The  
Smart Questions  
Succeed By Coaching  
Training Wheels (Spirit Clips Series)  
Winning Coaches Series:  
*Leadership: Influence, Incentives, And Knowledge*  
*Sales Motivation & Results Today*  
*Teamwork Across Generation*  
*Winning Through Innovation*  
You'll Soon Get The Hang Of It

#### COFFEE BREAKS (see Meeting Openers)

#### COLABORATION

Partnering intelligence: Creating Value By Building  
Strong Alliances

#### COLLECTION

It's In The Mail

#### COMMITMENT

Happiness Advantage, The  
*Spirit Clips Series:*  
*Cracked Pot The*  
*Darius Goes West*  
*Hubble Solution, The*  
*Indivisible*  
*Little Frog, The*  
*Montgomery*  
*New Deal, The*  
*One Small Step*  
*Red*  
*Sally*

*Training Wheels*  
*Who Cares*

#### COMMUNICATION

A Look Inside Ourselves  
Achieving Communication (Training Bytes Series)  
Avoiding Errors: How To Know People Understood What you Said  
Becoming A Leader: Communication Techniques  
That Motivate, Guide & Inspire Employees...  
Berfunkle  
Business Communication Series:  
*1. Listening 2. Writing 3. Speaking*  
*4. Reading*  
Communicating For Results: How To Be Clear, Concise & Credible  
Communicating With Customers Communication Breakdown  
*Part 1. Exercising Personal Power*  
*Part 2, Overcoming Negative Behavior*  
*Part 3. Listening & Understanding*  
*Part 4, Conveying Information*  
Communication Skills That Build Winning Relationships  
Communication Skills.What Everyone Needs To Know  
Communication: The Nonverbal Agenda  
Dialogue-Now You're Talking! Series  
*1. Communicating In A Diverse World*  
*2. Dialogue For Cultural Understanding*  
*3. Dialogue Between Genders*  
*4. Dialogue Among Generations*  
Difficult People: How To Deal With Them  
Doing Our Part  
Don't Shoot The Messenger; Common Workplace  
Courtesies To Reduce Tension & Lower Stress  
Exploring Human Nature  
Four Styles, The  
From No To Yes  
Get To The Point, Keep To The Point  
Giving Feedback  
How To Ask Positive Questions  
How To Communicate Clearly & Effectively With Employees  
How To Develop Effective Communication Skills  
How To Say It  
How To Write & Deliver Great Speeches  
Implode! Building Trust, Teams & Communication.  
Invisible Rules Revised  
Listen & Win  
Listen & Win: How To Keep Customers Coming Back  
Listening: The Key To Productivity  
Listening Under Pressure: The Customer Service Challenge  
Little Things Mean a Lot  
Look Inside Ourselves, A

Make The Connection: How To Be Effective & Productive On The Phone  
Master The Message: Communicating For Success  
Men, Woman & Work Series:  
*Listening Between The Lines*  
*Unspoken Messages*  
Power Dead-Even Rule, The  
Powerful Ways To Persuade People  
Presentation Is Everything  
Responsible Business Communications  
Smart Questions  
Solving Even More People Problems On The Job  
Solving People Problems On The Job  
Speaking Effectively To 1 Person Or A Roomful Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Straight Talking: The Art Of Assertiveness  
Strategies For Success Series  
*1. Key Ways For Gaining That Competitive Edge in The 21st Century*  
*2. How To Overcome Mingle-Phobia*  
*3. Gaining That Edge During Business Meals*  
Talk Isn't Cheap  
This Is Going To Hurt Me More Than It Hurts You  
Total Awareness: Listening With Your Eyes  
Toxic Talk: What Would You Say  
What A Manager Should Say  
Who's On First  
Wild Goose Chase  
Working Without A Script  
You're Not Listening

#### COMPETITION

Chase, The  
Ethics Is A Competitive Advantage  
Who's The Enemy

#### COMPUTERS

Ergonomics: Preventing Cumulative Trauma  
Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)

#### CONFLICT

A.C.E. It: How To Solve Tough Workplace Problems As Others See Us  
Conflict Resolution: The Skill That Makes The Difference  
Conflict Resolution Training Scenes (Respectful Workplace Series)  
Conflict: Rules Of Engagement/Pat Heim  
Erand Run, The  
Personal Efficiency Program, The How To Do More  
Work In Less Time  
Reengineering The Future  
Restructuring The Organization/Peter Drucker  
Strategies For Success PowerPoint Presentations  
Business Correspondence  
Business Greetings & Introductions

Conflicts In The Workplaces: Sources & Solutions  
Everybody Wins: How to Turn Conflict Into Collaboration  
Facing Anger  
Forget For Success  
From No To Yes  
How Was Your Day  
Jack Cade's Nightmare 2: Double Liability  
Managers As Mediators  
Managing Conflict  
Managing Conflict At Work: The Art Of Communication  
Resolving Team Conflicts (Performance Excellence)  
12 Angry Men: Teams That Don't Quit  
12 Angry Men: Teams That Don't Quit Updated  
12 Angry Men: Teams That Don't Quit Series  
*We Need To Talk*  
*The Different Kind Of Leadership*  
*The Decision-Making Environment*  
*Diversity And Inclusion*  
*Unlocking Conflict (Lifeline Series)*

#### **CONTINUOUS IMPROVEMENT**

5S Garage  
Errand Run, The  
How To Be Creative On The Job  
Instant Replay  
ISO 9000 & Why Do I Care?  
ISO 9000 Series  
*ISO 9000: Quality Assurance*  
*ISO 9000:6 Steps To Global Quality*  
Personal Efficiency Program, The How To Do More  
Work In Less Time  
Reengineering The Future  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling*  
3 R's Of Sustainability  
Toast Kaizen: An Introduction To Lean Principles

#### **COURTESY**

Courtesy Or Consequences  
When You're Smilin'

#### **CREATIVITY/INNOVATION**

Blue Movie, The: Generating Great Ideas

Bottom-Up Innovation: Unleash The Creative Intelligence Of Everyone In Your Organization  
Brain Power 2  
Break It.Thinking!  
Brilliant, Simply Brilliant Series:  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking inside The Box*  
C And The Box  
Embracing New Ideas  
Everyday Creativity  
Everything Is Design  
Focus Your Vision  
Free Radicals Of Innovation  
Getting The Light Bulb To Click  
Great Minds On Creativity, Innovation & Imagination (Great Minds Series)  
How Do You Fit A Giraffe Into A Refrigerator?  
Ideas Into Action  
Innovate! How To stand Out In A Crowd  
Innovate Or Die/Tom Peters  
Innovation At The Verge  
Little Frog, The (Spirit Clips Series)  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)  
More Than One Right Answer  
My Idea  
OXO Good Grips:Think Differently (Tom Peters: Reimagine!)  
Sam Glenn, The, Series:  
*A Kick In Attitude*  
*When Change Happens Adjust Your Sail Who Put A Lizard In My Lasagna*  
Sticky Wisdom: How To Start A Creative Revolution At Work  
Tactics Of Innovation/Joel Barker  
Think Again: An Invitation & Creative Meeting Opener  
Why Man Creates  
Winning Through Innovation (Winning Coaches Series)  
Working Without A Script  
Yes, But  
Zea

#### **CRITICISM**

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

#### **CULTURAL ISSUES**

Corporate Culture & Performance/John Kotter  
Cultural Competency: Just Good Health  
Cultural Competency: Problem Solving  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication

Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
*Beyond Culture Shock*  
*Bridging The Culture Gap*  
*Going International-Safely*  
*Living In The USA*  
*Managing The Overseas Assignment Safely*  
*Welcome Home, Stranger Working In The USA*  
How To Deal With Cultural Diversity In The Workplace  
Human Energy At Work Series:  
*1. Bottom Line, The*  
*2. Relating Across Differences*  
*3. Breaking Thru Conflict*  
*4. Teams in Action*  
*5. Global Contrasts*  
*6. Sexual Dynamics*  
Just Be FAIR. Series:  
*Just Be FAIR. & FAIR. In Action*  
M.E.E.T. Zero Tolerance  
Power Dead-Even Rule, The  
Results Rule! Build A Culture That Makes Your Team A Hero  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

#### **CUSTOMER SATISFACTION**

Art Of Customer Service  
Can't Be Denied: The Impact Of Customer Discrimination  
Complaints: Five Tactics For Handling Complaints Effectively  
Complaint Is A Gift, A: Using Customer Feedback  
As A Strategic Tool  
Courtesy Or Consequences  
Customer Service Counts  
Customer Service Gone Viral  
Customer Service Zone  
Diversity: Maximizing Customer Satisfaction Through Valuing Employees  
First Mile, The: Essential Art Of Customer Service  
Golf & The Art Of Customer Service  
Basic Concepts Version  
Generic/Business Version  
Healthcare Version  
It's Personal (Restaurant)  
It's Your Call: Connecting With Customers Over The Phone  
Leadership & The Customer Revolution  
Life Is Good\*And Work Can Be Too  
Little Big Things, The  
Love Your Customers & Love Your Difficult Customers  
You've Gotta Be Kidding Me!

**CUSTOMER SERVICE (external)**

ADA Customer Service Course  
 Adventures In Sales, Service & Self Esteem  
 Adventures In Service  
 Art Of Customer Service  
 Basics Of Profitable Customer Service, The  
 Bear Essentials Of Business, The  
 Best In The Field: 5 Stars Of Service Success  
 Beyond Words: Customer Service & Sales Series  
 Parti & Part 2.  
 Actions Speak Louder Than Words  
 Can't Be Denied: The Impact Of Customer Discrimination  
 Case Of The Vanishing Customer  
 Casino: A Customer Service Story  
 Commendable Customer Service  
 Communicating With Customers  
 Complaint Is A Gift, A: Using Customer Feedback  
 As A Strategic Tool  
 Complaints: Five Tactics For Handling Complaints Effectively  
 Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)

Courtesy Or Consequences  
 Customer Is Always Dwight  
 Customer Service (Life's Lessons Series)  
 Customer Service Central: The Essentials Of Great Service  
 Customer Service Connection, The  
 Customer Service Counts  
 Customer Service Gone Viral  
 Customer Service: Make It Easy  
 Customer Service: The Telephone  
 Customer Service: Think like A Customer (Smart-Start Meeting Openers)  
 Customer Service To The Rescue  
 Customer Service With Authenticity (We All Win Series)  
 Customer Service Zone  
 Dealing With Angry Customers  
 Demanding Customers: Customer Care Made Perfect  
 Difficult People: How To Deal With Them  
 Diversity: Maximizing Customer Satisfaction Through Valuing Employees  
 Do It Right  
 Don't Mind Him, He's Only A Customer  
 Ellie Mae: Re-imagine Technology & The Customer (Tom Peters: Re-imagine!)

Everyone's Customer Service Role  
 Everything Is Design

Excellence Files, The  
 50 Ways To Keep Your Customers  
 File 102: Creating World Class Customer Service (Excellence Files: Action Agenda Series)  
 First Mile, The: Essential Art Of Customer Service  
 5 Star Teamwork

5 Tactics For Handling Complaints Effectively  
 Get To The Point, Keep To The Point  
 Gift From Mrs. Timm, A  
 Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
 How To Connect In Business  
 How To Lose Customers Without Really Trying  
 How To Win Customers & Keep Them For Life  
 If Looks Could Kill: The Power Of Behavior In Search Of Excellence/Tom Peters  
 In Search Of Quality, Vol 1. Quality Through Systems (Wallace)  
 In Search Of Quality, Vol 2. Quality Through People (Motorola)  
 In The Company Of Women  
 In The Customer's Shoes  
 Internal Customer, The  
 It's A Wonderful Life: Leading Through Service  
 It's Personal (Restaurant)  
 It's Your Call  
 It's Your Call: Connecting With Customers Over The Phone  
 Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)

Just Incredible! A Customer Service Story II  
 Leadership & The Customer Revolution  
 Listen & Win:  
 How To Keep Customers Coming Back  
 Listening Under Pressure: The Customer Service Challenge  
 Little Big Things, The  
 Love Your Customers  
 Love Your Difficult Customers  
 Make The Connection: How To Be Effective & Productive On The Phone  
 Multicultural Customer, The  
 Oops! Time For Service Recovery  
 Opportunity Imperative, The  
 Passion For Customers/Tom Peters  
 Passion For Excellence/Tom Peters  
 Power Of Customer Service, The  
 Real Heroes Of Business, The  
 Sell! 25 Essentials on Selling/Tom Peters  
 Serve! Turn Customer Service into Unforgettable Customer Experiences/Tom Peters  
 Service Heroes: Customer Service Turn Around  
 Service Impact Series  
 Credibility Through Honesty  
 Cross-Cultural Communication  
 Dimensions of Service  
 Levels of Learning  
 The Angry Customer  
 Service With Soul/Tom Peters  
 Serving Customers With Disabilities  
 Support The S.A.L.E. For Service & Support Pro's

7 Things Never To Say To Your Customer So Help Me  
*Employee & Manager versions*  
 Taking C.A.R.E. Of Business  
 T.H.A.N.K.S. Enlightened Customer Service  
 Truly Furr-lficc Customer Service (Barkles Business Series)  
 Truth About Customer Service, The (Truth Series)  
 Wednesday's Touch  
 What Customers Really Want  
 What It Really Takes To Be A World Class Company  
 What's In It For Me?  
 When You're Smiin'  
 Who Sold You This, Then?  
 Winning Customer Loyalty Series:  
*Eliminate Customer Turnoff*  
*Exceed Customer Expectations*  
 Winning Over The Most Difficult Customers: Going Beyond "Service With a Smile"  
 Working People Smart  
 You've Gotta Be Kidding Me!

**CUSTOMER SERVICE (Internal)**

An Inside Job: Meeting Internal Customer Needs  
 Art Of Customer Service  
 Bear Essentials Of Business, The  
 Beyond Words: Customer Service & Sales Series: *Part 1 & Part 2*  
*Actions Speak Louder Than Words*  
 Can't Be Denied: The Impact Of Customer Discrimination  
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
 Complaints: 5 Tactics For Handling Complaints Effectively  
 Courtesy Or Consequences  
 Customer Service Counts  
 Customer Service Gone Viral  
 Customer Service (Life's Lessons Series)  
 Customer Service: Think like A Customer (Smart-Start Meeting Openers)  
 Glad I Could Help  
 Golf & The Art Of Customer Service  
*Basic Concepts Version*  
*Generic/Business Version*  
*Healthcare Version*  
 Inside Information  
 Internal Customer, The  
 It's Your Call  
 It's Your Call: Connecting With Customers Over The Phone  
 Multicultural Customer, The  
 Working People Smart  
 Your Link In The Internal Service Chain  
 You've Gotta Be Kidding Me!

**DEALING WITH DIFFICULT PEOPLE**

Body Language At Work  
 Complaint: 5 Tactics For Handling Complaints Effectively  
 Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool

Conflicts In The Workplace: Sources & Solutions  
 Dealing With Angry Customers  
 Dealing With The Irate Customer II  
 Difficult People: How To Deal With Them  
 Everybody Wins: How to Turn Conflict Into Collaboration  
 Facing Anger  
 More Than One Right Answer  
 Negotiations: Solving Tough Problems  
 Solving Even More People Problems On The Job  
 Solving People Problems On The Job  
 Toxic Talk: What Would You Say When You're Smilin'  
 Winning Over The Most Difficult Customers: Going Beyond "Service With A Smile"

**DECISION MAKING**

Act On It: The Art Of Decision-Making  
 Buck Stops Here, The  
 Cuban Missile Crisis, The: A Case Study In  
 Decision Making & It's Consequences  
 Decisions, Decisions  
 Group Productivity  
 More Than One Right Answer  
 Problem Solving & Decision Making: Achieving  
 Desired Results  
 Red Movie, The: Elements Of Decision Making  
 Solo  
 12 Angry Men: Teams That Don't Quit  
 12 Angry Men: Teams That Don't Quit Updated  
 12 Angry Men: Teams That Don't Quit Series  
*We Need To Talk*  
*The Different Kind Of Leadership*  
*The Decision-Making Environment*  
*Diversity And Inclusion*  
 Yes Or No: Choosing Success Sooner

**DELEGATION**

From Delegation To Empowerment: Getting Things Done Through People  
 Giving Leadership Away  
 Helping Hand: Coaching Skills for Managers  
 Leadership In Action  
 Unorganized Manager Series/John Cleese  
*Part 1, Part 2*  
 The Complete Delegation Skill To Delegatee It Right The First Time

**DISASTER PREPAREDNESS**

Anthrax Threat, The  
 Chemical & Biological Threat: Emergency Preparedness  
 Fear & Stress In The Workplace: Managing The Global Challenge  
 Lessons From Ground Zero: Speculations & Emergency Action Plans Series:  
*Part 1, Evacuation*  
*Part 2, Emergency Action Plan*

**DISCIPLINE**

Avoiding Litigation Landmines; A Survival Guide For Managers  
 Credibility:  
*Parts 1 & 2*  
 Documenting Discipline II  
 Habit Of Winning  
 I'd Like A Word With You  
 Legal & Effective Progressive Discipline (Legal & Effective Employment Series)  
 Power Of Positive Discipline, The  
 Respect & Responsibility Series:  
*A Positive Approach To Discipline*  
*Avoiding Common Discipline Mistakes*

**DISCRIMINATION**

Angry Eye, The/Jane Elliot  
 Can't Be Denied: The Impact Of Customer Discrimination  
 Class Divided, A/Jane Elliot  
 Complete Blue Eyed Series/Jane Elliot  
*Blue-Eyed*  
*Essential Blue-Eyed*  
*30 Minute Blue-Eyed*  
 Consciously Overcoming Unconscious Bias  
 Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation Differences  
 EEO Made Simple  
 Eye Of The Storm/Jane Elliot  
 Into Productive Conversations  
 Harassment & Discrimination: It's More Than You May Think (Smart-Start Meeting Openers)  
 Harassment & Discrimination: Promoting Respect & Preventing Discrimination (Legal Briefs Series)  
 How Was Your Day?  
 Is It Bias? Making Diversity Work  
 It's Still Not About Sex Anymore: Harassment & Discrimination In The Workplace  
 Let's Get Together: Communicating Respect In A Diverse Workplace  
 Manager's Guide, A  
 Montgomery (Spirit Clips Series)  
 Plus Of Us, The  
 Race, Ethnicity, Language/Religion (Workplace Issues Series)  
 Read My Lips  
 Tale Of O, A  
 Valuing Our Workplace Series  
*Doing Our Part*  
*Look Inside Ourselves, A*  
 Wide Eyed  
 Without Regard.To Race, Religion, Sex...

**DIVERSITY**

Are we Really So Different, You & I?  
 As Simple As Respect  
 Awesome!  
 Building A Diverse Workforce For The Global Millenium Series:  
 1. *Do We Speak The Same Language?*

2. *Double Standards In Performance Appraisals,*  
 3. *Why Can't We Attract & Keep People Of Color?*  
 4. *Will My Mentor Make A Difference?*  
 5. *Is It The Cement Ceiling Or is It Me?*  
 6. *What About Me?*  
 7. *Deserved It Didn't I?*  
 8. *Disbanding The "Good Old Boy Network"*  
 9. *Old School Vs. New School.*  
 10. *But We've Always Done It That Way!*  
 11. *Fatal Interview, The.*  
 12. *Balancing Act The.*  
 13. *Worlds Apart*  
 14. *Making a Good impression.*  
 15. *It's All In The Presentation.*  
 16. *You Don't Fit My Style.*  
 17. *You're Making Me Uncomfortable.*  
 18. *Sexual Harassment-Are You Serious?*  
 19. *The Skip-Level Meeting.*  
 20. *Building Teams in The Global Market place.*

**Clown**

Corporate Culture & Performance  
 Cultural Competency:: Just Good Healthcare  
 Cultural Competency: Problem Solving  
 Dealing With Diversity  
 Differences  
 Different Like You: Appreciating Diversity In The 21st Century  
 Diversity & Inclusion: A Step-BY-Step Guide For Employees  
 Diversity & Inclusion: A Step-BY-Step Guide For Managers  
 Diversity Challenges: What Would You Do  
 Diversity: Creating Success For Business & People Series: (8)  
 1. *Sexual Harassment & Gender Discr/m...*  
 2. *Disabilities: Hiring & Promotion*  
 3. *Career Development: Minority Issues*  
 4. *ReverseDiscrimination & Ageism*  
 5. *Performance Appraisal*  
 6.. *Balance Of Work/Family Issues*  
 7.. *Sexual Orientation*  
 8.. *Career Mobility: Language*  
 Diversity: Face To Face  
 Diversity In The Real World  
 Diversity In The Wsorkplace  
 Cultural Competency: Problem Solving  
 Dealing With Diversity  
 Dialogue-Now You're Talking! Series:  
 Cultural Competency: Problem Solving  
 Dealing With Diversity  
 Dialogue-Now You're Talking! Series  
 1. *Communicating In A Diverse World*  
 2. *Dialogue For Cultural Understanding*  
 3. *Dialogue Between Genders*  
 4. *Dialogue Among Generations*  
 Differences  
 Different Like You: Appreciating Diversity In The 21st Century

Diversity: Creating Success For Business & People Series: (8)

1-1. Sexual Harassment & Gender Discrimination

1-2. Disabilities: Hiring & Promotion

2-1. Career Development: Minority Issues

2-2. Career Development: Reverse Discrimination & Ageism

3-1. Performance Appraisal

3-2. Balance Of Work/Family Issues

4-1 Sexual Orientation

4-2. Career Mobility: Language

Diversity: Face To Face

Diversity In The Workplace

Diversity Made Simple Series

Diversity Made Simple

Diversity Made Simple For Managers

Diversity Made Simple: Gov't

Diversity: Maximizing Customer Satisfaction Through Valuing Employees

Diversity: Respect At Work

Diversity Unplugged: Provocative Insights, Practical Solutions

Faces

Gateways To Inclusion: Turning Tense Moments Into Productive Conversations

Global One: Cross-Cultural Understanding

Global One: Intercultural Communication

Global One: International Negotiating

Global Scenario: Building The Multicultural Team

Global Scenario: Building The Virtual Team

Global Scenario: Cross-Cultural Communication

Global Scenario: Cultural Awareness

Going International Series:

Beyond Culture Shock

Bridging The Culture Gap

Going International-Safely

Living In The USA

Managing The Overseas Assignment Safely

Welcome Home, Stranger

Working In The USA

Harassment & Diversity: Respecting Differences...

How To Deal With Cultural Diversity In The Workplace

How Was Your Day?

Human Energy At Work Series:

1. Bottom Une, The

2. Relating Across Differences

3. Breaking Thru Conflict

4. Teams In Action

5. Global Contrasts

6. Sexual Dynamics

Is It Bias? Making Diversity work

Just Be FAIR. Series:

Just Be FAIR. & FAIR in Action

Little Things Mean A Lot

Not My Type: Valuing Diversity

Open Mind, Open World: Improving Intercultural Interactions

Peacock Experience

People

Pigeon-holed In The Land Of Penguins

Plus Of Us, The

Power Dead-Even Rule, The

Results Rule! Build A Culture That Makes Your Team A Hero

Seeing Is Believing: Antiracism, Equity & Inclusion In A Diverse Workplace

Tale Of O, A

Valuing Diversity Series:

1. Managing Differences

2. Diversity At Work

3. Communicating Across Cultures

4. You Make The Differences

5. Supervising Differences

6. Champions of Diversity

7. Profiles In Changes

Village Of 100, 3rd Edition

Wealth, Innovation, & Diversity

We're All Different: Diversity In The Workplace

Wide Eyed

Worksmarts: How To Get Along, Get Noticed

& Get Ahead

### DRUG/ALCOHOL ABUSE

Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free Workplace (Legal Briefs Series)

### E-MAIL

E.asywriter

Legal E-mail & Text Messaging At Work

Truth About E-Mail

Undeliverable: E-Mail Etiquette For Today's Work.

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

EEO Made Simple

HR & EEO Toolbox (Learncom Books)

Millennium: Leadership Capsules series

Tale Of O, A

### ECONOMICS

3 R's Of Sustainability

Wage & Hour Compliance

### EMOTIONAL INTELLIGENCE

A Look Inside Ourselves

Emotional Intelligence Series, The

Emotional I.Q.

Giving Feedback

How You Think Is Everything: The Power Of Intelligence

It's Business, Not Personal: Taming Emotions In The Workplace

Manage Me

### EMPLOYEE ASSISTANCE

Can You Spare A Moment

Come Back, The

Family Medical Leave Act

FMLA, The: Everything YOU Need To Know

Focusing On Quality Solutions

Good News! It's Performance Appraisal Time

Managing Performance Problems

Taking Charge

The Comeback

Troubled Employee

### EMPLOYEE RELATIONS

..Gettting Ahead By Getting Along: People Skills For The Workplace

Increasing Emotional Intelligence (Training Byte Series)

1. Stay In Control: Managing Your Emotions At Work

2. Half Full Or Half Empty? Choosing To Be Positive

3. Big Picture: Keeping Things in Perspective

Giving Feedback

Little Things Mean A Lot

Living The Brand: The Patagonia Story

Managing Up

There Is Only Us

Valuing Our Workplace Series:

Doing Our Part

Look Inside Ourselves

### EMPLOYEE RELATIONS

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Giving Feedback

Little Things Mean A Lot

Living The Brand: The Patagonia Story

Managing Up

There Is Only Us

Valuing Our Workplace Series:

Doing Our Part

Look Inside Ourselves

### EMPLOYEE RETENTION

After The Hire: Retaining Good Employees

Building Employee Morale: Missed Opportunities

Emma's Choice

Encouraging The Heart

Life Is Good...And Work Can Be Too

Love 'Em Or Lose 'Em

One On One: Informed Employee Performance Reviews

Performance Matter Series:

Importance Of Praise

The Need For Constructive Criticism

Talent Management: How To Retain Your Best People

Would I Inspire Me?

### EMPOWERMENT

Being Empowered: Making A Difference

Empowered Manager, The

Empowered Team, The

Empowering Employees



Fear  
Flashpoint: When Values Collide  
Flight Of The Buffalo  
From Delegation To Empowerment: Getting Things Done Through People  
Giving Leadership Away  
Green Movie: Empowerment Within A Framework  
Happiness Advantage, The  
Improving Performance Through Empowerment  
Managing For Commitment  
Managing Up  
One On One: Informal Performance Review  
Spirit Of Individualism  
Tapping The Sources Of Change  
Training Wheels (Spirit Clips Series)  
Winning Teams

### ENVIRONMENTAL ISSUES

3 R's Of Sustainability  
ERGONOMICS  
Computer Ergonomics  
Preventing & Managing Computer Related Injuries

### ETHICS

A.C.T. With Integrity  
Business Ethics.A 21st Century Perspective  
Business Ethics: Integrity At Work (Smart-Start Meeting Openers)  
Character is Destiny  
Dynamic Leadership For The 21st Century  
Ethics & Corporate America: A Crisis Of Credibility  
Ethics Made Simple  
Ethics: Speaking Up Without Fear/Dr. Jennings  
Ethics: Rules Of The Road  
Integrity Every Day  
Integrity Is  
L.E.A.D. With Integrity: Promoting A Culture Of Ethical Conduct & Compliance  
More Than One Right Answer  
Rumor, Gossip & Confidentiality  
Values & Ethics (Life's Lessons Series)  
Workplace Ethics

### ETIQUETTE

Basics Of Business Etiquette  
Courtesy Or Consequences  
Gaining The Competitive Edge With Business Etiquette Series:  
*1,Business Etiquette*  
*2,Business Meeting Etiquette*  
Impressions Count  
Professional E-Mail Etiquette  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*

*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
Strategies For Success Series  
*1.Key Ways For Gaining That Competitive Edge in The 21st Century*  
*2.How To Overcome Mingle-Phobia*  
*3.Gaining That Edge During Business Meals*  
Truth About Business Casual, The (Truth Series)  
Undeliverable: E-Mail Etiquette For Today's Work...

### EXHIBIT SKILLS

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

### FEEDBACK

After The Hire: Retaining Good Employees  
Complaint Is A Gift, A: Using Customer Feedback  
As A Strategic Tool  
Feedback For Performance  
Feedback: Giving Constructive Criticism  
Feedback: Skills For Supervisors  
Feedback Solutions Video Series:  
*Part 1. Giving Feedback: Basic Skills*  
*Part 2, Giving Feedback: Advanced Skills*  
*Part 3 Receiving Feedback: Basic Skills*  
*Part 4 Receiving Feedback: Advanced Skills*  
How Leaders Provide Performance Feedback (Millenium-Leadership Series)  
Leadership Feedback: What Employees Want To Tell You... But Don't!  
Let's Talk: Performance Feedback  
No Fear Feedback: How To Give Constructive Feedback  
No Fear Feedback: How To Give Constructive Feedback To Your Boss  
No Fear Feedback: You Dislike Their Idea, But Don't Want To Say So  
Performance Matters: Importance Of Praise

### FIELD CUSTOMER SERVICE

Best In The Field  
Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
Who Sold You This Then

### FINANCE

Accounting Game, The: Learning The Basics  
Balance Sheet Barrier, The  
Budgeting  
Control Of Working Capital  
Cost, Profit Break-Even  
Stanford Guide To Financial Statements  
Taking Care Of Your Future (Smart-Start Series)  
3 R's Of Sustainability

### FIRST AIDS

Survival Guide

### GENDER DIFFERENCES

Closing The Gap  
Dialogue Between Genders  
Gender-Driven Selling  
In The Company Of Women  
Invisible Rules: Revised  
Mars & Venus In The Workplace/Dr. John Gray  
Men, Woman & Work Series  
*Listening Between The Lines*  
*Unspoken Messages*  
Power Dead-Even Rule, The: Revised  
Talking 9 To 5: Women & Men In The Workplace  
When Opposites Complement

### GENERATION ISSUES

Awesome!  
Bruce Tulgan's Managing Generation X Workshop  
Dialogue Among Generations  
Employing Generation Why  
Four Generations: The Greatest Potential  
Generations & Work Series  
*Engaging All Generations*  
*Connecting Across Differences*  
*Working With Millennials*  
*Succeeding With Younger Workers*  
Generations In The Workplace  
Generations M.E.E.T. For Respect In The Workplace/Managing Generations  
Getting Ahead By Getting Along: People Skills For The Workplace  
Massey Triad Series  
*What You Are Is Where You Were When*  
*What You Are Is Not Where You Have To Be*  
*What You Are Is Where You See*  
Managing 4 Generations In The Workplace  
Mixing 4 Generations In The Workplace  
Please Respect My Generation! 5 Generations At Work  
Shifting Years: Leverage The Power Of Generations  
Teamwork Across Generations (Winning Coaches Series)  
What You Are Is Where You Were When.Again  
Working People Smart

### GOAL SETTING

Discovering The Future: The Power Of Vision  
Encouraging The Heart  
Focus Your Vision  
Goals: The Backbone Of Dreams  
Grander Goal  
How To Set & Really Achieve Your Goals  
Leadership: An Art Of Possibility  
Life Is Short  
Natural Intelligence  
One Small Step (Spirit Clips Series)  
Priorities (Priorities For Life Series)

Roadmaps: Creating Effective Written Actions Plans  
Smart Goals: Steps To Success  
Solo  
Targeting For Performance  
We Are The Ones  
We Will

#### **GOVERNMENT**

Customer Service Recovery For Government  
From Red Tape To Results: Reinventing Government  
Government Pride: Serving In The Public Sector (Smart-Start Meeting Openers)

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

Beyond Words For Healthcare: A Body Language Guide For Healthcare Professionals  
Clown  
Customer Service: Natural As Child's Play Trainer's Tool Kit  
Cultural Competency: JUsT Good Healthcare  
Cultural Competency: Problem Solving Gift From Mrs. Timm, A  
Golf & The Art Of Customer Service  
HIPAA Privacy Compliance: It's The Law  
HIPAA: Rules & Compliance  
Life Is Short  
Lila's Story Trainer's Toolkit  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)  
Own It!  
Patient Rights Made Simple  
Sexual Harassment: Is It Or Isn't It: Healthcare Target Zone, The  
Well, Well, Well  
What Do You See?  
Workplace Wellness Series  
Presenting Being Sober At Work: Tools For Addiction  
Presenting Feei Cairn At Work: Tools For Stress & Anxiety  
Presenting Feei Good At Work: Tools For Depression  
Be Focused At Work: Tools For ADHD

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

Complaint Is A Gift, A: Using Customer Feedback As A Strategic Tool  
Customer Service Agenda: 6 Steps To Greatness (Customer Service Training Series)  
5 Star Teamwork  
Secret: Customer Service Uncovered For Hospitality  
Service Heroes: Customer Service Turnaround Service Perspective

#### **HUMOR**

Candid Camera Goes To Work Series  
*Expect The Unexpected*  
*Too Close To The Customer*  
From Hell Series:  
*Bosses From Hell*  
*Customers From Hell*  
*Employees From Hell*

*Salespeople From Heill Teams From Hell!*

Meeting Openers With Loretta Laroche  
*Not Another Meeting*  
*Whoopee, Another Meeting*  
Muppet Meeting Openers & Coffee Breaks  
Snookles  
Who's On First  
Wild Goose Chase

#### **INFLUENCE**

All Washed Up  
Encouraging The Heart  
Leadership: The Art Of Possibility/Ben Zander  
Servant-Leadership  
Strategies For Success Series  
*1, Key Ways For Gaining That Competitive Edge in The 21st Century*  
*2, How To Overcome Mingle-Phobla*  
*3, Gaining That Edge During Business Meals*  
Working People Smart

#### **INTERNAL SECURITY**

Internal Crime  
Leakproof: 8 Privacy Principles  
Prevail  
Prevailing Is...

#### **INTERNATIONAL**

Building The Transnational Team  
Global One: Cross-Cultural Understanding  
Global One: Intercultural Communication  
Global One: International Negotiating  
Global Scenario: Building The Multicultural Team  
Global Scenario: Building The Virtual Team  
Global Scenario: Cross-Cultural Communication  
Global Scenario: Cultural Awareness  
Going International Series:  
*Beyond Culture Shock*  
*Bridging The Culture Gap*  
*Going International-Safely*  
*Living in The USA*  
*Managing The Overseas Assignment Safely*  
*Welcome Home, Stranger*  
Working In The USA  
How To Welcome Business Guests From Japan  
International Negotiating: Successful Deal Making In Global Business  
Managing Across Cultures: Avoiding Misunderstandings & Stereotypes  
Mauritius: Celebrating Differences  
Middle East: Understanding Values & Beliefs, The  
Multicultural Meeting: Working With Diverse Cultures  
Virtual Team: Managing Culture & Technology

#### **INTERNET**

Truth About Internet, The (Truth Series)

#### **INTERPERSONAL RELATIONS**

Beyond Words: Customer Service & Sales Series:  
*Part 1. & Part 2.*  
*Actions Speak Louder Than Words*  
Beyond Words For Managers  
Beyond Words: Hiring & Interviewing Series  
*Negative*  
*Pos/itive*  
*Body Language Clusters: Putting it All Together*  
*Actions Speakk Louder Than Words*  
Character is Destiny  
Conflicts In The Workplace: Sources & Solutions  
Get To The Point, Keep To The Point  
If Looks Could Kill  
Little Things Mean A Lot  
Managing Up  
Ripples  
Strategies For Success PowerPoint Presentations:  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
Working People Smart  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

#### **INTERVIEWING SKILLS**

Beyond Words: Hiring & Interviewing Series:  
*Negative*  
*Pos/itive*  
*Body Language Clusters: Putting it All Together*  
*Actions Speak Louder Than Words*  
Do I Know You? Defining, Discovering, & Deciding Whom To Hire  
Get Ready! How To Prepare For A Successful Job Search  
Get To The Point, Keep To The Point  
Hire For Attitude  
How Great Companies Get Great People Interviewing:  
A Pain In The Gut! (T. Conway Series)  
Interviewing Getting Beyond The Image  
Interviewing Techniques That Help You Hire The Best  
It's Your Choice: Selection Skills  
Legal Interviewing: Asking The Right Questions  
Safe Hiring: How You Can Avoid Bad Hires  
Smart Questions  
Strategies For Success PowerPoint Presentations:  
*Business Correspondence*

*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*

#### **INTRAPRENEURSHIP**

Entrepreneurs: An American Adventure

#### **JAPANESE MANAGEMENT**

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

#### **LEADERSHIP**

Age Of Leadership, The  
Apollo 13 Leadership: Down To Earth Leadership...  
Buck Stops Here, The Bury My Heart At Conference Room B  
Character In Action  
Corporate Culture & Performance/John Kotter  
Discovering The Future: The Power Of Vision  
Don't Panic  
File 103: Developing 21st Century Leaders (Excellence Files: Action Agenda Series)  
First Time Around, The  
Flight Of The Buffalo  
Follow The Leader  
Get To The Point, Keep To The Point  
Giving Leadership Away  
Great Minds On Leadership (Great Minds Series)  
Hiring The Best  
How Great Companies Get Great People In Charge  
In Search Of Excellence/Tom Peters  
Indivisible (Spirit Clips Series)  
It's A Wonderful Life: Leading Through Service  
*2. The Leader As A Coach*  
*3. The Leader As A Mentor*  
*5. Beginning Employment Relationships*  
*6. Ending Employment Relationships*  
*7. In Compliance*  
New Business Of Paradigms: 2nd Edition  
New Business Of Paradigms, The Classic Edition & 21st Century Edition  
New Deal, The (Spirit Clips Series)  
One Small Step (Spirit Clips Series)  
Paradigm Mastery Series:  
*Change & Leadership Paradigm Effect, The Paradigm Curve, The Paradigm Partners Paradigm Hunting*  
Talent Management: How To Retain Your Best People  
Team Of Champions  
Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims

Thriving In A Techno World  
TNT: Dealing With Change/Tom Peters: Re-imagine!  
Training Wheels (Spirit Clips Series)  
12 Angry Men: Teams That Don't Quit  
12 Angry Men: Teams That Don't Quit Updated  
12 Angry Men: Teams That Don't Quit Series  
We Need To Talk  
The Different Kind Of Leadership  
The Decision-Making Environment  
Diversity And Inclusion  
We Will  
What It Really Takes To Be A World Class Company  
Where There's A Will... Leadership & Motivation  
Who Says We Can't Do It?/Lance Armstrong  
Wisdom Of Caring Leaders  
Would I Follow Me?  
Would I Inspire Me?  
Would I Work For Me

#### **LEGAL ISSUES**

Act With Integrity  
Avoiding Litigation Landmines  
Discrimination/Legal Issues (JITI) Series  
Documentation & Discipline: One Of Many Termination Techniques  
EEO Made Simple  
Employment Laws: What Supervisors Need To Know  
Ethics & Corporate America: A Crisis Of Credibility Ethics:  
The L.O.G.I.C. Of Right  
Family Medical Leave Act  
FLSA Made Simple, The  
FMLA, The: Everything YOU Need To Know  
Foreign Corrupt Practices Act (FCPA)  
Harassment-Prevention Essential Series  
Harassment & Leadership Skills For Supervisors  
Harassment/Termination: Porn On A Computer *Parts 1 & 2*  
HIPAA: Rules & Compliance  
How Was Your Day?  
Insider Trading: It's Not Worth the Risk  
Leakproof: 8 Privacy Principles  
Legal & Effective Employment Series  
*Legal & Effective Employment Termination*  
*Legal & Effective Interviewing*  
*Legal & Effective Performance Appraisal*  
*Legal & Effective /Progressive Discipline*  
Legal & Effective Hiring  
Legal & Effective Interviewing II  
Legal Interviewing: Asking The Right Questions  
Quid Pro Quo: When People With Power Make Demands  
Safe Hiring: How You Can Avoid Bad Hires  
Substance Abuse: The Manager's Role In Creating & Maintaining A Drug Free Workplace  
Workplace Privacy: Does It Really Exist?  
Workplace Violence: The Legal Role In Keep

t's Okay To Be Boss  
Joel Barker's Leadership: 5 Lessons For Leading  
In The 21st Century/Joel Barker  
Lance Armstrong Meeting Openers  
Crossing The Line  
Teamwork  
Perspective: A Different View  
Leader Inside, The  
Leader Madness  
Leadership  
Leadership (Life's Lessons Series)  
Leadership (Priorities For Life Series)  
Leadership Alliance, The/Tom Peters  
Leadership: An Art Of Possibility  
Leadership & The Customer Revolution  
Leadership At Every Level  
Leadership Feedback: What Employees Want To Tell You... But Don't!  
Leadership: Influence, Incentives, & Teamwork (Winning Coaches series)  
Leadership/Management Mix  
Leadership: The Myth & The Reality (Smart-Street Meeting Openers)  
Leadership: What's Trust Got To Do With It?  
Leading In A Time Of Change  
Leading More With Less Leading The Way:  
Negotiating With Influence & Persuasion  
Leading With Persuasion  
Learn To Lead: Lessons With Capt. Sullenger  
Legal & Effective Employment Series  
Legal & Effective Interviewing Skills.  
Legal & Effective Performance Appraisals.  
Legal & Effective Progressive Discipline.  
Legal & Effective Hiring  
Legal Survival Skills For The Modern Manager  
Life & Work  
Life Is Short  
Little Big Things, The  
Love & Profit: The Art Of Caring Leadership Management & Leadership Skills For Supervisors Manager Or Mouse  
Manager's Balancing Act, The  
Manager's Guide, A  
Managing Me  
Managing - Only Just!  
Managing Up  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)  
Millenium-Leadership Capsules For 21st. Century Series:  
*1. Leadership Is...*  
*2. The Leader As A Coach*  
*3. The Leader As A Mentor*  
*4. How Leaders Provide Performance Feedback*  
*Paradigm Pioneers*  
*Paradigm Principles*  
Recipe For Change (Restaurant)  
Recipe For Success (Restaurant)  
Re-imagine: Business Excellence In A Disruptive Age  
Servant-Leadership  
Smart Questions  
Talent! How To Win The Great War For Talent

Legal Survival Skills For The Modern Manager  
Need To Know, A: Insider Trading & The Law  
Nothing But The Truth:

Giving A Deposition In A Civil Case

Preventing Employee Lawsuits

Training Triggers Series: (22)

*Accommodation: Day of Best*

*Constructive Discharge Part 1: He's  
Been Fired*

*Constructive Discharge Part 2:  
Transferred*

*Constructive Discharge Part 3: I Quit*

*FMLA Part 1: Sick Again*

*FMLA Part 2: He Didn't See It Com-  
ing*

*FMLA Part 3: Cutting It Close*

*FMLA Part 4: The Big Let Down*

*FMLA/Retaliation: Rock-A-Bye Baby*

*Harassment/Termination Part 1: He  
Knows The Rules Harassment/  
Termination*

*Part 2: The Tip Of The iceberg*

*Retaliation Part 1: He's Picking On  
Me*

*Retaliation Part 2: i'm Afraid You  
Have No Future in This Company*

*Safety Absolute Scene 1: A Little  
Thing Like That*

*Safety Absolute Scene 2: You Can't  
Be Serious*

*Termination: Step Aside*

*Unauthorized Removal Of Confid-  
ential Data: Just Personal Things  
Unmerited Claim & Harassment Part  
1: She May Just Need Time To  
Adjust*

*Unmerited Claim & Harassment Part  
2: The Other Side Of The Coin*

*Unmerited Claim & Harassment Part  
3: Tough Decisions*

*USERRA: Just Trying To Be Helpful*

Union Realities Series:

That's Just Reality

Talking With Employees

Union Realities Series:

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

*Module 2, Signing The Union Car*

Wage & Hour Compliance

## LISTENING

Breakthrough Listening

Complaint Is A Gift, A: Using Customer Feed-  
back As A Strategic Tool

From No To Yes

HIPAA: Rules & Compliance

I Know Just What You Mean

Jump Start Your Brain

Listening Between The Lines (Men, Women &  
Work Series)

Listening: The Key To Productivity

Listening Under Pressure: The Customer  
Service Challenge

Total Awareness: Listening With Your Eyes

*Men, Woman & Work Series*

*Listening Between The Lines*

Unspoken Messages

Smart Questions

You're Not Listening

## MANAGEMENT

After The Hire: Retaining Good Employees

Beyond Words for Managers

Communication Cornerstones: Building Trust

Encouraging Manager, The

Everything You Always Wanted To Know About  
Management

Excellence Files, The

Flight Of The Buffalo

Get To The Point, Keep To The Point

Giving Leadership Away

I'd Like A Word With You/John Cleese

In An Instant Series/Anthony Salemi

*Volumes: 1,2, 3, 4*

In Search Of Excellence/Tom Peters

It's Okay To Be Boss

Journey Into The Heroic Environment, A

Juggling Elephants For Managers

Leader Inside, The

Leader Madness

Leadership (Life's Lessons Series)

Leadership/Management Mix

Leadership: What's Trust Got To Do With It?

Leading More With Less

Legal Survival Skills For The Modern Manager

Life Is Short

Love & Profit: Art Of Caring Leadership

Love "Em Or Lose 'Em

Management & Leadership Skills For Supervi-  
sors

Manager As Coach, The

Manager Or Mouse?

Managers As Mentors: Building Partnerships  
For Learning

Manager's Balancing Act, The

Manager's Guide, A

Managing Change & Transition

Managing Me

Managing - Only Just!

Managing Up

Mixing 4 Generations In The Workplace

Once And For All: Resolving Performance  
Challenges

Recipe For Success (Restaurant)

Re-imagine: Business Excellence In A Disrup-  
tive Age

Smart Questions

Spirit At Work, The

Takeaway For Managers Series

ADA in A Nutshell

Can I Ask That?

Legal Interviewing: Discipline, Documentation  
& Termination

Mixing 4 Generations In The Workplace

Once And For All: Resolving Performance  
Challenges

Recipe For Success (Restaurant)

Re-imagine: Business Excellence In A Disrup-  
tive Age

Smart Questions

Spirit At Work, The

Takeaway For Managers Series

ADA in A Nutshell

Can I Ask That?

Legal Interviewing: Discipline, Documentation  
& Termination

Diversity Respedct & Legal Compliance

FMLA In A Nutshell

Sexual Harassment

Talent! How To Win The War For Talent

Talent Management: How To Retain Your Best  
People

This Is Going To Hurt Me More Than It Hurts  
You

Unorganized Manager Series/John Cleese  
*Parts 1,2, 3*

We Are The Ones

What A Manager Should Say

Where There's A Will...Leadership & Motivation

Wisdom Of Caring Leaders

Would I Follow Me?

Would I Inspire Me?

Would I Work For Me?

## MARKETING

Brilliant, Simply Brilliant Series

*Over & Outta Here*

*Plastic Gold*

*Play it Again Vin*

*Thinking inside The Box*

Ethics Is A Competitive Advantage

Everything Is Design

Excellence Files: Coca Cola

Focusing On The Customer

Living The Brand: The Patagona Story

One-To-One Future: Building Relationships

*One Customer At A Time*

Sell?

Trapped! How To Escape the Sameness Trap  
With Tom Peters

What It Really Takes To Be A World Class Co.

## MEETING OPENERS/COFFEE BREAKS

America 3, The Power To Create

Bambi Meets Godzilla

Barkles Business Series:

*Have A Paws-O-Ttve Attitude*

*Sales 101: Finiding The Itch*

*Truly Furr-ific Customer Service*

Brain Power

Brilliant, Simply Brilliant Series:

*Over & Outta Here*

*Plastic Gold*

*Play it Again Vin*

*Thinking inside The Box*

C & The Box

Candid Camera Goes To Work Series:

*Expect The Unexpected*

*Too Close To The Customer*

Cultural Baggage

Do It Right

Do Respect

Egg, The

Everybody Loves A Winner

Faces

Fall Seven Times, Stand Up Eight

Flight 232:The Power Of Teamwork

From Hell! Series:

*Bosses From Hell*  
*Communicators From Hell*  
*Customer Service From Hell!*  
*Employees From Hell*  
*Interviewers From Hell*  
*Public Service From Hell*  
*Salespeople From Hell*  
*Teams From Hell*

Great Minds, The, Series:

*Think Again*  
*Extraordinary*  
*What's Holding You Back?*  
*Great Minds On Leadership*  
*Great Minds On Motivation*  
*Great Minds On Creativity, Innovation and imagination*  
*Great Minds On Attitude*  
*Great Minds On Teamwork*  
*Great Minds On Character*  
*Great Minds On Respect Tolerance & Diversity*  
*Great Minds On Teaching & Learning,*  
*Great Minds On Teamwork*  
*Great Minds On Character*  
*Great Minds On Respect Tolerance & Diversity*  
*Great Minds On Teaching & Learning,*

Goals: The Backbone Of Dreams

Harassment Made Simple

Hero Series Meeting Openers

*America The Beautiful*  
*I Remember*

Harassment Made Simple

Hero Series Meeting Openers

*America The Beautiful*  
*I Remember*

Innovate! How To Stand Out In The Crowd

With Tom Peters

InMotion Series

Balloons: Inclusiveness

Nature: Creativity

Penguins: Attitude

Wonders: Vision

Space: Change

Into The Millenium

Java Junkie

Juice

Journey, The

Lance Armstrong Meeting Openers

*Crossing The Line*  
*Teamwork*  
*Perspective: A Different View*

Leader Inside, The

Life Is Short

Lifeline Series:

*Activating Attitude*  
*Stress Tacklers*  
*Unlocking Conflict*  
*Life's Lessons Series:*  
*Leadership*  
*Motivation*  
*Change*  
*Teamwork*  
*Values & Ethics*

*Customer Service*

Lincoln

Meeting Openers With Loretta Laroche

*Not Another Meeting*

*Whoopee, Another Meeting*

*More Than One Bight Answer*

Muppet Meeting Openers & Coffee Breaks

My Idea

On Your Own

Peacock Experience

People

Perfect Moment, The

Powers Of 10

Priorities For Life Series:

1. *Leadership*
2. *Priorities*
3. *Change*
4. *Capacity & Energy*
5. *Return, The:*
6. *Reaching The Next Level & Beyond*
7. *Read My Lips*

Serve! Turn Customer Service Into Unforgettable Customer Experiences With Tom

Peters Service Impact Series:

*Credibility Through Honesty*  
*Cross-Cultural Communication*  
*Dimensions of Service*

Levels of Learning

*The Angry Customer*

*Sisyphus*

*Snookles*

*Solo*

Spirit Clips Series

*Cracked Pot The*  
*Darius Goes West*  
*Hubble Solution, The*  
*Indivisible*  
*Little Frog, The*  
*Montgomery*  
*New Deal, The*  
*One Small Step*  
*Red*  
*Sally*  
*Training Wheels*  
*Sportsters*

Star Spangled Banner, The

Starthrower Story, The

This Thing Called Change

Training Bytes Series:

*Achieving Communication Excellence*  
*Increasing Emotional Intelligence*  
*Managing Productivity*  
*Please Call Me Jessica, Not Bill*  
*Who Are You?*

Training Trigger Series:

*Accommodation*  
*Documentation & Discipline: One Of Many*  
*Termination Techniques*  
*FMLA/Retallation*  
*Harassment/Termination: Porn On A Computer Parts 1 & 2*  
*Retallation: No Future Here, Parts 1 & 2*

Truth Series, The:

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

Village Of 100, 3rd Edition

Volume 1 By Dewitt Jones

Volume 2 By Dewitt Jones

Way You Were, The

We Are The Ones

What A Manager Should Say

What's Holding You Back

When You're Smilin'

Who's On First

Wild Goose Chase

Winds Of Change

Winning

Winning Team

Working Together Works: Short

You

You Need To Know Sexual

Zea: A Study In Perception

**MEETING SKILLS**

Basic Facilitation

Be Prepared For Meetings

Better Meeting Management For Better Communication

Conducting A Productive Meeting

Going To A Meeting

*Part 1: Messing Up A Meeting*

*Part 2: Meeting Menaces*

How To Hold Successful Meetings

Invisible Meeting, The

Meetings Bloody Meetings/John Cleese

More Bloody Meetings/John Cleese

Presentations: What Is A Presentation?

(Smart-Start Meeting Openers)

Well Managed-Meeting, The

**MEMORY**

I'll Never Forget What's His Name

**MENTORING**

.Coaching, Mentoring, & Leading High Performance Teams (We All Win Series)

Insights To Better Mentoring

Leader As Mentor, The (Millenium-Leadership Capsules)

Light The Fire

Managers As Mentors: Building Partnerships For Learning

Mentoring That Makes A Difference

*Parts 1. Mentors*

*Part 2, Mentees*

Training Wheels (Spirit Clips Series)

Will My Mentor Make A Difference

**MOTIVATION**

After The Hire: Retaining Good Employees

Best Of Motives Series:

*1, Nobody Ever Tells Us*

*2, Nobody Ever Asks Us*

Buck Stops Here, The

C & The Box

Capacity & Energy (Priorities For Life Series)

Do It Right  
Don't Fire Them, Fire Them Up  
Encouraging The Heart  
Excelling In A Changing World (Priorities For Life)  
Fall Seven Times, Stand Up Eight  
5 Star Teamwork  
Flight Of The Buffalo  
Great Minds On Motivation (Great Minds Series)  
If Enough People Care  
In Search Of Excellence  
Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)  
Lance Armstrong Meeting Openers:  
*Crossing The Line Teamwork*  
*Perspective: A Different View*  
Lessons From The New Classroom  
Life Is Short  
Love 'Em Or Lose 'Em  
Memorial Hospital & HealthWorks Kids (Tom Peters: Re-imagine!)  
Motivating Employees: Keep Up The Good Work  
Motivating Others  
Motivation (Life's Lessons Series)  
Muppet Meeting Openers  
On Your Own  
OXO Good Grips: Think Differently (Tom Peters: Reimagine!)  
Recipe For Success (Restaurant)  
Say What?  
Service With Soul/Tom Peters  
Sisyphus  
Solo  
Survival Run  
Their's Is Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
Way You Were, The  
We Are The Ones  
We Will  
When The Going Gets Tough  
Who Says We Can't Do It/Lance Armstrong  
Winning  
Yes Lives In The Land Of No  
Your Summit Awaits

#### **MOTIVATION (self)**

Achieving Peak Performance On The Job  
Adversity Quotient  
All Pro  
C And The Box  
Capacity & Energy (Priorities For Life Series)  
Celebrate What's Right With The World  
Cracked Pot, The (Spirit Clips Series)  
Darius Goes West (Spirit Clips Series)  
Do It Right The First Time: Paying Attention To Details  
Employee Motivation: Journey To Success  
Even Eagles Need A Push  
Everybody Loves A Winner  
Excelling In A Changing World (Priorities For Life)  
Fall Seven Times, Stand Up Eight

Fifth Discipline: The Personal Mastery/Peter Senge  
40 Hours: invest In Yourself  
Gifts From The Mountain  
Great Minds On Motivation (Great Minds Series)  
Happiness Advantage, The  
Habit Of Winning  
How To See Opportunity On The Job  
How You Think Is Everything: The Power Of...  
Humor, Risk & Change  
If I Were Brave  
In Search Of Excellence  
Indivisible (Spirit Clips Series)  
Juice  
Life Is Short  
Lincoln  
Little Frog, The (Spirit Clips Series)  
Live & Learn  
Managing Up  
Motivation (Life's Lessons Series)  
Motivation (Smart-Start Meeting Openers)  
New Deal, The (Spirit Clips Series)  
On Your Own  
One Small Step (Spirit Clips Series)  
Perfect Moment  
Power Of Adversity/Tom Sullivan & Charlie Plumb  
Retain & Motivate Great Employees  
Second Chance, A  
Quantum Leap Thinking  
Ready, Willing, & Able  
Say What?  
Second Effort/Vince Lombardi  
Seeing Red Cars  
Sisyphus  
Solo  
Sportsters (non-narrative)  
Starthrower Story, The  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling.*  
Survival Run  
Taking Care Of Your Future Is...  
Their's Not To Reason Why: The Story of Lt. Wm. Sowden Sims  
Way You Were, The  
We Will  
When The Going Gets Tough  
Who Says We Can't Do It  
Winning  
Winning Team  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

Working Together  
Yes lives In The Land Of No  
You  
You Can Do It  
Your Summit Awaits

#### **NEGOTIATING**

Art Of Negotiating (Muppet Meeting Openers)  
Global One: International Negotiating  
Leading The Way: Negotiating With Influence & Persuasion  
Negotiating For Business Results  
Negotiating: Tying The Knot  
Negotiations: Solving Tough Problems  
Ploys, Gambits & Dirty Tricks Of Negotiating  
Stanford Video Guide To Negotiating

#### **NETWORKING**

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

#### **NEW EMPLOYEES**

Clerical Skills For New Employees  
Do It Right The First Time: Paying Attention To Details  
Legal & Effective Hiring  
Managing Up  
Starting Your New Job  
Succeeding At Work: The Adventure Begins  
Working Together Works  
Working Together Works: Short

#### **NEW EMPLOYEES**

Clerical Skills For New Employees  
Do It Right The First Time: Paying Attention To Details  
Legal & Effective Hiring  
Managing Up  
Starting Your New Job  
Succeeding At Work: The Adventure Begins  
Working Together Works  
Working Together Works: Short

#### **NON-NARRATION**

Egg  
Life Is Short  
Sand Castle  
Sisyphus  
Sportsters  
Teamwork  
When You're Smiin'  
Working Together Works: Short  
Zea

#### **ONE-ON-ONE TRAINING**

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

#### **ORIENTATION**

Beginning Employment Relationships (Millenium-Leadership Series)

Do It Right The First Time: Paying Attention To Details  
Succeeding At Work: The Adventure Begins  
Working Together Works  
Working Together Works: Short

#### OUTPLACEMENT

Developing Job Leads  
Guide To A Successful Job Search  
Out Of Work?

#### PEER TO PEER

Handling Difficult People  
Little Frog, The (Spirit Clips Series)  
Little Things Mean a Lot  
..Toxic Talk: What Would You Say Working People Smart

#### PERCEPTION

It's Your Choice/Rocky Bleier  
Me and You  
Paradigm Of Perception  
Strategies For Success Series  
1. *Key Ways For Gaining That Competitive Edge In The 21st Century*  
2. *How To Overcome Mingle-Phobia*  
3. *Gaining That Edge During Business Meals*  
Zea: A Study Of Perception

#### PERFORMANCE APPRAISAL

Complete Performance Review Toolkit, The  
Conducting Extraordinary Performance Appraisals  
Conducting Legal Performance Appraisals  
Dreaded Appraisal  
Good News! It's Performance Appraisal Time  
How Am I Doing  
How Supervisors Should Appraise Employee Performance  
Legal & Effective Performance Appraisal (Legal & Effective Employment Series)  
Legal Side Of Evaluating Performance  
Legal Side Of Performance Appraisal: You Be The Judge  
Let's T.A.L.K.: Handling The Difficult Performance Appraisal  
Light The Fire: Leveraging Appraisals For Maximum Performance  
One On One: Informal Performance Review  
Performance Appraisal: Getting Results  
Performance Review: Code Red  
Performance Review: Every Manager's Nightmare  
Performance Appraisal: What It's Really About (Smart-Start Meeting Openers)  
Surviving The Appraisal Interview (Performance Management Series)  
Dreaded Appraisal  
Good News! It's Performance Appraisal Time  
How Am I Doing  
How Supervisors Should Appraise Employee Performance  
Legal & Effective Performance Appraisal (Legal & Effective Employment Series)

Legal Side Of Evaluating Performance  
Legal Side Of Performance Appraisal: You Be The Judge  
Let's T.A.L.K.: Handling The Difficult Performance Appraisal  
Light The Fire: Leveraging Appraisals For Maximum Performance  
Not Just Another Meeting  
One On One: Informal Performance Review  
Performance Appraisal: Getting Results  
Performance Review: Code Red  
Performance Review: Every Manager's nightmare  
Performance Appraisal: What It's Really About (Smart-Start Meeting Openers)  
Surviving The Appraisal Interview (Performance Management Series)

#### PERFORMANCE MANAGEMENT

Building Employee Morale: Missed Opportunities  
Complete Performance Review Toolkit, The  
Conducting High-Impact, Low Stress Performance Reviews  
Performance Management (JITI Series)  
Effective Performance Management: Building A Quality Organization  
Forget For Success  
How Supervisors Should Appraise Employee Performance  
Light The Fire: Leveraging Appraisals For Maximum Performance  
Manager's Guide, A  
Once And For All: Resolving Performance Challenges  
One On One: Informal Performance Review  
Performance Management (Consult Video Series)  
Performance Matters: The Importance of Praise  
Performance Matters: The Need For Constructive Criticism  
Performance Review Series:  
1. *Every Managers Nightmares*  
2. *Every Appraisee's Dream*  
Reinventing Appraisals Video Series  
*Part 1. The Performance Management Cycle*  
*Part 2. Setting The Goal*  
*Part 3. Determining Key Result Areas*  
*Part 4 Identifying Performance Standards*  
*Part 5., Managing Change & Developing Performance*  
Talent! How To Win The Great War For Talent/ Tom Peters  
Targeting For Performance

#### PERSONAL GROWTH

A+ In The Workplace: Developing Positive Behavior  
Accountability Toolkit, The (Also Gov't Version)  
Achieving Peak Performance On The Job  
A.C.T. With Integrity  
Activating Attitude

Adversity Quotient  
Adversity Quotient At Work  
All Pro  
Attitude: A Little Thing That Makes A Big Difference  
Attitude Your Most Priceless Possession  
Basics Of Business Etiquette  
Battle For Excellence  
Bounceback  
Capacity & Energy (Priorities For Life Series)  
Clerical Skills For New Employees  
Distracted Driving: Game Over  
Do It Right The First Time: Paying Attention To Details  
Eagle's Secret  
Everybody Loves A Winner  
Excelling In A Changing World (Priorities For Life)  
Fall Seven Times, Stand Up Eight  
Fear  
Focus Your Vision  
40 Hours: invest In Yourself  
Get Organized & Stay Organized: The 7 Day Plan  
For Putting Your Work Life In Order  
Getting Ahead By Getting Along: People Skills For The Workplace  
Gifts From The Mountain  
Goals: The Backbone Of Dreams  
Guide To Successful Job Search  
Habit Of Winning  
Happiness Advantage, The  
How To Be Creative On The Job  
How To Clear Your Desk: The Paper Chase  
How To See Opportunity On The Job  
It's Your Choice: Interviewee Video  
Invisible Rules: Men, Women & Teams Juice  
Legacy Of Achievement, The  
Life Is Short  
Live And Learn  
Lincoln  
Little Big Things, The  
Live & Learn  
Managing Up  
Mastering Personal Change  
New Deal, The (Spirit Clips Series)  
On A High Note  
On Your Own  
Personal Issues (Consultant, The, Series)  
Professional Excellence  
Reaching The Next Level & Beyond (Priorities For Life)  
Sally (Spirit Clips Series)  
Second Chance, A  
Seeing Red Cars  
Straight Talking: The Art Of Assertiveness  
Starthrower Story, The  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*

*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling,*  
Strategies For Success Series:  
1. Key Ways For Gaining That Competitive Edge In The 21st Century  
2. How To Overcome Mingle-Phobia  
3. Gaining That Edge During Business Meals  
Succeeding At Work: The Adventure Begins  
Success Is An Attitude  
Supervisory Self-Appraisal  
Survival In The Workplace  
Taking Care Of Your Future (Smart-Start Meeting Opener)  
Taking Care Of Your Future Is...  
Taking The Initiative On The Job  
There Is Only Us  
Training Wheels (Spirit Clips Series)  
Truth About Business Casual, The (Truth Series)  
Unlocking Conflict  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look inside Ourselves*  
When I Say No, I Feel Guilty  
When Opposites Complement  
Workplace Wellness Series  
*Presenting Being Sober At Work: Tools For Addiction*  
*Presenting Feel! Calm At Work: Tools For Stress & Anxiety*  
*Presenting Feel! Good At Work: Tools For Depression*  
*Be Focused At Work: Tools For ADHD*  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead  
Yes Lives In The Land Of No  
Your Summit Awaits

#### PERSONAL SITUATIONS

Accountability Toolkit, The (Also Gov't Version)  
Balancing Home & Career  
Capacity & Energy (Priorities For Life Series)  
Clerical Skills For New Employees  
Come Back, The  
Distracted Driving: Game Over  
Excelling In A Changing World (Priorities For Life)  
Family Medical Leave Act  
Fear Of Success/Ben Bissell  
Happiness Advantage, The  
If I Were Brave  
Integrity Is...  
Juggling Priorities: How To Balance Your Life  
Life Is Short  
Little Things Mean a Lot  
Managing Up  
Personal Issues (Consultant, The, Series)  
Personal Issues (JITI) Series)  
Sally (Spirit Clips Series)  
There Is Only Us  
Total Awareness: Listening With Your Eyes

Truth About Business Casual, The (Truth Series)  
Virtual office  
Working People Smart  
Workplace Wellness Series  
*Presenting Being Sober At Work: Tools For Addiction*  
*Presenting Feel! Calm At Work: Tools For Stress & Anxiety*  
*Presenting Feel! Good At Work: Tools For Depression*  
*Be Focused At Work: Tools For ADHD*

#### PLANNING

All Change  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Getting Things Done: The 5 Phases Of Managing Workflow  
How To Juggle Multiple Priorities  
Hubble Solution, The (Spirit Clips Series)  
Managing Your Own Productivity (Training Bytes)  
1. *Have A Plan. Work The Plan. Planning & Organizing For Results*  
2. *What Should I Do First? Effectively Managing Priorities*  
3. *It Takes A Team Effectively Working With Others To Achieve Results*  
More Than One Right Answer  
Take Back your Time: How To Manage Your Workload & Still Have A Life  
What Is Strategic Planning?

#### PRESENTATION SKILLS

Basics Of How To Plan, Write & Give A Winning Presentation  
Be Prepared To Speak  
Get To The Point, Keep To The Point  
How To Make Winning Presentations  
How To Write & Deliver Great Speeches  
Powerful Ways To Persuade People  
Presentation Is Everything  
Speaking Effectively To 1 Person Or A Roomful:  
Proven Techniques That'll Make You A Master  
Speaking With Confidence, Clarity & Charisma  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling* Winning Presentations  
Winning Presentations: For Make Or Break Moments

#### PROBLEM EMPLOYEES

Constructive Communication  
Why Won't Rodney Work

#### PROBLEM SOLVING

A.C.E. It: How To Solve Tough Workplace Problems  
Act On It: The Art Of Decision-Making  
Blue Movie, The: Generating Great Ideas  
Brilliant, Simply Brilliant Series  
*Over & Outta Here*  
*Plastic Gold*  
*Play It Again Vin*  
*Thinking inside The Box*  
Doing Our Part  
How Do You Put A Giraffe Into A Refrigerator?  
Hubble Solution, The (Spirit Clips Series)  
Learn While & Doing (Putting The Learning Organization To Work Series)  
Powers Of 10  
Problem Solving: What's Your Problem (Smart-Start Meeting Openers)  
Zea: A Study Of Perception

#### PRODUCTIVITY

Achieving Peak Performance On The Job  
Building Productive Workplaces (Blue Sky)  
Challenge To America Series  
*Oid Ways, New Game*  
*Heart Of The Nation, The*  
*Winning Strategies*  
Constructive Criticism: How To Build Better Performance  
Do It Right The First Time: Paying Attention To Details  
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
Errand Run, The  
First Time Around, The  
5S Garage  
Forget For Success  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
Group Productivity  
Happiness Advantage, The  
How To Juggle Multiple Priorities  
How To Receive Work Assignments (Empowerment Series)  
Humor, Risk & Change  
Journey Into The Heroic Environment  
Leadership & The Customer Revolution  
Learning After Doing  
Learn While Doing (Putting The Learning... Series)  
Listening: The Key To Productivity  
Managing Productivity (Training Bytes Series)  
Once And For All: Resolving Performance Challenges  
Organizational Climate  
Personal Efficiency Program, The How To Do More Work In Less Time  
Reinventing The Corporate Spirit  
Solving The Performance Puzzle  
Take Back Your Time: How To Manage Your Workload & Still Have A Life  
3 R's Of Sustainability  
Toxic Talk: What Would You Say  
Turn 'Em On Turn 'Em Loose  
Will To Work  
Worksmarts: How To Get Along, Get Noticed, & Get Ahead

#### PROJECT MANAGEMENT

Errand Run, The



First Time Around, The  
5S Garage  
How To Juggle Multiple Priorities  
Hubble Solution, The (Spirit Clips Series)  
Managing Your Own Productivity (Training Bytes)  
*1. Have A Plan, Work The Plan, Planning & Organizing For Results*  
*2. What Should I Do First? Effectively Managing Priorities*  
*3. It Takes A Team Effectively Working With Others To Achieve Results*  
Personal Efficiency Program, The How To Do More Work In Less Time  
Re-engineering The Future  
Roadmaps: Creating Effective Written Action Plans

### QUALITY

Cornerstones Of Quality  
Cost Of Quality, The  
Customer Care Is Everyone's Job  
Customer Is Always Dwight, The  
Do It Right  
5S Garage  
Florida Power & Light Model  
Hubble Solution, The (Spirit Clips Series)  
In Search Of Quality: Quality Through People  
In Search Of Quality: Quality Through Systems  
ISO 9000 & Why Do I Care?  
ISO 9000 Series:  
*ISO 9000: Quality Assurance*  
*ISO 9000:6 Steps To Global Quality*  
Managing Frontline Staff  
Quality At Work  
Quality Connection  
Quality In The Office  
Quality Secrets: Baldrige Award Winners Speak  
Quality Supervision For Industry  
Quality: You Don't have To Be Sick To Get Better  
Reengineering The Future  
Supervising For Quality  
What Is Quality?  
Why Quality

### READING

Business Communications: Reading

### RECRUITING

How Great Companies Get Great People  
Managing A Diverse Workforce: Recruiting & Interviewing  
Recruiting & Hiring: A Manager's Guide To Staying Out Of Court  
Talent! How To Win The Great War For Talent With Tom Peters

### REENGINEERING

Errand Run  
5S Garage  
Reengineering The Future  
3 R's Of Sustainability  
Wolves On The Horizon: Reengineering For Survival

### RELATIONSHIP

Getting Ahead By Getting Along: People Skills For The Workplace  
Relationship Strategies: Improving Workplace Communications  
Total Awareness: Listening With Your Eyes

Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
Valuing Relationship Series:  
*Demonstration Tape*  
*Interpersonal Synergy*  
*Organizational Energy*  
Personal  
Wednesday's Touch  
Working People Smart

### RESPECT/HARASSMENT

As Simple As Respect: Other Forms Of Harassment  
Beyond Sexual Harassment  
Bullying & Respect In The Workplace  
Clown  
Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation Differences  
Do Respect  
Don't Shoot The Messenger; Common Workplace Courtesies To Reduce Tension & Lower Stress  
Generations In The Workplace  
Harassment & Discrimination: Promoting Respect & Preventing Discrimination (Legal Briefs Series)  
Harassment & Diversity: Respecting Differences  
Harassment: For Managers: A New Look  
Harassment Hurts: It's Personal II  
Harassment Is...  
Harassment Prevention Essentials  
Harassment Prevention Essentials For Managers  
Harassment Prevention Made Simple  
Harassment Prevention Made Simple For Managers  
Harassment: Sex, Religion & Beyond  
It's Not Like I Hit Her!  
Let's Talk...Bullying, Abusive Conduct, & The Consequences  
Let's Talk...Harassment - It Happens!  
Let's Talk...Respect - It Matters  
Little Things Mean A Lot  
Montgomery (Spirit Clips)  
Plus Of Us, The  
Policy Is Not Enough, A  
Quid Pro Quo: When People With Power Make Demands  
Red (Spirit Clips Series)  
Step Up, Speak Up  
There Is Only Us  
Toxic Talk: What Would You Say?  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
With All Due Respect: Promoting A Respectful Workplace  
Workplace Bullying Prevention Made Simple  
Workplace Harassment: Prevention & The Law  
Worksmarts: How To Get Along, Get Noticed & Get Ahead  
You Call That Respect?  
You Can Stop Harassment  
You Can Stop Harassment Training Scenes

### RESPONSIBILITY

Act On It: The Art Of Decision-Making Being Empowered: Making A Difference Buck Stops Here, The  
Do It Right The First Time: Paying Attention To Details  
First Time Around, The

Happiness Advantage, The  
Hubble Solution, The (Spirit Clips Series)  
Integrity Is...  
Leakproof: 8 Privacy Principles  
Managing Up  
Toxic Talk: What Would You Say  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*  
Who Are They Anyway?  
You Are The Organization: Every Employee's Public Relations Role

### RETALIATION

Creating The Respect Effect; Preventing Harassment, Discrimination & Retaliation

### RETAIL

Container Store, The: Re-imagine Customer Service & Talent (Tom Peters: Re-imagine!)  
Courage To Coach Retail  
Crime Check: Retail Employees  
Crime Check: Retail Management  
Customer Service Teamwork: It's Show Time (Customer Service Training Series)  
Jordan's Furniture: Re-imagine The Customer Experience (Tom Peters: Re-imagine!)  
Loss Prevention  
Mental Workout:  
*Retail 1 & 2*  
Prescription For Complaints  
Quality Customer Service Retail Learning Library, The  
*Actions and Attitudes*  
*Building Your Team Five Star Selling Leadership through Communication*  
*The S.T.O.P. Shop*  
*Welcome to the Team*  
*Zero Tolerance: Harassments Discrimination Awareness*  
Secret Customer Service Uncovered  
Service Challenge  
Sexual Harassment: Is It Or Isn't It

### RISK TAKING

Buck Stops Here, The  
One Small Step (Spirit Clips Series)  
Risk Maker, Risk Taker

### SAFETY

Anthrax Awareness  
Anthrax Threat, The  
Back Care & Safety  
Bloodborne Pathogens  
Driver Safety: A Lifetime Of Learning  
Facility Security: The Critical Link  
Fire Prevention & Safety  
Fire Safety & Evacuation  
Forklift Operation & Safety  
Forklift Safety: Inspection  
Forklift Safety: The Experienced Operator  
Golf Cart & LSV Safety: On & Off The Cart  
Hand Safety: You Control It  
Hazard Communication  
Hearing Conservation: You Decide What To Hear  
It's Personal (Restaurant)  
Lessons From Ground Zero: Evacuations & Emergency Action Plans  
Lockout-tagout Procedures  
Mr. Unexpected  
Moving Forward In The Aftermath Of Trauma  
No Injury, No Accident?

Proper Lifting Techniques  
Receipe For Health & Safety (Restaurant)  
Redesigning A Workplace for Self-Regulation  
Safety And Substance Abuse  
Safety Attitudes: Food For Thought  
Safety On The Job: Accidents, Causes & Pre-Job  
Safety Checklist Prevention  
Safety On The Job: Hazards Of Substance Abuse  
SEA-J Special Report: Disaster Preparedness  
Slips, Trips & Falls  
Successful Safety Committees: They're No Ac-  
cident  
Wearing The Mask  
Workplace Bullying Made Simple: Prevention For  
The Workplace

### **SALES MANAGEMENT**

Don't Fire Them, Fire Them Up  
Get To The Point, Keep To The Point  
Instant Replay  
Managing Sales Stress  
Motivating Salespeople (Superior Sales Manage-  
ment)  
Sales Is Not A Dirty Word  
Sales Smarts For Sales Managers (Sales Smarts  
series)  
Sales Motivation & Results Today (Winning  
Coaches Series)  
Skills Coaching (Superior Sales Management)  
Super Salesman  
Talent! How To Win The Great War For Talent With  
Tom Peters

### **SALES TIME MANAGEMENT**

Coach The S.A.L.E. For Sales Managers  
Manage Your Time To Build Your Territory  
Time & Territory Mgmt: Turning Time Into Gold  
Unorganized Sales Person

### **SECRETARIAL/ADMINISTRATIVE**

Clerical Skills For New Employees  
Get To The Point, Keep To The Point  
Perfectly Normal Day, A  
Seven Day Professional Image Update  
When You're Smilin'  
You

### **SECURITY**

Crossing The Line  
Leakproof: 8 Privacy Principles  
Prevail  
Prevailing Is...  
Stolen Identity: Crimes Of The Millenium  
Take A Good Look  
Workplace Privacy: Does It Really Exist?

### **SELF DEVELOPMENT**

Accountability Toolkit: Government Version  
All Pro  
Choice, The  
Developing Job Leads  
Don't Panic  
5 Waves Of Trust, The  
Get To The Point, Keep To The Point  
Getting Ahead By Getting Along: People Skills  
For The Workplace  
Growing In Place  
Habit Of Winning  
Happiness Advantage, The  
Humor, Risk, Change  
If I Were Brave  
Inner Game Of Management

Legacy Of Achievement (short & long versions)  
Little Big Things, The  
Live & Learn  
Second Chance, A  
Seeing Red Cars  
Spirit Clips  
*Cracked Pot the  
Darius Goes West  
Hubble Solution, The  
Indivisible  
Little Frog, The  
Montgomery  
New Deal, The  
OneSmallStep  
Red  
Sally  
Training Wheels*  
Starthrower Story, The  
Strategies For Success PowerPoint Presentations  
Business Correspondence  
*Business Greetings & Introductions  
Business Ready Dress For Men  
Business Ready Dress For Women  
Dining Etiquette  
E-Mail Etiquette  
Job Fair Etiquette  
Job interview Etiquette;  
Life After interview  
Professional Dress For Men  
Professional Dress For Women  
The Art Of Mixing & Mingling*  
Strategies For Success Series

*1. Key Ways For Gaining That Com-  
petitive Edge In The 21st Century  
2. How To Overcome Mingle-Phobla  
3 Gaining That Edge During Busi-  
ness Meals*

Taking Care Of Your Future (Smart-Start Meeting  
Opener)  
Taking Care Of Your Future Is...  
Way You Were, The  
You

### **SELF DIRECTED WORK TEAMS**

Smart Workplace

### **SELF MANAGEMENT**

Adventures In Sales, Service, & Self Esteem  
Do It Right The First Time: Paying Attention To  
Details  
Second Chance, A  
Seeing Red Cars  
Little Big Things, The  
Managing Up

### **SELF DIRECTED WORK TEAMS**

Smart Workplace

### **SELF MANAGEMENT**

Adventures In Sales, Service, & Self Esteem  
Do It Right The First Time: Paying Attention To  
Details  
Second Chance, A  
Seeing Red Cars  
Little Big Things, The  
Managing Up

### **SELLING SKILLS**

Actions Speak Louder Than Words  
Ask For The Order  
Battle For Excellence  
Be Prepared To Sell

Beyond Needs Assessment: 10 Steps To Consulta-  
tive Selling  
Beyond Words: Customer Service & Sales Series:  
*Part 1 & Part 2*  
Business-to-Business Prospecting Series:  
*Part 1: Determine & Reach Key Deci-  
sion Makers: Sticking To it  
Part 2: Verify The Decision Maker &  
Ask For The Business: Develop  
The Thirst  
Part 3: Listening & Addressing Re-  
sistance: Prepare For Obstacles*  
Communicating Effectively With Customers Series:  
*1. Effective Communication Starts  
With You  
2. Communication is Selling  
3. Art Of Questioning, The  
4. Professional Word Power  
5. Effective Telephone Communica-  
tion  
6. Communicating With irate Cus-  
tomers*  
Complaint Is A Gift A: Using Customer Feedback  
As A Strategic Tool  
Container Store, The: Re-imagine Customer  
Cost Of Quality  
Courtesy Or Consequence  
Don't Fire Them, Fire Them Up  
Gender-Driven Selling  
Get Out There & Sell!!!! (Tim Conway Series)  
Get To The Point, Keep To The Point  
Hidden Advantage-Neuro-Linguistic Sales  
How To Ask Positive Questions  
How To Connect In Business  
Instant Replay  
Listen & Win: How To Keep Customers Coming  
Back  
Motorola Selling Concepts Series:  
*Identifying Heeds & Opportunities  
Demonstrating Features & Benefits  
Handling & Preventing Objections  
Closing Concepts Selling With Style  
Listening For Results  
Negotiating To Win  
Competing For The Gold*  
Muppet Meeting Openers & Breaks  
New Deal, The (Spirit Clips Series)  
Powerful Ways To Persuade People  
Presentation Is Everything  
Sales 101: Finiding The Itch (Barkles Business  
Series)  
Sales Essentials Series/Fern Bratten  
Selling By The Numbers  
Big Finish, The  
Selling With Passion  
Sales Is Not A Dirty Word  
SALES. Series, The  
*Win The SALE. For Sales Profession-  
als  
Coach The SALE. For Sales Manag  
ers  
Support The SALE. For Service &  
Support Professionals*  
Sales Motivation & Results Today (Winning  
Coaches Series)  
Second Effort/Vince Lombardi Sell?  
Sell It To Me Series:  
*1. Preparing The Way  
2. Doing The Deal Selling, A Pro-  
spective Sell!*  
25 Essentials On Selling With Tom Peters

Service & Talent (Tom Peters: Re-imagine!)

Smart Questions

So You Want To Be A Success At Selling:  
*1.Preparation, The*  
*2.Presentation, The*  
*3.Difficult Customers*  
*4.Closing The Sale*

Solo

Successful Selling

Supersalesman

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

Theirs Not To Reason Why: The Story of Lt. Wm. Sowden Sims

Time & Territory Management: Turning Time Into Gold

Unorganized Salesperson Series:  
*Parti & Part 2*

Who Sold You This, Then?

### SERVICE REPS

Best In The Field

Complaint: Five Tactics For Handling Complaints Effectively

Complaint Is A Gift, A: Using Customer Feedback As A Strategic Too

### SEXUAL HARASSMENT

It's Not Enough To Know Better Series:  
*Employee's Version & Managers Version*  
*You Need To Know... Sexual Harassment Is Illegal*

It's Up To You: Stopping Sexual Harassment Employee & Manage versions'

Person To Person: Creating Respectful Workplaces Prevent Sexual Harassment In The Workplace

Quid Pro Quo: When People With Power Make Demands

Sexual Harassment A Common Sense Series  
*1. Employee; 2. Manager*

Sexual Harassment A High Price To Pay Series  
*1. Employee Awareness Program*  
*2. Management Briefing*

Sexual Harassment: A Manager's Guide

Sexual Harassment: A Manager's Guide In CA

Sexual Harassment & Gender Discrimination

Sexual Harassment: Is It Ori Isn't It

Sexual Harassment: New Perspectives

Sexual Harassment: New Roles, New Rules

Sexual Harassment Prevention Kit

Sexual Harassment Prevention Made Simple

Sexual Harassment Prevention Made Simple For Managers

Sexual Harassment: Prevention, Recognition, Correction

Sexual Harassment Quiz

Sexual Harassment Series:  
*Understanding The Law*  
*Handling The Complaint*

Sexual Harassment: Serious Business

Sexual Harassment (Take Away Series)

Sexual Harassment: Training For A Harassment- Free Workplace

Sexual Harassment:? You Decide: Real Situations For Discussions

### SITUATIONAL LEADERSHIP

Styles Of Leadership

### SOCIAL MEDIA

Legal Social Media At Work

Social Media At Work

### SPORTS ORIENTED TITLES

All Pro

America 3: Power to Create

Four Weeks In May

Instant Replay

Lance Armstrong Meeting Openers  
*Crossing The Une*  
*Teamwork*  
*Perspective: A Different View*

Lance Armstrong, "Who Says We Can Do It?"

Pit Crew Challenge: Driven To Perform

Second Effort/Vince Lombardi

Solo

Sportsters

Team Of Eagles

Winning Coaches Series  
*Leadership: Influence, Incentives, & Knowledge*  
*Sales Motivation & Results Today*  
*Teamwork Across Generation*  
*Winning Through Innovation*

Winning Team

### STRATEGIC PLANNING

Little Big Things, The

Roadmaps: Creating Effective Written Actions Plans

### STRESS

Arrest That Stress: How To Depressurize Your Work Life

Balancing The Stress Of Life

Communicating To Reduce Stress

Don't Panic

Fear & Stress In The Workplace

Gifts From the Mountain

Happiness Advantage, The

Humor Prescription Care for the Care Giver

Humor, Risk & Change

Just Relax

Laughing At Stress

Managing Distress

Managing Sales Stress

Managing Stress Before It Manages You

Managing Stress/Ben Bissell

Moving Forward.In The Aftermath Of Trauma

Overcoming Stress At Work

Overcoming Stress, Fear & Anxiety

Preventing & Managing Stress Re-energize Yourself

Saving For Stress

Shiftwork: Circadian Survival

Short Circuiting Stress

Sick Of Stress

Stress Management

Stress Management Series: (Dr. David Katz)  
*Recognizing Stress*  
*Managing Stress*  
*Resilience: Mastering Stress*  
*Yoga @ Work*

### Stress, Weight Control & Emotional Eating

Stress You're In Control

Stress Busters/Laroche

Tackling Stress

Take Your Job Seriously & Yourself Lightly Well, Well, Well

When The Going Gets Tough

### SUPERVISORY SKILLS

Achieving Supervisory Excellence

After The Hire: Retaining Good Employees

Communication Cornerstones: Building Trust

Get To The Point, Keep To The Point

How To Build A High Performance Workforce...

The Keys To Effective Supervision

How Supervisors Should Appraise Employees Performance

How To Supervise People

It's Okay To Be Boss

Jack Cade's Nightmare 1: A Supervisor's Guide To Laws Affecting The Workplace

Jack Cade's Nightmare 2: Double Liability

Jack Cade's Nightmare 3: Caught In The Crossfire

Juggling Elephants For Managers

Leadership (Life's Lessons Series)

Leadership (Priorities For Life Series)

Legal Survival Skills For The Modern Manager

Management & Leadership Skills For Supervisors

Manager Or Mouse?

Managers As Mentors: Building Partnerships For Learning

Managing Me

Managing Up

New Supervisor: So, Now You're The Boss (Smart-Start Meeting Openers)

New Supervisor: Skills For Success

Once And For All: Resolving Performance Challenges Peer Today, Boss Tomorrow

Recipe For Success (Restaurant)

Setting The Stage For Success

Smart Questions

Supervising For Quality

Supervising The Difficult Employee

Takeaway For Managers Series  
*ADA In A Nutshell*  
*Can I Ask That?*  
*Legal Interviewing: Discipline, Documentation & Termination*  
*Diversity, Respedct & Legal Compl-iance*  
*FMLA In A Nutshell*  
*Sexual Harassment*

Transistion To Boss Is...

Would I Follow Me?

Would I Inspire Me?

Would I Work For Me?

You'll Soon Get The Hang Of It

Would I Work For Me?

You'll Soon Get The Hang Of It

### TEAMWORK

All For One: Team Building In Action

America3: Power To Create

Apollo 13 Leadership: Down-To-Earth Lessons  
 Bear Essentials Of Business, The  
 Best Of Motives, The, Series:  
     1. *Nobody Ever Tells Us*  
     2. *Nobody Ever Asks Us*  
 Bridging The Distance: Virtual Teams On The  
 Road To Results  
 Building Cooperation: How Everyone Wins  
 At Work  
 Building The Perfect Team  
 Chilean Mine Rescue: The Unstoppable Team  
 Cracked Pot, The (Spirit Clips Series)  
 Creating Your DreamTeam: How To Harness  
 The Power Of Teamwork  
 Darius Goes West (Spirit Clips Series)  
 Do It Right  
 Does The Team Work?  
 Doing Our Part  
 Effective Teamwork  
 Embracing New Ideas  
 Essentials Of Effective Teamwork  
 Everyone's Teamwork Role  
 Excellence Files, The  
 File 101: Teams For Success (Excellence Files:  
 Action Agenda Series)  
 First Among Equals: Leading A Team  
 5 Dysfunctions Of A Team Workshop  
 5 Star Teamwork  
 Flight Of The Buffalo  
 Four Weeks In May  
 Getting Cooperation: Teambuilding That  
 Works  
 Giving Leadership Away  
 Global Scenario: Building The Multicultural  
 Team  
 Global Scenario: Building The Virtual Team  
 I Wish My Manager Would Just...  
 Implode! Building Trust, Teams & Communica-  
 tions.  
 Invisible Rules Revised  
 Kingdom Was Lost, The  
 Lance Armstrong Meeting Openers  
     *Crossing The Line*  
     *Teamwork*  
     *Perspective: A Different View*  
 Leadership: What's Trust Got To Do With It?  
 Life Is Good...And Work Can Be Too Little  
 Frog, The (Spirit Clips Series)  
 Manager's Balancing Act, The: Paradoxical  
 Management  
 One Small Step (Spirit Clips Series)  
 Pigeon-Holed In The Land Of Penguins  
 Pit Crew Challenge: Driven To Perform  
 Power Of Teamwork, The, Inspired By The Blue  
 Angels  
 Resolving Conflicts: Strategies For A Winning  
 Team  
 Results Rule! Build A Culture That Makes Your  
 Team A Hero  
 Sand Castle: Team Work & Diversity  
 Sink Or Swim Teamwork: We're All In This  
 Together  
 Spirit Of The Dolphins, The  
 Communication  
 Conflict Resolution  
 Coaching For Performance

Decision Making  
 Meeting Effectiveness  
 Training Job Skills  
 Team Approach, The  
 Team Building: Techniques That Work  
 Team Nightmares: Solutions To Your Top  
 Team Problems Series:  
     *Volume 1 & Volume 2*  
 Team Of Eagles, A  
 Team Player  
 Team's Series  
 Teamwork Essential Video Series  
 Teamwork (Life's Lessons Series)  
 T.E.A.M.W.O.R.K. (Four Weeks In May compan-  
 ion)  
 Teamwork Across Generations (Winning  
 Coaches Series)  
 Teamwork Essentials Video Series:  
     *Part 1. Teams That Work*  
     *Part 2. Change Without Anxiety*  
     *Part 3. Meetings Under Control*  
     *Part 4. Presentations Without Fear*  
 Teamwork In Action (Muppet)  
 Teamwork What's Trust Got To Do With It?  
 The Power Of Teamwork Inspired By The Blue  
 Angels  
 Think Or Sink: Professional Team Decision  
 Thinking Turn 'Em On Turn 'Em Loose  
 12 Angry Men: Teams That Don't Quit  
 12 Angry Men: Teams That Don't Quit Updated  
 12 Angry Men: Teams That Don't Quit Series  
     *We Need To Talk*  
     *The Different Kind Of Leadership*  
     *The Decision-Making Environment*  
     *Diversity And Inclusion*  
 Vision Of Teams  
 We Are The Ones  
 What A Manager Should Say  
 When Opposites Complement  
 Who Says We Can't Do It?/Lance Armstrong  
 Winning Team  
 Wisdom Of Teams  
 Working Together Works  
 Working Together Works Short  
 Workteams & The Wizard Of Oz  
 Workteams & The Wizard Of Oz Series  
     *Building A High Performance Team*  
     *Building A Diverse Team*  
     *Empowered Team Members Dis-*  
     *cover Hidden Strengths To Solve*  
     *Problems*  
 Yes Lives In The Land Of No  
 Your Place In the Team

**TELEMARKETING**

Call To Order: Converting Telephone Inquiries  
 Into Sales  
 Get To The Point, Keep To The Point  
 Make The Connection: How To Be Effective &  
 Productive On The Phone  
 Selling On The Telephone  
 Crash-Course In Sale's Skills, A

**THEFT**

Crossing The Line (Loss Prevention Programs)  
 Stolen Identity: Crimes Of The Millenium

Complaint Is A Gift, A: Using Customer Feed-  
 back As A Strategic Tool

**TELEPHONE CUSTOMER SERVICE**

Complaint: 5 Tactics For Handling Com-  
 plaints Effectively  
 Complaint Is A Gift, A: Using Customer Feed-  
 back As A Strategic Tool  
 Crash-Course In Sale's Skills, A  
 Customer Service: The Telephone Connection  
 Get To The Point, Keep To The Point  
 Telephone Communication: Clear As A Bell  
 Telephone Customer Service  
 Telephone Courtesy: You Are The Company  
 When The Phone Rings: Telephone Skills For  
 Better Service

**TELEPHONE SKILLS**

Adventures In Customer Courtesy  
 Are You With Me  
 Connections: Basic Telephone Techniques  
 Crash-Course In Sale's Skills, A  
 Dealing With People On The Telephone  
 Dealing With The Irate Customer  
 Effective Telephone Communication (Commu-  
 nicating Effectively With Customers  
 Series)  
 Every Call Counts  
 Get To The Point, Keep To The Point  
 Glad I Could Help  
 It's Your Call  
 Let's Talk: Telephone Tactics For Better Busi-  
 ness  
 Make The Connection: How To Be Effective &  
 Productive On The Phone  
 Telephone Behavior: The Rules Of Effective  
 Communication  
 Telephone Communication: Clear As A Bell  
 y & Customer Service  
 Telephone Courtesy Pays  
 Telephone Courtesy: You Are The Company  
 Telephone Film, The  
 Telephone Power  
 Telephone Skills At Work  
 When The Phone Rings: For Telephone Skills  
 Better Service  
 Time On The Line (Time Management)  
 Winning Telephone Tips

**TERMINATION**

Care & Control: A Better Approach To Termi-  
 nation  
 Discipline & Termination: Improving Perfor-  
 mance & Reducing Liability (Legal Briefs  
 Series)  
 Documenting Discipline  
 Ending Employment Relationships (Millenium-  
 Leadership Capsules...)  
 Jury Friendly Termination  
 Legal & Effective Termination (Legal & Effec-  
 tive Employment Series)  
 This Is Going To Hurt Me More Than It Hurts  
 You  
 This Is Going To Hurt Me More Than It Hurts  
 You

Take A Good Look (Loss Prevention Programs)  
Customer Service: The Telephone Connection  
Get To The Point, Keep To The Point  
Telephone Communication: Clear As A Bell  
Telephone Customer Service  
Telephone Courtesy: You Are The Company  
When The Phone Rings: Telephone Skills For Better Service

#### **TELEPHONE SKILLS**

Adventures In Customer Courtesies  
Are You With Me  
Connections: Basic Telephone Techniques  
Crash-Course In Sale's Skills, A  
Dealing With People On The Telephone  
Dealing With The Irate Customer  
Effective Telephone Communication (Communicating Effectively With Customers Series)  
Every Call Counts  
Get To The Point, Keep To The Point  
Glad I Could Help  
It's Your Call  
Let's Talk: Telephone Tactics For Better Business  
Make The Connection: How To Be Effective & Productive On The Phone  
Telephone Behavior: The Rules Of Effective Communication  
Telephone Communication: Clear As A Bell y & Customer Service  
Telephone Courtesy Pays  
Telephone Courtesy: You Are The Company  
Telephone Film, The  
Telephone Power  
Telephone Skills At Work  
When The Phone Rings: For Telephone Skills Better Service  
Time On The Line (Time Management)  
Winning Telephone Tips

#### **TERMINATION**

Care & Control: A Better Approach To Termination  
Discipline & Termination: Improving Performance & Reducing Liability (Legal Briefs Series)  
Documenting Discipline  
Ending Employment Relationships (Millenium-Leadership Capsules...)  
Jury Friendly Termination  
Legal & Effective Termination (Legal & Effective Employment Series)  
This Is Going To Hurt Me More Than It Hurts You  
This Is Going To Hurt Me More Than It Hurts You

#### **THEFT**

Crossing The Line (Loss Prevention Programs)  
Stolen Identity: Crimes Of The Millenium  
Take A Good Look (Loss Prevention Programs)  
Take It Or Leave It

#### **TIME MANAGEMENT**

Conquer The Chaos: The Best Ideas In Time Management  
Do More In Less Time: Tame Your Workload By Dramatically Increasing Your Productivity  
1440 Minutes  
Get Organized & Stay Organized: The 7 Day Plan For Putting Your Work Life In Order  
How To Clear Your Desk: The Paper Chase  
How To Get Things Done  
How To Juggle Multiple Priorities  
Juggling Elephants  
Juggling Elephants For Managers  
Making Time  
Manage Your Time Better  
Perfectly Normal Day, A  
Personal Efficiency Program, The How To Do More Work In Less Time  
Simplifying Your Work & Your Life  
Take Back Your Time: How To Manage Your Workload & Still Have A Life  
30 Ways To Make More Time  
Time Management: Get The Most Out Of Your Time  
One Small Step (Spirit Clips Series)  
Roadmaps: Creating Effective Written Actions Plans  
Think Again: An Invitation & Creative Meeting Opener  
Time Management: Keeping The Monkey Off Your Back  
Time Of Your Life  
Unorganized Manager Series/John Cleese  
*Parts 1,2,3*

#### **TRAIN THE TRAINER**

Get To The Point, Keep To The Point  
Mr. Tudball-Technology Trainer (T. Conway Series)  
Presentations: What Is A Presentation? (Smart-Start Meeting Openers)  
You'll Soon Get The Hang Of It

#### **TRUST**

Chilean Mine Rescue: The Unstoppable Team  
Communication Cornerstones: Building Trust  
Integrity Is...  
Leadership: What's Trust Got To Do With It?  
Power Of Teamwork, Inspired By The Blue Angels  
Servant Leadership  
Trustworks: Alliance Building As A Foundation For Change

#### **TQM**

Customer Is Always Dwight  
Improving Work Systems  
Making Quality Work

#### **UNION**

Communication: Talk To The Lamp  
EFCA Card Tricks/EFCA Card Sharks  
Redesigning A Workplace For Self-Regulation

Sign Now, Pay Later (union specific)  
Union Realities Series:  
*That's Just Reality*  
*Talking With Employees*  
Union, The, Series:  
*Module 1. You're The First One Of Defense*  
*Module 2, Signing The Union Card*

#### **VALUES**

Accountability Toolkit, The (Also Gov't Version)  
All Pro  
Darius Goes West (Spirit Clips Series)  
5 Waves Of Trust, The  
Gifts From The Mountain  
Habit Of Winning  
Happiness Advantage, The  
Integrity Is...  
Indivisible (Spirit Clips Series)  
Integrity Is...  
Juice  
Little Things Mean A Lot  
Live & Learn  
Massey Triad series:  
*What You Are Is Where You Were When*  
*What You Are Is Not What You Have To Be*  
*What You Are Is Where You See*  
More Than One Right Answer  
New Deal, The (Spirit Clips Series)  
.Power Of Teamwork, The, Inspired By The Blue Angels  
Second Chance, A  
Spirit Clips Series  
*Cracked Pot, The*  
*Darius Goes West*  
*Hubble Solution, The*  
*Indivisible*  
*Little Frog, The*  
*Montgomery*  
*New Deal, The*  
*OneSmallStep*  
*Red*  
*Sally*  
*Training Wheels*  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling,*  
Values & Ethics (Life's Lessons Series)  
Valuing Our Workplace Series:  
*Doing Our Part*  
*A Look Inside Ourselves*

We Will  
What You Are Is Where You Were When/M.  
Massy  
What You Are Is Where You Were When.Again

**VALUE PROGRAMMING**

Just Get It  
Massey Triad Series:  
*What You Are Is Not What You Have To Be*  
*What You Are Is Where You See*  
*What You Are Is Where You Were When.Again*

**VISION**

All Pro  
Celebrate What's Right With The World  
Discovering The Future:The Power Of Vision  
Everyday Creativity  
Focus Your Vision  
Habit Of Winning  
Life Is Good...And Work Can Be Too  
One Small Step (Spirit Clips Series)  
Roadmaps: Creating Effective Written Actions Plans  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling*  
Think Again: An Invitation & Creative Meeting Opener  
We Will

**WOMEN IN BUSINESS**

Changing The Way We Do Business  
Perfectly Normal Day, A  
Strategies For Success PowerPoint Presentations  
*Business Correspondence*  
*Business Greetings & Introductions*  
*Business Ready Dress For Men*  
*Business Ready Dress For Women*  
*Dining Etiquette*  
*E-Mail Etiquette*  
*Job Fair Etiquette*  
*Job interview Etiquette;*  
*Life After interview*  
*Professional Dress For Men*  
*Professional Dress For Women*  
*The Art Of Mixing & Mingling*  
Women And The Corporate Game  
Woman At The Top  
Woman In The Boardroom

Women's Millennium Series:/Tom Peters  
*The \$3 Trillion Market*  
*Prospective & Strategies*

**WORK REDESIGN**

Getting Things Done: The 5 Phases Of Managing Workflow  
Hubble Solution, The (Spirit Clips Series)  
Improving Work Systems  
Personal Efficiency Program, The How To Do More Work In Less Time  
Redesigning A Workplace For Self-Regulation  
Reengineering The Future  
Results Rule! Build A Culture That Makes Your Team A Hero

**WORKPLACE VIOLENCE**

Be S.A.F.E. (Not Sorry) Preventing Violence In The Workplace  
Bullying & Respect In The Workplace  
It's Not Like I hit Her  
Let's Talk...Bulluying, Abusive Conduct & The Consequences  
Managing Workplace Bullyiing  
Moving Forward.In The Aftermath Of Trauma  
On The Edge 1.0: Preventing Violence In The Workplace  
On The Edge 2.0: Managing High-Risk Situations  
Red  
Taking Control Of Workplace Violence  
Threat Detector: Your Role In Preventing Workplace Violence  
Ticking Bomb: Defusing Violence In The Workplace Series:  
*1. Prevention & 2. Preparedness*  
Workplace Bullying Made Simple: Prevention For The Workplace  
Workplace Violence Prevention Made Simple  
Workplace Violence Prevention Made Simple For Managers  
Workplace Violence: Series:  
*1. Employees; 2. Managers*  
Workplace Violence: The Calm Before The Storm: Managers  
Workplace Violence: The Legal Role In Keeping Your Workplace Safe (Legal Brief Series)

**WRITING**

Better Business Grammar  
E.asywriter  
How To Say It  
How To Write & Deliver Great Speeches  
Mastering Memos  
Power Writing: Techniques For Success  
Roadmaps: Creating Effective Written Actions Plans  
Write Stuff, The  
Writing For Business Results